

**MINISTRY OF FINANCE, ECONOMIC STABILIZATION & NATIONAL POLICIES
EMPLOYEES' TRUST FUND BOARD**

REQUEST FOR PROPOSALS

SELECTION OF CONSULTANTS

**DESIGN CONSULTANCY
FOR
SERVICE DESK**

RFP No. : ETF/PROC/A/2024/028

Following QCBS method

**EMPLOYEES' TRUST FUND BOARD
REQUEST FOR PROPOSAL**

Section 1 - Letter of Invitation

RFP NO: ETF/PROC/A/2024/028

Date: 30.04.2024

Dear Sir/ Madam

**DESIGN CONSULTANCY FOR
SERVICE DESK AT THE ETF BOARD**

The Department Consultants Procurement Committee (CPCD) on behalf of Employees' Trust Fund Board invites proposals to provide the above Consulting Service.

1. A qualified Consultant will be selected under "Quality & Cost Based Selection" (QCBS) method and procedures described in this RFP, in accordance with the policies described in the latest version of the Guidelines on **Selection and Employment of Consultants, published by National Procurement Agency**.
2. This RFP includes the following documents;
 - i. Letter of Invitation
 - ii. Instructions to Consultants (including Data Sheet)
 - iii. Technical proposal – Standard Forms
 - iv. Financial proposal - Standard Form
 - v. Terms of Reference
 - vi. Standard Form of Contract
3. The complete set of document "Request for Proposal"(RFP) could be downloaded from the ETF Board Official website; www.etfb.lk
4. Pre-proposal meeting will be held on **9th May 2024 (Thursday) at 10.30 am** at ETF Board
5. The submission proposals of "Technical" & "Financial" in 02 separate Envelopes and to be deposited in the Tender Box No. 08, kept at Procurement Section, 23rd Floor, "Mehewara Piyesa", Narahenpita, Colombo 5, on or before 10.30 a.m. on **22nd May 2024 (Wednesday)**.
6. The "Technical proposals" of RFP shall be opened at 10.30 am on **22nd May 2024 (Wednesday)** at Procurement Section, 23rd Floor, "Mehewara Piyesa", Narahenpita, Colombo 5 and the "Financial proposals" shall be remained unopened.
7. The Date & Time for the opening of "Financial proposals" of the qualified proposals shall be notified in advance to the individual consultants and consultancy organizations.

8. For further clarifications on Guidelines please refer the website for the document "NPA Standard Request for proposal – Selection of Consultant - published by NPA in December 2007"
9. Envelopes shall be marked as "Technical" or "Financial" in the top left side.
10. Proposals received after the deadline shall be not accepted and rejected.
11. For further information on "Design Consultancy for the Service Desk"; please contact Mr. H.G.D. Nihal Prasanna – AGM (Member Services), Tel: 011-7747216 OR Mr. Pushparanga Weerasekara – AGM (IT), Tel : 011-7747826 and for Procurement related information please contact Manager (Procurement); 011 7747236/ 011 2806198.

Yours sincerely,



T.M.I. Amidon
Manager (Procurement)

Please Note :

The Pre-proposal meeting (pre-bid meeting) is scheduled on 9th May 2024 (Thursday) and will be held at the ETFB Corporate Office Meeting Room, 23rd Floor, Mehewara Piyesa, Narahenpita, Colombo 5.

The Consultants interested in participating in this meeting are kindly requested to submit their name & contact number to the Manager (Procurement) Tel: 077 5861650 or 011 2806198 on or before 4.00 pm on 8th May 2024, please.

Section 2. Instructions to Consultants

- Definitions**
- a) "Client" means the procuring entity with which the selected Consultant signs the Contract for the Services.
 - b) "Consultant" means any organisation that may provide or provides the Services to the Client under the Contract.
 - c) "Contract" means the contract signed by the Parties and all the attached documents listed in Clause 1 of, that is the General Conditions (GC), the Special Cthe form of agreement.
 - d) "Data Sheet" means such part of the Instructions to Consultants used to reflect specific assignment conditions.
 - e) "Day" means calendar day.
 - f) "Foreign Personnel" means such professionals and support staff who at the time of being so provided had their domicile outside Sri Lanka;
 - g) "Instructions to Consultants" (Section 2 of the RFP) means the document which provides shortlisted Consultants with all information needed to prepare their Proposals.
 - h) "Local Personnel" means such professionals and support staff who at the time of being so provided had their domicile within Sri Lanka.
 - i) "LOI" (Section 1 of the RFP) means the Letter of Invitation being sent by the Client to the shortlisted Consultants.
 - j) "Party" means either or both the Client or the Consultant, as the context requires.
 - k) "Personnel" means professionals and support staff provided by the Consultant or by any Sub-Consultant and assigned to perform the Services or any part thereof;
 - l) "Proposal" means the Technical Proposal and the Financial Proposal.
 - m) "RFP" means the Request for Proposal prepared by the Client for the selection of Consultants.
 - n) "Services" means the work to be performed by the Consultant pursuant to the Contract.
 - o) "Sub-Consultant" means any person or entity with whom the Consultant subcontracts any part of the Services.
 - p) "Terms of Reference" (TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to

be performed, respective responsibilities of the Client and the Consultant, and expected results and deliverables of the assignment.

1. Introduction

- 1.1 The Client named in the Data Sheet will select a consulting firm/organization (the Consultant) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
- 1.2 The shortlisted Consultants are invited to submit a Technical Proposal and a Financial Proposal, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.
- 1.3 Consultants should familiarize themselves with local conditions of the location where the assignment has to be carried out and take them into account in preparing their Proposals. To obtain first-hand information on the assignment and local conditions, Consultants are encouraged to visit the Client before submitting a proposal and to attend a pre-proposal conference if one is specified in the Data Sheet. Attending the pre-proposal conference is optional. Consultants should contact the Client's representative named in the Data Sheet to arrange for their visit or to obtain additional information on the pre-proposal conference. Consultants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.
- 1.4 The Client will timely provide at no cost to the Consultants the inputs and facilities specified in the Data Sheet, assist the firm in obtaining licenses and permits needed to carry out the services, and make available relevant project data and reports.
- 1.5 Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultants.

Conflict of Interest

- 1.6 The Client requires that Consultants provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
 - 1.6.1 Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set C:\WINDOWS\hinem.scr forth below:

- Conflicting Activities** (i) A firm that has been engaged by the Client to provide goods, works or services other than consulting services, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services.
- Conflicting assignments** (ii) A Consultant (including its Personnel and Sub-Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Client. For example, a Consultant hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment for the same project. Similarly, a Consultant hired to prepare Terms of Reference for an assignment should not be hired for the assignment in question.
- Conflicting relationships** (iii) A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract.
- 1.6.2 Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
- 1.6.3 No agency or current employees of the Client shall work as Consultants Personnel under their own ministries, departments or agencies. Recruiting former government employees of the Client to work for their former ministries, departments or agencies is acceptable provided no conflict of interest exists. When the Consultant nominates any government employee as Personnel in their technical proposal, such Personnel must have written certification from their government or employer confirming that they are allowed to work full-time outside of their previous official position. Such certification shall be provided to the Client by the Consultant as part of his technical proposal.
- Unfair Advantage** 1.6.4 If a shortlisted Consultant could derive a competitive advantage from having provided consulting services related to the assignment in question, the Client shall make available to all shortlisted Consultants

together with this RFP all information that would in that respect give such Consultant any competitive advantage over competing Consultants.

