

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



مُسْتَشَارَةٌ لِمُشْرَافَةِ مَسَرَّةِ قَائِمِي الرِّسَالَةِ لِسَوْنِجِ مَاسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ

مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ

| | |
|---|---|
| مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ (مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ) | مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ |
| 1 (مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ) | مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ |
| PROC-2024-002 | مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ |
| (IUL)164-PRO/1/2024/26 | مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ |
| 2024 03 مَسَرَّةِ مَعَالِمِ | مَسَرَّةِ مَعَالِمِ مَسَرَّةِ مَعَالِمِ |

| 1. සේවා කොටස | |
|--------------|---|
| 1.1 කොටස | කුඩා උපකරණ සහ සේවා / කුඩා උපකරණ සහ සේවා සඳහා විකුණුම් කොටස |
| 1.2 කොටස | <p>(IU/L)164-PRO/1/2024/26</p> <p>03 ජූනි 2024</p> <p>මහජන සේවා කොමිෂන් කොමිෂන් සභාවේ සේවා සඳහා විකුණුම් කොටස</p> |
| 1.3 කොටස | <p>කොටස</p> <p>NCIT ජූනි 13, 2024 දින 10:00 ට පෙර</p> <p>NCIT හි සේවා සඳහා විකුණුම් කොටස</p> |
| 1.4 කොටස | <p>කොටස</p> <p>NCIT ජූනි 13, 2024 දින 10:10 ට පෙර</p> <p>කුඩා උපකරණ සහ සේවා සඳහා විකුණුම් කොටස</p> |

| 2. සේවා කොටස | |
|--------------|--|
| 2.1 | කුඩා උපකරණ සහ සේවා / කුඩා උපකරණ සහ සේවා සඳහා විකුණුම් කොටස |
| 2.2 | <p>11:00 ට පෙර 06 ජූනි 2024 දින</p> <p>tender@ncit.gov.mv හි</p> <p>www.ncit.gov.mv හි</p> <p>07 ට පෙර 1:30 දින</p> |

| סעיף 4. מטרות המיושמות במסגרת התוכנית. | |
|--|---|
| 4.1 | הגדלת היעילות והפיקוד |
| 4.2 | מטרות המיושמות |
| 4.3 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד (הגדלת היעילות והפיקוד) |
| 4.4 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.5 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.6 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.7 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.8 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.9 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.10 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.11 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.12 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.13 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |
| 4.14 | הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד |

| סעיף 5. מדדים להערכת התוכנית | | |
|---|-----|-----------|
| מדד | ערך | הערות |
| הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד | 85% | 85 |
| הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד | 10% | 10 |
| הגדלת היעילות והפיקוד / שיתוף / הגדלת היעילות והפיקוד | 5% | 319,000/- |

| | |
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| <p>בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.</p> <ul style="list-style-type: none"> • כל המידע יוצג בצורה ברורה ונגישה, ויש להשתמש בכלי עזר מתאימים להצגת המידע. • בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה. <p>בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.</p> <ul style="list-style-type: none"> • בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה. <p>בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.</p> | |
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6. המידע והמידע הרלוונטי לגבי תוכנית הלימודים

- כל המידע יוצג בצורה ברורה ונגישה, ויש להשתמש בכלי עזר מתאימים להצגת המידע.
- בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.
- בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.
- בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.
- בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.
- בנוסף להצגת המידע, יתבצע גם סיכום של המידע שהוצג, ויצדדו בו המטרות והתוצאות של ההצגה.



