

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



مُتَّسِعَةً بِمَدْرَسَةِ سَلْمَانِ بْنِ عَبْدِ مَوْلِیِّهِ الرَّضِیُّ عَنْهُ السَّلْمَانِيَّةِ بِمَدِينَةِ رَمَّالْمِ

مَدْرَسَةٌ

مُتَّسِعَةً بِمَدْرَسَةِ سَلْمَانِ بْنِ عَبْدِ مَوْلِیِّهِ الرَّضِیُّ عَنْهُ السَّلْمَانِيَّةِ بِمَدِينَةِ رَمَّالْمِ رَبِّهِمْ وَرَبِّكُمْ وَرَبِّ السَّمَوَاتِ وَالْأَرْضِ الرَّحْمٰنِ الرَّحِیْمِ (1/164)	مَدْرَسَةٌ
PROC-2024-002	مَدْرَسَةٌ
(IUL)164-PRO/1/2024/44	مَدْرَسَةٌ
27 جُولَايَا 2024	مَدْرَسَةٌ

1. සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	
1.1 කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය / නිලධාරීන්ගේ සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය.	
1.2 කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	(IUL)164-PRO/1/2024/44
කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	27 ජූනි 2024
කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	මහජන සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය, 64 පාර, කොළඹ 05.
1.3 කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය
කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	NCIT කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය, 64 පාර, කොළඹ 05.
කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	2024 ජූනි 05 වන දින සවස 05:00 ට සවස 10:00 දක්වා NCIT හි සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය. කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය (2024 ජූනි 05 වන දින සවස 05:00 ට සවස 10:00 දක්වා) NCIT හි සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය. කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය.
1.4 කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය
කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	NCIT කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය, 64 පාර, කොළඹ 05.
කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	2024 ජූනි 05 වන දින සවස 10:10 ට සවස 10:10 දක්වා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය. කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය (2024 ජූනි 05 වන දින සවස 10:10 ට සවස 10:10 දක්වා) කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය. කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය.

2. සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	
2.1 කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය / නිලධාරීන්ගේ සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය.	
2.2 කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය	කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය, 64 පාර, කොළඹ 05. කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය (2024 ජූනි 29 වන දින සවස 11:00 ට සවස 1:30 දක්වා) www.ncit.gov.mv හි සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය. කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය (tender@ncit.gov.mv) හි සේවා කොමසාරිස් ජනරාල්වරයාගේ කාර්යාලය.

مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش 7% نىڭ ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ. ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	
مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	2.15
مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	2.16

3-نۆمۈرلۈك ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ	
مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	3.1
مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	3.2
مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	3.3
مۆھىم ھۆكۈمەت خىزمەتلىرىنى ئۆز ئىچىگە ئالىدىغان ئىنسان ۋە ماشىنىلار ئارىسىدا ئىشلىتىش نىسبىتىنى كۆرسىتىدۇ.	3.4

No	Requirement and scope of work	Qty
1	Ticketing software – Zendesk	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		

6.1. مركز معلومات تكنولوجيا المعلومات



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مركز معلومات تكنولوجيا المعلومات

#	موضوع	تاريخ
1.	مركز معلومات تكنولوجيا المعلومات	
2.	مركز معلومات تكنولوجيا المعلومات	
3.	مركز معلومات تكنولوجيا المعلومات مركز معلومات تكنولوجيا المعلومات (مركز معلومات تكنولوجيا المعلومات)	
4.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	
5.	مركز معلومات تكنولوجيا المعلومات (مركز معلومات تكنولوجيا المعلومات) مركز معلومات تكنولوجيا المعلومات	
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8.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	
9.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	
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11.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	
12.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	
13.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	
14.	مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات، مركز معلومات تكنولوجيا المعلومات	



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	هَوَسُو	هَوَسُو دَرَرَكُو قُو:
هَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو		
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		هَوَسُو دَرَرَكُو قُو:
		هَوَسُو دَرَرَكُو قُو:
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هَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو لَوَسُو دَرَرَكُو قُو		
هَوَسُو دَرَرَكُو قُو		هَوَسُو:
		هَوَسُو دَرَرَكُو قُو:
		هَوَسُو دَرَرَكُو قُو:
		هَوَسُو دَرَرَكُو قُو:
		هَوَسُو دَرَرَكُو قُو:
		هَوَسُو دَرَرَكُو قُو:

6.3. ٹکٹنگ سافٹ ویئر کے لیے قیمتیں

Qty	Minimum Specification	Compliance (Yes / No)	Part No. / Reference
15 Agents	Ticketing software – Zendesk		
	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. فائز الترخيم هو المقدم الذي يقدم (مبلغ 1-1) مائة الف ريال سعودي كإيداع ضمان. في حالة عدم فائز الترخيم، فسيتم إيداع المبلغ في حساب ضمان لدى مركز تكنولوجيا المعلومات، وسيتم إيداعه في حساب المالك في حالة فوز المالك. في حالة فوز المالك، فسيتم إيداع المبلغ في حساب المالك لدى مركز تكنولوجيا المعلومات.



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

#	Item / Equipment or work details	Qty	Price (MVR)	Total (MVR)
1	<p>Ticketing software – Zendesk</p> <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

مركز معلومات و اتصالات

Financial Data for Previous 03 Years [MVR Equivalent]			
Financial Information of the Year	2020	2021	2022
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 106,000.00 for the years 2020, 2021 and 2022.
(or)
- To be eligible the financial statements of the bidding party must show, Minimum value of MVR 106,000.00 of the proposed price, for liquid asset, for the year 2020, 2021 and 2022.
(or)
- If the bidding party is unable to meet any of the above requirements they shall submit "Line of Credit Letter" as per the template in Form FIN – 3. (Credit limit shall be no less than MVR 106,000.00 of the proposed price)

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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

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