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|---------------------------------------|------|---|
| Only one Proposal | 1.7 | Shortlisted Consultants may only submit one proposal. If a Consultant submits or participates in more than one proposal, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Consultant, including individual experts, to more than one proposal. |
| Proposal Validity | 1.8 | The Data Sheet indicates how long Consultants' Proposals must remain valid after the submission date. During this period, Consultants shall maintain the availability of professional staff nominated in the Proposal. The Client will make its best effort to complete negotiations within this period. Should the need arise, however, the Client may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall confirm that they maintain the availability of the professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants could submit new staff in replacement, which would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals. |
| Eligibility of Sub-Consultants | 1.9 | In case a shortlisted Consultant intends to associate with Consultants who have not been shortlisted and/or individual expert(s), such other Consultants and/or individual expert(s) shall be subject to the requirements set forth in this RFP. |
| Fraud and Corruption | 1.10 | <p>The officials of the procuring entity, as well as Consultants participating in this consultant selection process should adhere to the highest ethical standards, both during the selection process and throughout the execution of a contract. In pursuance of this policy, the following definitions are given:</p> <ul style="list-style-type: none">(i) "corrupt practice" means offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;(ii) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;(iii) "collusive practices" means a scheme or arrangement between two or more consultants with or without the knowledge of the PE, designed to establish prices at artificial, noncompetitive levels;(iv) "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract. |

- 2. Clarification and Amendment of RFP Documents**
- 2.1 Consultants may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, to the Client's address indicated in the Data Sheet. The Client will respond in writing, and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Consultants, who have been invited to submit a proposal. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under para. 2.2.
- 2.2 At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Client may, if the amendment is substantial, extend the deadline for the submission of Proposals.
- 3. Preparation of Proposals**
- 3.1 The Proposal (see para. 1.2), as well as all related correspondence exchanged by the Consultants and the Client, shall be written in English Language.
- 3.2 In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- 3.3 While preparing the Technical Proposal, Consultants must give particular attention to the following:
- (a) If a shortlisted Consultant considers that it may enhance its expertise for the assignment by associating with other Consultants in a joint venture or sub-consultancy, it may associate with either (a) non-shortlisted Consultant(s), or (b) shortlisted Consultants if so indicated in the Data Sheet. A shortlisted Consultant must first obtain the approval of the Client if it wishes to enter into a joint venture with non-shortlisted or shortlisted Consultant(s). In case of association with non-shortlisted Consultant(s), the shortlisted Consultant shall act as association leader. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.
- (b) The estimated number of Professional staff-months or the budget for executing the assignment shall be shown in the Data Sheet, but not both. However, the Proposal shall be based on the number of Professional staff-months or budget estimated by the Consultants.

For fixed-budget-based assignments, the available budget is given in

the Data Sheet, and the Financial Proposal shall not exceed this budget, while the estimated number of Professional staff-months shall not be disclosed.

(c) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.

Language

(d) Documents to be issued by the Consultants as part of this assignment must be in English language.

Technical Proposal Format and Content

3.4 The Technical Proposal shall provide the information indicated in the following paras from (a) to (g) using the attached Standard Forms (Section 3).

(a) a brief description of the Consultants' organization and an outline of recent experience of the Consultants and, in the case of joint venture, for each partner, on assignments of a similar nature is required in Form TECH-2 of Section 3. For each assignment, the outline should indicate the names of Sub-Consultants/ professional staff who participated, duration of the assignment, contract amount, and Consultant's involvement. Information should be provided only for those assignments for which the Consultant was legally contracted by the client as a corporation or as one of the major firms within a joint venture. Assignments completed by individual professional staff working privately or through other consulting firms cannot be claimed as the experience of the Consultant, or that of the Consultant's associates, but can be claimed by the professional staff themselves in their CVs. Consultants should be prepared to substantiate the claimed experience if so requested by the Client.

(b) Comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality/ effectiveness of the assignment; and on requirements for counterpart staff and facilities including: administrative support, office space, local transportation, equipment, data, etc. to be provided by the Client (Form TECH-3 of Section 3).

(c) a description of the approach, methodology and work plan for performing the assignment covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under Form TECH-4 of Section 3. The work plan should be consistent with the Work Schedule (Form TECH-8 of Section 3) which will show in the form of a bar chart the timing

proposed for each activity.

- (d) The list of the proposed professional staff team by area of expertise, the position that would be assigned to each staff team member, and their tasks (Form TECH-5 of Section 3).
- (e) Estimates of the staff input (staff-months of foreign and local professionals) needed to carry out the assignment (Form TECH-7 of Section 3). The staff-months input should be indicated separately for foreign (if required) and local professional staff.
- (f) CVs of the professional staff signed by the staff themselves or by the authorized representative of the professional staff (Form TECH-6 of Section 3).
- (g) a detailed description of the proposed methodology and staffing for training, if the Data Sheet specifies training as a specific component of the assignment.

3.5 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.

Financial Proposals

3.6 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment, including (a) remuneration for staff (local and foreign (if required)); and (b) other expenses indicated in the Data Sheet. If stated in the Data Sheet, these costs should be broken down by activity using FORM FIN – 5 and, if appropriate, into foreign and local expenditures. All activities and items described in the Technical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

Taxes

3.7 A foreign Consultant may be subject to local taxes on amounts payable by the Client under the Contract. Any such amounts shall not be included in the Financial Proposal as they will not be evaluated, but they will be discussed at contract negotiations, and applicable amounts will be included in the Contract. The tax liability of a local Consultant shall be borne by the Consultant.

3.8 The Consultants must price the local cost in Sri Lanka Rupees only. However, the expenditure involves in foreign currency such as foreign consultant's fees and air ticket may be price in foreign currency.

4. Submission, Receipt, and Opening of

4.1 The original Proposal (Technical Proposal and, Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultants themselves. The person who signed the Proposal must initial such corrections. Submission letters for both

Proposals

Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4.

- 4.2 An authorized representative of the Consultants shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked "ORIGINAL".
- 4.3 The Technical Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. The Technical Proposals shall be sent to the addresses referred to in para. 4.5 and in the number of copies indicated in the Data Sheet. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.
- 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the the name of the assignment, and with a warning "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**" The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and title, and be clearly marked "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE** [*insert the time and date of the submission deadline indicated in the Data Sheet*]". The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
- 4.5 The Proposals must be sent to the address indicated in the Data Sheet and received by the Client no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with para. 2.2. Any proposal received by the Client after the deadline for submission shall be returned unopened.
- 4.6 The Client shall open the Technical Proposal immediately after the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

5. Proposal Evaluation

- 5.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by

Consultants to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants' Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

Evaluation of Technical Proposals 5.2 The Client shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, subcriteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

Public Opening of Financial Proposals (only for QCBS, FBS and LCS) 5.3 After the technical evaluation is completed in accordance with paragraph 5.2 above, the Client shall notify those Consultants whose Proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and TOR, that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify in writing Consultants that have secured the minimum qualifying mark, the date, time and location for opening the Financial Proposals. The opening date should allow Consultants sufficient time to make arrangements for attending the opening. Consultants' attendance at the opening of Financial Proposals is optional

5.4 Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants and the technical scores obtained by each qualified Consultant shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded.

Evaluation of Financial Proposals for QBS 5.5 Following the ranking of technical Proposals as described under 5.2 above, The Client will examine the Financial Proposal of the first ranked Consultant. First, the Client will examine whether Financial Proposal is complete. Then the Proposal is checked for arithmetical errors. The reasonability of the following in comparison with the supporting documents submitted by the Consultant is examined:

- a) The remuneration rates, social costs, overheads, profits; and
- b) Other costs such as out of pocket expenses, cost of surveys, equipment, office rent, supplies, travel, transport, computer rental, mobilisation, and printing.