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| | |
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| شماره | نام و نام خانوادگی |
| <p>هوش مصنوعی و یادگیری عمیق، یک فناوری نوین است که در سال‌های اخیر رشد چشمگیری داشته است. این فناوری‌ها توانایی انجام کارهایی را دارند که قبلاً تنها انسان قادر به انجام آن‌ها بود.</p> | |
| سوال: | |
| موضوع سوال چیست؟ | |
| کدام گزینه صحیح است؟ | |
| پاسخ صحیح کدام است؟ | |
| نام و نام خانوادگی: | |
| شماره: | |
| توضیح: | |
| <p>هوش مصنوعی و یادگیری عمیق، فناوری‌هایی هستند که در سال‌های اخیر رشد چشمگیری داشته است. این فناوری‌ها توانایی انجام کارهایی را دارند که قبلاً تنها انسان قادر به انجام آن‌ها بود. این فناوری‌ها در بسیاری از صنایع و خدمات مختلف مورد استفاده قرار می‌گیرند.</p> | |
| <p>سوال و جواب (در صورت نیاز) را در این بخش وارد کنید. اگر نیاز به توضیح دیگری داشته باشید، لطفاً در این بخش وارد کنید.</p> | |
| <p>تاریخ ثبت سوال ساعت ثبت سوال</p> | سوال: |
| | کدام گزینه صحیح است؟ |
| | پاسخ صحیح کدام است؟ |
| | نام و نام خانوادگی: |
| | شماره: |
| | توضیح: |

6.3. اسٹیٹ سروسز کے لیے اسٹیٹ

| Qty | Minimum Specification | Compliance (Yes / No) | Part No. / Reference |
|-----------|---|-----------------------|----------------------|
| 15 Agents | An integrated system to engage customers via email, Tweets and Facebook wall posts and easily convert them into tickets. | | |
| | Multiple help centers | | |
| | Should be able to analyze performance using prebuilt dashboards and create custom reports. Create multiple support request forms that show a unique set of ticket fields. | | |
| | Out-of-the-box email integration (no need to set up your mail server) with unlimited email addresses. Customizable HTML and text templates. | | |
| | Email, voice, SMS and live chat support | | |
| | Automations and workflows with additional options | | |
| | AI-powered automated answers | | |
| | AI-powered knowledge management | | |
| | Customizable ticket layouts | | |
| | Service Level Agreement (SLA) management | | |
| | Live agent activity dashboard – VIEWABLE | | |
| | Self-service customer portal | | |
| | Prebuilt and custom reporting and analytics | | |
| | Automatic email archiving | | |

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6.4. මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය. (1-0) (1-0) මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය.

මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය. මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය.

මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය. මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය.



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මායිම් කළු සේවාවන් සඳහා ඇගයීම් කළු පත්‍රයක් ලෙස භාවිත කළ යුතුය.

Reference No: (generated by the proponent)
Quotation validity: () days

| # | Item / Equipment or work details | Qty | Price (MVR) | Total (MVR) |
|---|---|--------------|-------------|-------------|
| 1 | <ul style="list-style-type: none"> An integrated system to engage customers via email, Tweets and Facebook wall posts and easily convert them into tickets. Multiple help centers Should be able to analyze performance using prebuilt dashboards and create custom reports. Create multiple support request forms that show a unique set of ticket fields. Out-of-the-box email integration (no need to set up your mail server) with unlimited email addresses. Customizable HTML and text templates. Email, voice, SMS and live chat support Automations and workflows with additional options AI-powered automated answers AI-powered knowledge management Customizable ticket layouts Service Level Agreement (SLA) management Live agent activity dashboard - VIEWABLE Self-service customer portal Prebuilt and custom reporting and analytics Automatic email archiving | 15 Agents | | |
| Total | | | | |
| GST 8% | | | | |
| Delivery and Installation period | | | | |
| Total with GST | | | | |

Bidder Stamp and Sign



National Centre for Information Technology

| Financial Data for Previous 03 Years [MVR Equivalent] | | | |
|---|-------------|-------------|-------------|
| Financial Information of the Year | 2021 | 2022 | 2023 |
| Information from Balance Sheet | | | |
| Total Assets | | | |
| Total Liabilities | | | |
| Net Worth | | | |
| Current Assets | | | |
| Current Liabilities | | | |
| Working Capital | | | |
| Information from Income Statement | | | |
| Total Revenues | | | |
| Profits Before Taxes | | | |
| Profits After Taxes | | | |
| <ul style="list-style-type: none"> Attached are copies of the financial statement (balance sheets including all related notes, and income statements), as indicated above, complying with the following conditions. All such documents reflect the financial situation of the Bidder. Historic financial statements must be complete, including all notes to the financial statements. Historic financial statements must correspond to accounting periods. | | | |