Following the ranking of technical Proposals, when selection is based on quality only (QBS), the first ranked Consultant is invited to negotiate its proposal and the Contract in accordance with the instructions given under para. 6 of these Instructions.

Evaluation of Financial Proposals (only for QCBS, FBS, and LCS)

5.6 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail. In addition to the above corrections, as indicated under para. 3.6, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. In case an activity or line item is quantified in the Financial Proposal differently from the Technical Proposal, (i) if Option B is applicable under Clause 6 of GC, the Evaluation Committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity and correct the total Proposal cost, (ii) if Option A is applicable under Clause 6 of GC, no corrections are applied to the Financial Proposal in this respect. Prices shall be converted to Sri Lankan Rupees, if the consultants were allowed to indicate certain expenditure of the Financial Proposal in foreign currency, using the selling rates of exchange, source and date indicated in the Data Sheet.

Combined Evaluation of Technical and Financial Proposals (only for QCBS)

5.7 In case of QCBS, the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times P\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

Evaluation of Financial Proposals (only for FBS)

5.8 In the case of Fixed-Budget Selection, the Client will select the firm that submitted the highest ranked Technical Proposal within the budget. Proposals that exceed the indicated budget will be rejected. The evaluated proposal price according to para. 5.6 shall be considered, and the selected firm is invited for negotiations

Evaluation of Financial Proposals (only for LCS)

5.9 In the case of the Least-Cost Selection, the Client will select the lowest Proposal among those that passed the minimum technical score. The evaluated proposal price according to para. 5.6 shall be considered, and the selected firm is invited for negotiations

- 6. Negotiations**
- 6.1 Negotiations will be held at the date and address indicated in the Data Sheet. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.
- Technical negotiations**
- 6.2 Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The Client and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the Consultant.
- Availability of Professional staff/experts**
- 6.3 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the Client expects to negotiate a Contract on the basis of the professional staff named in the Proposal. Before contract negotiations, the Client will require assurances that the professional staff will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.
- Financial negotiations (only for QCBS, FBS and LCS)**
- 6.4 In the cases of QCBS, FBS, and the LCS methods, unless there are exceptional reasons, the remuneration rates for staff and other proposed unit rates of the financial negotiations shall not be negotiate..
- Financial negotiations (only for QBS,)**
- 6.5 For QBS method, if requested by the Client, the Consultants shall provide the information on remuneration rates described in the Appendix attached to Section 4 - Financial Proposal - Standard Forms of this RFP

- Conclusion of the negotiations** 6.6 Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the Consultant will initial the agreed Contract. If negotiations fail, the Client will invite the Consultant whose Proposal received the second highest score to negotiate a Contract.
- 7. Award of Contract**
- 7.1 After completing negotiations the Client shall award the Contract to the selected Consultant, and promptly notify all Consultants who have submitted proposals. After Contract signature, the Client shall return the unopened Financial Proposals to the unsuccessful Consultants.
- 7.2 The Client will notify the selected Consultant the date, time and venue for the signing of the agreement following the template given in Section 6. The option selected for the method of payment, under GC Clause 6 is stated in the Data Sheet.
- 7.3 The Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.
- 8. Confidentiality**
- 8.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Bank's antifraud and corruption policy.

EMPLOYEES' TRUST FUND BOARD

SUBJECT: REQUEST FOR PROPOSAL FOR DESIGN CONSULTANCY FOR SERVICE DESK RFP NO. : ETF/PROC/A/2024/028

Instructions to Consultants

DATA SHEET

Paragraph Reference	
1.1	Name of the Client: Employees' Trust Fund Board Method of selection: Quality & Cost Based Selection (QCBS)
1.2	The assignment is: REQUEST FOR PROPOSAL FOR DESIGN CONSULTANCY FOR SERVICE DESK
1.3	A pre-proposal meeting will be held: 9th May 2024 (Thursday) at 10.30 a.m. at ETF Board, Corporate Office, 23 rd Floor, Mehwara Piyesa, Colombo 5
1.4	The Client will provide the following inputs and facilities : a. Required data will be provided b. An Office space will be provided c. Facilities will be provided to conduct meetings and other business operations
1.5	Proposals must remain valid until 21.08.2024 (91 days)
2.1	Clarifications may be requested not later than 07 Days before the submission date. The clarifications could be obtained from; Employees' Trust Fund Board, Procurement Section, 23 rd Floor, "Mehewara Piyesa, Narahenpita, Colombo 5 Tel : 011 7747236/ 011 2806198 Facsimile: 011 2806198 E-mail: mgrproc@etfb.lk
3.6	Breakdown cost of activities required?: YES
4.3	Consultant must submit 02 copies of Technical Proposal as Original and Duplicate and the original copy of the Financial Proposal.
4.5	Proposals (Technical and Financial) shall be deposited in the Tender Box No. 08, on or before 10.30 a.m. on 22nd May 2024 (Wednesday) at ETF Board, Procurement Section, 23rd Floor, "Mehewara Piyesa, Narahenpita, Colombo 5 and opening the Technical proposals will be held immediate afterwards.
5.2	Criteria, sub-criteria, and point system for the evaluation of Technical Proposals are as follows: (i) Specific experience of the Consultants relevant to the assignment: 10 points (ii) Methodology and Work plan a) Technical approach and methodology – 30 points b) Work plan - 10 points c) Organization and staffing - 10 points Total points for criterion (ii): 50 points

	<p>(ii) Key professional staff qualifications and competence for the assignment: - 40 points</p> <p>Bidder shall attain at least 50% of the each criterion and an average total score of 70 points shall be considered as the minimum points to pass.</p>
5.7	<p>The formula for determining the financial scores is the following: $S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration. The weights given to the Technical and Financial Proposals are: $T = 0.8$, and $P = 0.2$ Final score = $0.8 \text{ STP} + 0.2 \text{ SFP}$ <i>STP – Score of Technical proposal SFP – Score of Financial proposal</i></p>
7.3	<p>Expected date for commencement of consulting services; Immediate awarding the assignment</p>

Section 3. Technical Proposal - Standard Forms

[Comments in brackets [] provide guidance to the shortlisted Consultants for the preparation of their Technical Proposals; they should not appear on the Technical Proposals to be submitted.]

- TECH-1 Technical Proposal Submission Form

- TECH-2 Consultant's Organization and Experience
 - A Consultant's Organization
 - B Consultant's Experience

- TECH-3 Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client
 - A On the Terms of Reference
 - B On the Counterpart Staff and Facilities

- TECH-4 Description of the Approach, Methodology and Work Plan for Performing the Assignment

- TECH-5 Team Composition and Task Assignments

- TECH-6 Curriculum Vitae (CV) for Proposed Professional Staff

- TECH-7 Staffing Schedule

- TECH-8 Work Schedule

FORM TECH-1 TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with: [Insert a list with full name and address of each associated Consultant]³³

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Paragraph Reference 1.8 of the Data Sheet, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph Reference 7.3 of the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

We remain,

Authorized Signature [In full and initials]: -----

Name and Title of Signatory: -----

Name of Consultancy Organisation: -----

Address: -----

³³ Delete in case no association is foreseen

B - Consultant's Experience

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Use maximum of 20 pages.]

Name of the Firm ³⁴			
Name and address of Client:			
Assignment name:			
Approx. value of the contract:		Duration of assignment (months):	
Location:		Total N° of staff-months of the assignment	
N° of professional staff months provided by you:		Approx. value of the services provided by firm:	
Start date (month/year):		Completion date (month/year):	
Name of associated Consultants, if any:			
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):			
Narrative description of Project:			
Description of actual services provided by your staff within the assignment:			

³⁴ Indicate the firms' name or associate firms' name

**FORM TECH-3 COMMENTS AND SUGGESTIONS ON THE TERMS OF
REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED
BY THE CLIENT**

A - On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

B - On Counterpart Staff and Facilities

[Comment here on counterpart staff and facilities to be provided by the Client according to Paragraph Reference 1.4 of the Data Sheet including: administrative support, office space, local transportation, equipment, data, etc.]

FORM TECH-4 DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

Technical approach, methodology and work plan are key components of the Technical Proposal. Suggested to present the Technical Proposal (maximum of 50 pages, inclusive of charts and diagrams) divided into the following three chapters:

- a) Technical Approach and Methodology,*
- b) Work Plan, and*
- c) Organization and Staffing,*

a) Technical Approach and Methodology. Explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Should highlight the problems being addressed and their importance, and explain the technical approach that would adopt to address them. Should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. Sould propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-8.

c) Organization and Staffing. Should propose the structure and composition of the team. Should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]

FORM TECH-5 TEAM COMPOSITION AND TASK ASSIGNMENTS

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task/s Assigned

FORM TECH-6 CURRICULUM VITAE FOR PROPOSED PROFESSIONAL STAFF

1. Proposed Position³⁵: -----
2. Name of Firm³⁶: -----
3. Name of Staff³⁷: -----
4. Date of Birth: ----- Nationality: -----
5. Education³⁸: -----
6. Membership of Professional Associations: -----
7. Other Relevant Qualifications³⁹: -----
8. Languages⁴⁰: -----
9. Employment Record⁴¹:
From [Year]: to [Year]: -----
Employer: -----
Positions held (with brief description): -----

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

----- Date-----
[Signature of staff member]

----- Date-----
[Signature of authorized representative of the client]

Full name of authorized representative: -----

³⁵ only one candidate shall be nominated for each position

³⁶ Insert name of firm proposing the staff

³⁷ Insert full name

³⁸ Indicate /university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment

³⁹ Indicate significant qualification/ training

⁴⁰ For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

⁴¹ Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format): dates of employment, name of employing organization, positions held

FORM TECH-7 STAFFING SCHEDULE⁴²

N°	Name of Staff	Staff input (in the form of a bar chart) ⁴³													Total staff-month input			
		1	2	3	4	5	6	7	8	9	10	11	12	n	Office	Field	Total	
National																		
1		[Office]																
		[Field]																
2		[Office]																
		[Field]																
n		[Office]																
		[Field]																
															Subtotal			
Foreign⁴⁴																		
1		[Office]																
		[Field]																
2		[Office]																
		[Field]																
n		[Office]																
		[Field]																
															Subtotal			
															Total			

Full time input
 Part time input

⁴² For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).

⁴³ Months are counted from the start of the assignment. For each staff indicate separately staff input for office and field work

⁴⁴ Only if Expatriate staff is proposed

FORM TECH-8 WORK SCHEDULE

Nº	Activity ^{45/46}	Months ⁴⁷												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

⁴⁵ Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
⁴⁶ In the case of Engineering/Architectural services design stage/ bidding stage/ supervision stage etc.
⁴⁷ Duration of activities shall be indicated in the form of a bar chart.

Section 4. Financial Proposal - Standard Forms

[Comments in brackets [] provide guidance to the shortlisted Consultants for the preparation of their Financial Proposals; they should not appear on the Financial Proposals to be submitted.]

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under para. 3.6 of Section 2. Such Forms are to be used whichever is the selection method indicated in para. 4 of the Letter of Invitation.

[The Appendix "Financial Negotiations - Breakdown of Remuneration Rates" is to be only used for financial negotiations when Quality-Based Selection, is adopted.]

- FIN-1 Financial Proposal Submission Form
 - FIN-2 Summary of Costs
 - FIN-3 Breakdown of Remuneration
 - FIN-4 Reimbursable expenses
 - FIN-5 Breakdown of Costs by Activity (if requested under Clause 3.6 of Data Sheet)
- Appendix: Financial Negotiations - Breakdown of Remuneration Rates
(for Quality Based Selection only)

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures⁴⁸]. .

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.8 of the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Authorized Signature [In full and initials]: -----

Name and Title of Signatory:-----

Name of Firm: -----

Address: -----

⁴⁸ Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2

FORM FIN-2 SUMMARY OF COSTS

	Local cost	Foreign Cost	
	(Sri Lankan Rupees)	Currency	Amount
Remuneration (from FIN 3)			
Other Expenses (From Fin 4)			
Total Costs of Financial Proposal carried to Financial Proposal Submission Form			

FORM FIN-3 BREAKDOWN OF REMUNERATION

Name ⁴⁹	Position ⁵⁰	Input (Staff- months)	Staff Month Rate		Amount		
			Currency	Amount	Local Currency	Foreign Currency	
						Currency	Amount
Total Costs carried to FIN - 2							

⁴⁹ Professional staff should be indicated individually; Support Staff should be indicated per category (e.g.: draftsmen, clerical staff).

⁵⁰ Positions of professional staff shall coincide with the ones indicated in Form TECH-5.

FORM FIN-4 BREAKDOWN OF OTHER EXPENSES

N°	Description ⁵¹	Unit	Quantity	Unit Cost ⁵²		Amount			
				Local in Sri Lankan Rupees	Foreign		Local in Sri Lankan Rupees	Foreign	
					Currency	Amount		Currency	Amount
	Per diem allowances	Day							
	International flights ⁵³	Trip							
	Communication costs between [Insert place] and [Insert place]								
	Drafting, reproduction of reports								
	Equipment, instruments, materials, supplies, etc.								
	Use of computers, software								
	Laboratory tests.								
	Subcontracts								
	Local transportation costs								
	Office rent, clerical assistance								
	Training of the Client's personnel ⁵⁴								
Total Costs carried to FIN - 2									

⁵¹ Delete items that are not applicable or add other items required

⁵² Should not repeat remuneration considered under Form Fin -4

⁵³ Indicate route of each flight, and if the trip is one- or two-ways

⁵⁴ Only if the training is a major component of the assignment, defined as such in the TOR

FORM FIN-5 BREAKDOWN OF OTHER EXPENSES

Group of Activities (Phase): ⁵⁵ _____				Description: ⁵⁶ _____					
N°	Description ⁵⁷	Unit	Quantity	Unit Cost			Amount		
				Local in Sri Lankan Rupees	Foreign		Local in Sri Lankan Rupees	Foreign	
					Currency	Amount		Currency	Amount
	Remuneration⁵⁸								
1		Month ⁵⁹							
2									
3									
4									
				Sub-total Remuneration					
	Other Expenses⁶⁰								
1									
2									
3									
4									
				Sub-total Other Expenses					
				Total for Activity					

⁵⁵ Name/s of activity/ies (phase) should be the same as, or correspond to the ones indicated in the second column of Form TECH-8

⁵⁶ Short description of the activities whose cost breakdown is provided in this Form

⁵⁷ Delete items that are not applicable or add other items required

⁵⁸ Insert name of staff below

⁵⁹ If applicable change to Day/Hour

⁶⁰ List the item

Appendix

Financial Negotiations - Breakdown of Remuneration Rates

(Only for QBS Selection Method)

1. Review of Remuneration Rates

1.1 The remuneration rates for staff are made up of salary, social costs, overheads, fee that is profit, and any premium or allowance paid for assignments away from headquarters. To assist the firm in preparing financial negotiations, a Sample Form giving a breakdown of rates is attached (no financial information should be included in the Technical Proposal). Agreed breakdown sheets shall form part of the negotiated contract.