Evaluation criteria

Financial Situation evaluation

- To be eligible the financial statements of the bidding party must show, average annual turnover of MVR 319,000.00 for the years 2021, 2022 and 2023.
(or)
- To be eligible the financial statements of the bidding party must show, Minimum value of MVR 319,000.00 of the proposed price, for liquid asset, for the year 2021, 2022 and 2023.
(or)
- If the bidding party is unable to meet any of the above requirement they shall submit "Line of Credit Letter" as per the template in Form FIN – 3. (Credit limit shall be no less than MVR 319,000.00 of the proposed price)

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[letterhead of the Bank/Financing Institution/Supplier]

[date]

To: *[Name and address of the Contractor]*

Dear,

You have requested {name of the bank/financing institution/supplier issuing the letter) to establish a line of credit for the purpose of executing {insert Name and identification of Project}.

We hereby undertake to establish a line of credit for the aforementioned purpose, in the amount of {insert amount}, effective upon receipt of evidence that you have been selected as successful bidder.

This line of credit will be valid through the duration of the contract awarded to you.

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Form of Bid Security (Bank Guarantee)

WHEREAS,[*name of Bidder*] (hereinafter called "the Bidder") has submitted his Bid for the Project no.....issued by National Centre for Information Technology for construction of[*name of Contract*] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We [*name of Bank*] of [*name of country*] having our registered office at (hereinafter called "the Bank") are bound unto[*name of Purchaser*] (hereinafter called "the Purchaser") in the sum of *..... for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

SEALED with the Common Seal of the said Bank thisday of20.....

THE CONDITIONS of this obligation are:

- (1) If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid;
or
- (2) If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of Bid validity:
 - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or
 - (c) does not accept the correction of the Bid Price pursuant to Clause 27,

* The Bidder should insert the amount of the Guarantee in words and figures denominated in Maldivian Rufiyaa. This figure should be the same as shown in Clause 16.1 of the Instructions to Bidders.

we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser's having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE.....

SIGNATURE OF THE BANK

WITNESS

SEAL

[*signature, name, and address*]

Form of Performance Bank Guarantee (Unconditional)

To:
[name & address of Purchaser]
.....
.....

WHEREAS [name and address of Supplier] (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. dated to execute [name of Contract and brief description of Works] (hereinafter called “the Contract”);

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of * [amount of Guarantee] [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

*An amount is to be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract, in Maldivian Rufiyaa.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between you and the Supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until the date of issue of the Defects Correction Certificate.

SIGNATURE AND SEAL OF THE GUARANTOR
Name of Bank
Address
.....
Date

17-14

17-14

1. 1.1 (17-14) 17-14 17-14 17-14 17-14 17-14 17-14

2. 2.1 17-14 17-14 17-14 17-14 17-14 17-14 17-14

3. 3.1 17-14 17-14 17-14 17-14 17-14 17-14 17-14

4. 4.1 17-14 17-14 17-14 17-14 17-14 17-14 17-14

5. 5.1 17-14 17-14 17-14 17-14 17-14 17-14 17-14

6. 6.1 17-14 17-14 17-14 17-14 17-14 17-14 17-14

7. 7.1 17-14 17-14 17-14 17-14 17-14 17-14 17-14

7.2 17-14 17-14 17-14 17-14 17-14 17-14 17-14

8. 8.1. 8.2. 8.3. 9. 9.1. 9.2. 9.3.
- 8.1. 8.1. 8.2. 8.3. 9. 9.1. 9.2. 9.3.
- CP*0.005*LD =

وَسُوْرَةُ الرَّحْمٰنِ الرَّحِیْمِ وَتَمَّتْ الْقُرْاٰنُ بِحَمْدِ اللّٰهِ الْعَلِیْمِ

بِسْمِ اللّٰهِ

بِسْمِ اللّٰهِ

وَرَحْمٰتِهِ

وَرَحْمٰتِهِ

وَسُوْرَةُ الرَّحْمٰنِ الرَّحِیْمِ وَتَمَّتْ الْقُرْاٰنُ بِحَمْدِ اللّٰهِ الْعَلِیْمِ

بِسْمِ اللّٰهِ

بِسْمِ اللّٰهِ

بِسْمِ اللّٰهِ

بِسْمِ اللّٰهِ

وَرَحْمٰتِهِ

وَرَحْمٰتِهِ