1.2 The Client is charged with the custody of government funds and is expected to exercise prudence in the expenditure of these funds. The Client is, therefore, concerned with the reasonableness of the firm's Financial Proposal, and, during negotiations, it expects to be able to review audited financial statements backing up the firm's remuneration rates, certified by an independent auditor. The firm shall be prepared to disclose such audited financial statements for the last three years, to substantiate its rates, and accept that its proposed rates and other financial matters are subject to scrutiny. Rate details are discussed below.

(i) Salary

This is the gross regular cash salary paid to the individual. It shall not contain any premium for work away from headquarters or bonus.

(ii) Bonus

Bonuses are normally paid out of profits. Because the Client does not wish to make double payments for the same item, staff bonuses shall not normally be included in the rates.

(iii) Social Costs

Social costs are the costs to the firm of staff's non-monetary benefits. These items include, *inter alia*, social security including pension, medical and life insurance costs, and the cost of a staff member being sick or on vacation. In this regard, the cost of leave for public holidays is not an acceptable social cost nor is the cost of leave taken during an assignment if no additional staff replacement has been provided. Additional leave taken at the end of an assignment in accordance with the firm's leave policy is acceptable as a social cost.

(iv) Cost of Leave

The principles of calculating the cost of total days leave per annum as a percentage of basic salary shall normally be as follows:

$$\text{Leave cost as percentage of salary}^1 = \frac{\text{total days leave} \times 100}{[365 - w - ph - v - s]}$$

It is important to note that leave can be considered a social cost only if the Client is not charged for the leave taken.

- (v) **Overheads**
Overhead expenses are the firm's business costs that are not directly related to the execution of the assignment and shall not be reimbursed as separate items under the contract. During negotiations, audited financial statements, certified as correct by an independent auditor and supporting the last three years' overheads, shall be available for discussion, together with detailed lists of items making up the overheads and the percentage by which each relates to basic salary. The Client does not accept an add-on margin for social charges, overhead expenses, etc., for staff who are not permanent employees of the firm. In such case, the firm shall be entitled only to administrative costs and fee on the monthly payments charged for subcontracted staff.
- (vi) **Fee or Profit**
The fee or profit shall be based on the sum of the salary, social costs, and overhead. If any bonuses paid on a regular basis are listed, a corresponding reduction in the profit element shall be expected. Fee or profit shall not be allowed on travel or other reimbursable expenses. The firm shall note that payments shall be made against an agreed estimated payment schedule as described in the draft form of the contract.
- (vii) **Subsistence Allowances**
Subsistence allowances are not included in the rates, but are paid separately. No additional subsistence is payable for dependents—the subsistence rate shall be the same for married and single team members.

2. Reimbursable expenses

- 2.1 The financial negotiations shall further focus on such items as out-of-pocket expenses and other reimbursable expenses. These costs may include, but are not restricted to, cost of surveys, equipment, office rent, supplies, international and local travel, computer rental, mobilization and demobilization, insurance, and printing. These costs may be either unit rates or reimbursable on the presentation of invoices, in foreign or local currency.

¹ Where *w* = weekends, *ph* = public holidays, *v* = vacation, and *s* = sick leave.

Sample Form

Consulting Firm:
Assignment:

Date:

Consultant's Representations Regarding Costs and Charges

We hereby confirm that:

- (a) the basic salaries indicated in the attached table are taken from the firm's payroll records and reflect the current salaries of the staff members listed which have not been raised other than within the normal annual salary increase policy as applied to all the firm's staff;
- (b) attached are true copies of the latest salary slips of the staff members listed;
- (c) the factors listed in the attached table for social charges and overhead are based on the firm's average cost experiences for the latest three years as represented by the firm's financial statements; and
- (d) said factors for overhead and social charges do not include any bonuses or other means of profit-sharing.

[Name of Consulting Firm]

Signature of Authorized Representative

Date

Name: _____

Title: _____

Consultant's Representations Regarding Costs and Charges

Personnel		1	2	3	4	5	6	7
Name	Position	Basic Salary per Working Month/Day/Year	Social Charges ⁶¹	Overhead ⁶²	Subtotal	Fee ⁶³	Proposed Fixed Rate per Working Month/Day/Year	Proposed Fixed Rate per Working Month/Day/Year <i>(Expressed as percentage of 1)</i>

⁶¹ Expressed as percentage of 1
⁶² Expressed as percentage of 1
⁶³ Expressed as percentage of 4

EMPLOYEES' TRUST FUND BOARD
DESIGN CONSULTANCY FOR THE SERVICE DESK
FILE NO. : ETF/PROC/A/2024/028

SECTION 5 - TERMS OF REFERENCES

➤ **Introduction:**

The Employees' Trust Fund Board (ETFBoard) of Sri Lanka was established in 1981 under the provisions of ETF Act No. 46 of 1980 and mandate is to collect ETF contributions from Employers operating in Sri Lanka, maintain and develop the ETF contribution fund with the purpose of providing social security to the working population of the nation.

In recent times, ETFBoard has encountered several issues and limitations of the technologies used in their more than 15 years old existing system resulting delays in service delivery. Thereby, ICTA in collaboration with the ETFBoard, in advance conducted a Business Process Improvement (BPI) study to improve the existing functions of the ETFBoard and use as the base study to develop the ETF Core system which is in progress.

Currently the system is in the process of Operationally Acceptance Test (OAT) stage and plan on completing on the December 2024.

➤ **Background:**

ETFBoard has to ready to welcome the new solution which is planning to come on board on December 2024. Hence some of the modules are functioning in different than the existing system.

The Service Desk Unit (SDU) is a pivotal component within the ETF Board now as well as after implementing the new system, providing essential support services and assistance to both members and employers. This document outlines the terms of reference (TOR) for the setup and operation of the SDU, encompassing all necessary components for its successful implementation detailing its objectives, responsibilities, structure, and operational guidelines.

✓ **Objectives of the proposed Service Desk**

- To serve as the primary point of contact for all member/ employer inquiries, concerns, and feedback.
- To provide timely and efficient resolution of technical issues and service requests.
- To ensure customer satisfaction through effective communication, problem-solving, and service delivery.
- To establish standardized processes and procedures for incident management, problem resolution, and service request fulfillment.
- To maintain comprehensive records of incidents, requests, and resolutions for analysis and improvement purposes.
- To continuously enhance service desk capabilities and knowledge base to meet evolving organizational and customer needs.
- To enhance customer satisfaction by providing personalized and empathetic support.

✓ **The plan of the proposed Service Desk Unit**

- Establishment of 28 Counters to serve the customers
- Establishment of a Waiting area for customers with a seating capacity of 170 persons
- Establishment of a Back Office
- Establishment of a restroom with a resting facility for 02 persons on an occasion

✓ **The location allocated for the proposed Service Desk Unit**

02 blocks in the Ground Floor, Labour Secretariat, area 42'x 20'(840 sqft) and area 60' x 40'(2400 sqft) to be modified as Service Desk unit of ETF Board.

✓ **Requirement of the proposed Service Desk Unit**

1. Proposed Service Desk unit to be established in the location at the Ground Floor, Labour Secretariat Building in 02 blocks describes as follows.

- Block 1 – The left side of the main entrance, adjoin to the Post Office and Canteen
Currently, the ETF Customer Care is being functioned
Size : 42'x 20' Space area – 840 sqft
- Block 2 – The right side of the main entrance
Currently, the EPF Customer Care is being functioned
Size : 60'x 40' Space area – 2400 sqft

2. Counters on proposed Service Desk Unit;

Required number of counters to accommodate all Strategic Business Units (SBUs) : Member services – 20 Counters & C & ER – 08 Counters (**total 28 Counters**) and Back Office with Member Services – 08 staff members and C & ER – 02 staff members (**total 10 staff members**)

Therefore, considered establish the counters in the locations describes as follows.

- Block 1 – Locate the C & ER Division operations and to establish **08 Counters** with Back Office to accommodate 02 staff members
- Block 2 – Locate the Member Services Division operations and to establish **20 Counters** with Back Office to accommodate 08 staff members

3. Average arrivals of customers per day; 400 for Member Services requirement and 370 for C & ER requirement. However, customer arrivals for the C & ER requirement would be vary and large number of arrivals could be observed at the end of month.

4. Expected maximum waiting time for individuals visiting the service desk, average 20 minutes.

5. Seating capacity for the customers to be provided as; 150 for Member Services and 20 for C & ER at a time.

6. The operations of the Service Desk would be Monday to Friday from 8.30 am to 3.30 pm.

7. A checklist should be created for claimants/ employers to verify that their documents are in order before submission. Checklist will be provided later for each business units.

8. The first counter person (Checking counter) will be responsible for reviewing all documents submitted by claimants/ employer to ensure they are in order before proceeding with the application/ submission.

9. Dynamic labeling the counters should be possible, to allow for flexibility in counter personnel rotation.

10. Types of hardware expected to be placed on each counter.

Laptop Computer, Printer, ADF Scanner, QR Code Scanner, QR Code Printer, Mouse, Telephone or Intercom system, Customer Feedback Terminal, Card Reader or Payment Terminal

11. Allocating dedicated spaces for feeding, restroom, prayer, etc., to meet diverse needs and ensure inclusivity.
12. Use colors, lighting, and signage to convey a positive brand image and reinforce the organization's values.
13. Incorporate branding elements to create a cohesive look and feel.
14. Provide comfortable seating and amenities for customers, such as water stations, sanitary service or refreshments.
15. Ensure accessibility for customers with disabilities and accommodate their needs.
16. Offer amenities such as charging stations to enhance the customer experience.
17. Provide self-service options such as kiosks or digital displays for customers to access information or perform basic transactions.
18. Use the current Queue management system to minimize wait times and manage customer flow.
19. Provide clear signage and instructions for customers to navigate the queue and understand the process.
20. Use the current Appointment management system for clients to book specific time slots.
21. Space allocation for Dining area, Wash Room etc. to be considered for the staff members occupied in the proposed Customer Care unit.
22. Space allocation to provide for photocopying service to the customers and customers may have the opportunity to make the payment and to get the photocopy print outs. This photocopying service is expected to be outsourced.
23. Providing other requirement; Public Address System, TV, Electrical Plan (Plug & Power Source etc.), Network Cabling, AC s etc.
24. Dimensions (width x depth x height) of the each unit of following devices
 - Laptop computer – 9” x 14” x 0.78”
 - Printer - 25 x “14” x 6”
 - ADF Scanner - 6.5” x 6.5” x 9.6”
 - QR Code Printer -7.75” x 10.5” x 7.5”
 - QR Code Scanner –3.4” x 3.3” x 5.7”

✓ **Duties & Responsibilities of the potential Design Consultant**

1. Identify the correct requirement for the Service Desk Unit and therefore, to have the correct design
2. The Design Consultant has to provide a comprehensive project plan (including implementation approach) of the requirement of necessary furniture, partition plan, electronic devices, electricity wiring, network cabling, working arrangements (layout plan), hardware etc. required for the operation of the service desk unit, including current online appointment and queue management system, remote support tools, and communication platforms, etc.
3. The consultant should oversee the execution of design project from inception to completion. This includes setting timelines, managing budgets, and coordinating resources to ensure timely delivery of high-quality work. Conduct thorough reviews and evaluations of design work to ensure it meets quality standards, adheres to client specifications, and aligns with project objectives.
4. Floor plans to be drawn for both blocks 1 & 2
5. Define the minimum space requirements for each counter based and calculate the total space needed to accommodate the determined number of counters.
6. Utilizing the “maximum seating capacity” for the customers of the designated location.
7. Carry out a work study on the customer handling user departments to understand the current work they are conducting
8. Design the layout to facilitate efficient customer flow and minimize wait times.
9. Ensure sufficient space for staff to work comfortably and efficiently.
10. Create a welcoming and inviting atmosphere through interior design and decor.
11. Build a baseline for implementing continuous improvement initiatives based on customer feedback and performance metrics.
12. To be a bridge between the Client and the built Contractor during and after the SDU construction.
13. Regular inspections are to be carried out throughout the construction until it officially handed over to the ETF Board.

✓ **Qualification Requirements for the consultant (and any other requirements which will be used for evaluating the consultant)**

The potential Consultant should be with having minimum 05 years experience in similar projects and preferably in the Western Province. Providing the list of clientele would be highly recommended. Please submit the CURRICULUM VITAE (CV) provide the Educational qualifications, Professional Qualifications and Experience with evidence.

✓ **Deliverables and Payment Schedule**

The deliverables of this project are specified below. All documents submitted must conform to the following minimum standards:

- Use language appropriate for a non-technical audience (clear communication)
- Be comprehensive, properly formatted and well presented
- Provide justifications for all assumptions
- Show evidence of consultation.

No	Phase	Deliverables	Duration	Payment
1	Inception	<ul style="list-style-type: none"> • Finalization of the requirement of the SDU • Provide Design & Work Plan (task, duration, start and finish dates and resources) • Prepare and deliver compelling presentations to showcase design concepts, explain rationale behind design decisions, and gain buy-in from stakeholders. 	Commencement + 02 week	10% total contract value (Upon accepting the deliverables)
2	Elaboration	<ul style="list-style-type: none"> • provide the comprehensive project plan (including implementation approach) of the requirement of necessary furniture, partition plan, working arrangement (layout plan), electrical plan, network plan, hardware, software, and tools required for the operation of the service desk unit • Proposals with effort estimate for the particular task. • Monitoring and evaluation plan (simulation study to support the plan) • Prepares the Bidding Document including provide BOQ, drawings etc. 	6 Weeks	25% total contract value (Upon accepting the deliverables)
3	Selection of a Built	<ul style="list-style-type: none"> • Advisory to the TEC to select the substantially 	6 weeks	25% total contract

	Contractor	responsive bid		value (Upon accepting the deliverables)
4	Execution	<ul style="list-style-type: none"> • Regular inspections to be carried out throughout the constructions • Final inspection, after handing over the project 	8 weeks	40%

✓ **Services and Facilities will be provided by ETFB**

- Proper data required for the assignment.
- Arranging the meeting with relevant parties.
- Review Committees and Review Procedures
- All deliverables will be reviewed by the team appointed by ETFB.

➤ **Conclusion:**

The Terms of Reference for the Service Desk Unit serve as a guiding framework for its operations, outlining objectives, responsibilities, structure, and operational guidelines. By adhering to these terms, the Service Desk Unit aims to deliver high-quality support services, enhance client satisfaction, and contribute to the overall success of the organization.

Annexure:

1. Divisions for the proposed Service Desk Unit
2. Responsibility of the Service Desk
3. Structure & Operational Guidelines of the proposed Service Desk
4. Average workload at C & ER Division

Section 6. Standard Form of Contract

[Text in brackets provides guidance to the PE for the preparation of the RFP; it should not appear on the final RFP to be delivered to the shortlisted Consultants]

Section 2. Estimated Value of Contract

The estimated value of the contract for the performance of the work is \$1,000,000.00 (one million dollars and no cents).

I. Form of Contract

(Text in brackets [] is optional; all notes should be deleted in final text)

This CONTRACT (hereinafter called the "Contract") is made the [day] day of the month of [month], [year], between, on the one hand, [name of client] (hereinafter called the "Client") and, on the other hand, [name of Consultant] (hereinafter called the "Consultant").

[*Note: If the Consultant consist of more than one entity, the above should be partially amended to read as follows: "...(hereinafter called the "Client") and, on the other hand, a joint venture/consortium/association consisting of the following entities, each of which will be jointly and severally liable to the Client for all the Consultant's obligations under this Contract, namely, [name of Consultant] and [name of Consultant] (hereinafter called the "Consultant").*]

WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the "Services");
- (b) the Consultant, having represented to the Client that it has the required professional skills, and personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The General Conditions of Contract;
- (b) The Special Conditions of Contract;
- (c) The following Appendices: [*Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix*]

Appendix A: Description of Services	___ Not used
Appendix B: Reporting Requirements	___ Not used
Appendix C: Personnel and Sub-Consultants	___ Not used
Appendix D: Breakdown of Contract Price	___ Not used
Appendix E: Services and Facilities Provided by the Client	___ Not used
Appendix G: Form of Advance Payment Guarantee	___ Not used

2. The mutual rights and obligations of the Client and the Consultant shall be as set forth in the Contract, in particular:

- (a) the Consultants shall carry out the Services in accordance with the provisions of the Contract; and
- (b) the Client shall make payments to the Consultants in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Client]*

[Authorized Representative]

For and on behalf of *[name of Consultant]*

[Authorized Representative]

[Note: If the Consultant consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of each of the Members of the Consultant

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

General Conditions of Contract

1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in Democratic Socialist Republic of Sri Lanka, as they may be issued and in force from time to time.
- (b) "Consultant" means any private or public entity that will provide the Services to the Client under the Contract.
- (c) "Contract" means the Contract signed by the Parties and all the attached documents listed in its Clause 1 of the form of agreement, that is these General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (d) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (e) "Day" means calendar day.
- (f) "Effective Date" means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.
- (g) "Foreign Currency" means any currency other than Sri Lankan Rupees.
- (h) "GC" means these General Conditions of Contract.
- (i) "Member" means any of the entities that make up the joint venture/consortium/association, and "Members" means all these entities.
- (j) "Party" means the Client or the Consultant, as the case may be, and "Parties" means both of them.
- (k) "Personnel" means persons hired by the Consultant or by any Sub-Consultants and assigned to the performance of the Services or any part thereof. "Foreign Personnel" means such professionals and support staff that at the time of being so provided had their domicile outside Sri Lanka; "National Staff" means such professionals and support staff who at the time of being so provided had their domicile inside Sri Lanka; and "Key Personnel" means the Personnel referred to in Clause GC 4.2
- (l) "Reimbursable expenses" means all assignment-related costs

that will be paid to the Consultant on actuals .

- (m) "SC" means the Special Conditions of Contract by which the GC may be amended or supplemented.
- (n) "Services" means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.
- (o) "Sub-Consultants" means any person or entity to whom/which the Consultant subcontracts any part of the Services.
- (p) "Third Party" means any person or entity other than the Government, the Client, the Consultant or a Sub-Consultant.
- (q) "In writing" means communicated in written form with proof of receipt.

1.2 Relationship Between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the Consultant. The Consultant, subject to this Contract, has complete charge of Personnel and Sub-Consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

1.3 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

1.4 Language

This Contract has been executed in English Language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.5 Headings

The headings shall not limit, alter or affect the meaning of this Contract.

1.6 Notices

1.6.1

Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.

1.6.2

A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

1.7 Location

The Services shall be performed at such locations as are specified in Appendix A hereto and, where the location of a particular task is not

so specified, at such locations, as the Client may approve.

- 1.8 Authority of Member in Charge** In case the Consultant consists of a joint venture/ consortium/ association of more than one entity, the Members hereby authorize the entity specified in the SC to act on their behalf in exercising all the Consultant's rights and obligations towards the Client under this Contract, including without limitation the receiving of instructions and payments from the Client.
- 1.9 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the SC.
- 1.10 Taxes and Duties** The Consultant, Sub-Consultants, and their Personnel shall pay such indirect taxes, duties, fees, and other impositions levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

- 2.1 Effectiveness of Contract** This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SC have been met.
- 2.2 Commencement of Services** The Consultant shall begin carrying out the Services not later than the number of Days after the Effective Date specified in the SC.
- 2.3 Expiration of Contract** Unless terminated earlier pursuant to Clause GC 2.7 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.
- 2.4 Modifications or Variations** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- 2.5 Force Majeure**
- 2.5.1 Definition** (a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the

circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

- (b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Sub-Consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
- (c) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

2.5.2 No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Measures to be Taken

- (a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- (b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) Days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- (c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- (d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Client, shall either:

- (i) demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or
 - (ii) continue with the Services to the extent possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.
- (e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.

2.6 Suspension

The Client may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) Days after receipt by the Consultant of such notice of suspension.

2.7 Termination

2.7.1 By the Client

The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause GC 2.7.1. In such an occurrence the Client shall give a not less than thirty (30) Days' written notice of termination to the Consultant, and sixty (60) Days' in the case of the event referred to in (e).

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GC 2.6 hereinabove, within thirty (30) Days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing.
- (b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its Members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary.
- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.

- (d) If the Consultant, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (e) If, as the result of Force Majeure, the Consultant are unable to perform a material portion of the Services for a period of not less than sixty (60) Days.
- (f) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

**2.7.2
By the Consultant**

The Consultants may terminate this Contract, by not less than thirty (30) Days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this Clause GC 2.7.2:

- (a) If the Client fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within sixty (60) Days after receiving written notice from the Consultant that such payment is overdue.
- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than ninety (90) Days.
- (c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.

2.7.3 Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clauses GC 2.7 hereof, or upon expiration of this Contract pursuant to Clause GC 2.3 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Applicable Law.

2.7.4 Cessation of Services

Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.7.1 or GC 2.7.2 hereof, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Client, the Consultant shall proceed as provided, respectively, by Clauses GC 3.7 hereof.

2.7.5 Payment upon Termination Upon termination of this Contract pursuant to Clauses GC 2.7.1 or GC 2.7.2, the Client shall make the following payments to the Consultant:

- (a) payment and reimbursable expenditures pursuant to Clause GC 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (e) and (f) of Clause GC 2.7.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

2.7.6 Disputes about Events of Termination If either Party disputes whether an event specified in Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

3. OBLIGATIONS OF THE CONSULTANT

3.1 General

3.1.1 Standard of Performance

The Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub-Consultants or third Parties.

3.2 Conflict of Interests

The Consultant shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

3.2.1 Consultants Not to Benefit from Commissions, Discounts, etc.

The payment of the Consultant pursuant to Clause GC 6 shall constitute the Consultant's only payment in connection with this Contract or the Services, and the Consultant shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the

- Consultant shall use their best efforts to ensure that the Personnel, any Sub-Consultants, and agents of either of them similarly shall not receive any such additional payment.
- 3.2.2 Consultant and Affiliates Not to be Otherwise Interested in Project** The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultants and any entity affiliated with such Sub-Consultants, shall be disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.
- 3.2.3 Prohibition of Conflicting Activities** The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
- 3.3 Confidentiality** Except with the prior written consent of the Client, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
- 3.4 Insurance to be Taken Out by the Consultant** The Consultant (a) shall take out and maintain, and shall cause any Sub-Consultants to take out and maintain, at their (or the Sub-Consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid.
- 3.5 Consultant's Actions Requiring Client's Prior Approval** The Consultant shall obtain the Client's prior approval in writing before taking any of the following actions:
- (a) entering into a subcontract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C, and
 - (c) any other action that may be specified in the SC.
- 3.6 Reporting Obligations** (a) The Consultant shall submit to the Client the reports and documents specified in Appendix B hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.

- (b) Final reports shall be delivered in CD ROM in addition to the hard copies specified in said Appendix.
- 3.7 Documents Prepared by the Consultant to be the Property of the Client**
- (a) All plans, drawings, specifications, designs, reports, other documents and software submitted by the Consultant under this Contract shall become and remain the property of the Client, and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof.
- (b) The Consultant may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SC.
- 3.8 Accounting, Inspection and Auditing**
- The Consultant (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Client or its designated representative and/or the Bank, and up to two years from the expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Client or the Bank, if so required by the Client or the Bank as the case may be.

4. CONSULTANT'S PERSONNEL

- 4.1 Description of Personnel**
- (a) The Consultant shall employ and provide such qualified and experienced Personnel and Sub-Consultants as are required to carry out the Services. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Consultant's Key Personnel are described in Appendix C. The Key Personnel and Sub-Consultants listed by title as well as by name in Appendix C are hereby approved by the Client.
- (b) If required to comply with the provisions of Clause GC 3.1.1 hereof, adjustments with respect to the estimated periods of engagement of Key Personnel set forth in Appendix C may be made by the Consultant by written notice to the Client, provided (i) that such adjustments shall not alter the originally estimated period of engagement of any individual by more than 10% or one week, whichever is larger, and (ii) that the aggregate of such adjustments shall not cause payments under this Contract to exceed the ceilings set forth in Clause GC 6.1(b) of this Contract. Any other such

adjustments shall only be made with the Client's written approval.

- (c) If additional work is required beyond the scope of the Services specified in Appendix A, the estimated periods of engagement of Key Personnel set forth in Appendix C may be increased by agreement in writing between the Client and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GC 6.2 of this Contract, this will be explicitly mentioned in the agreement.

4.2 Approval of Personnel

The Key Personnel and Sub-Consultants listed by title as well as by name in Appendix C are hereby approved by the Client. In respect of other Personnel which the Consultant proposes to use in the carrying out of the Services, the Consultant shall submit to the Client for review and approval a copy of their Curricula Vitae (CVs). If the Client does not object in writing (stating the reasons for the objection) within twenty-one (21) Days from the date of receipt of such CVs, such Personnel shall be deemed to have been approved by the Client.

4.3 Working Hours, Overtime, Leave, etc

In case where Consultant will be paid based on the time spend by any Personnel the Working hours and holidays for such Personnel are set forth in Appendix C hereto. To account for travel time, Foreign Personnel carrying out Services inside Sri Lanka shall be deemed to have commenced, or finished work in respect of the Services such number of days before their arrival in, or after their departure from Sri Lanka as is specified in Appendix C hereto. Such Key Personnel shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in Appendix C hereto, and except as specified in such Appendix, the Consultant's remuneration shall be deemed to cover these items. All leave to be allowed to the Personnel is included in the staff-months of service set forth in Appendix C. Any taking of leave by Personnel shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and adequate supervision of the Services.

4.4 Removal and/or Replacement of Personnel

- (a) Except as the Client may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Client finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the Client's written request specifying the grounds thereof,

provide as a replacement a person with qualifications and experience acceptable to the Client.

- (c) The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. OBLIGATIONS OF THE CLIENT

5.1 Assistance and Exemptions Unless otherwise specified in the SC, the Client shall use its best efforts to ensure that the Government of Sri Lanka shall:

- (a) Provide where applicable, the Consultant, Sub-Consultants and Personnel with work permits and such other documents as shall be necessary to enable the Consultant, Sub-Consultants or Personnel to perform the Services.
- (b) Arrange where applicable, for the Personnel and, if appropriate, their eligible dependents to be provided promptly with all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in Sri Lanka.
- (c) Facilitate where applicable, prompt clearance through customs of any property required for the Services and of the personal effects of the Personnel and their eligible dependents.
- (d) Issue to officials, agents and representatives of the Government agencies all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (e) Provide to the Consultant, Sub-Consultants and Personnel any such other assistance as may be specified in the SC.

5.2 Change in the Applicable Law Related to Taxes and Duties If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses GC 6.2

5.3 Services and Facilities

- (a) The Client shall make available free of charge to the Consultant the professional and support counterpart personnel, Services and Facilities listed under Appendix E.
- (b) In case that such personnel, services, facilities and property shall not be made available to the Consultant as and when specified in Appendix E, the Parties shall agree on (i) how the affected part of

the Services shall be carried out ; (ii) any time extension that it may be appropriate to grant to the Consultant for the performance of the Services, (iii) the manner in which the Consultant shall procure any such personnel, services, facilities and property from other sources, and (iv) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to Clause GC 6. hereinafter.

5.4 Counterpart Personnel

- (a) The Client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Client with the Consultant's advice, if specified in Appendix E.
- (b) If counterpart personnel are not provided by the Client to the Consultant as and when specified in Appendix E, the Client and the Consultant shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by the Client to the Consultant as a result thereof pursuant to Clause GC 6.4 for option A or 6.3 for option B.
- (c) Professional and support counterpart personnel, excluding Client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Client shall not unreasonably refuse to act upon such request.

6. PAYMENTS TO THE CONSULTANT

6.1 Option 'A' or Option 'B' is applicable

Two options, 'Option A' and 'Option B' are given below. The applicable option is stated in the SC. If no option is stated in SC, Option A is applicable.

OPTION A (Clause 6.2 to 6.6 below are applicable)

6.2 Lump-Sum Payment

The total payment due to the Consultant shall not exceed the Contract Price which is an all inclusive fixed lump-sum covering all costs required to carry out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.3 if the Parties have agreed to additional payments in accordance with Clause 2.4 or clause 5.4.

- 6.3 Contract Price** (a) The price payable in Sri Lankan Rupees is set forth in the SC.
 (b) The price payable in foreign currency/currencies is set forth in the SC.
- 6.4 Payment for Additional Services** For the purpose of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.
- 6.5 Terms and Conditions of Payment** Payments will be made according to the payment schedule stated in the SC. Unless otherwise stated in the SC, the first payment shall be made against the provision by the Consultant of an advance payment guarantee acceptable to the Client in an amount (or amounts) and in a currency (or currencies) specified in the SC. Such guarantee (i) to remain effective until the advance payment has been fully set off, and (ii) to be in the form set forth in Appendix G hereto, or in such other form as the Client shall have approved in writing. The advance payments will be set off by the Client in installments proportionate to the payments made to the Consultant. Any other payment shall be made after the conditions listed in the SC for such payment have been met, and the Consultant has submitted an invoice to the Client specifying the amount due.
- 6.6 Interest on Delayed Payments** If the Client has delayed payments beyond thirty (30) days after the due date stated in the Clause SC 6.5, interest shall be paid to the Consultant for each day of delay at the rate stated in the SC.

OPTION B (Clause 6.2 to 6.5 below are applicable)

- 6.2 Cost Estimates; Ceiling Amount** (a) An estimates of the cost of the Services payable in foreign currency is set forth in Appendix D.
 (b) Except as may be otherwise agreed under Clause GC 2.4 and subject to Clause GC 6.2(c), payments under this Contract shall not exceed the ceilings in Sri Lankan Rupees and foreign currency
 (c) Notwithstanding Clause GC 6.2(b) hereof, if pursuant to any of the Clauses GC 5.2, 5.3 or 5.4 hereof, the Parties shall agree that additional payments in local and/or foreign currency, as the case may be, shall be made to the Consultant in order to cover any necessary additional expenditures not envisaged in the cost estimates referred to in Clause GC 6.2(a) above, the ceiling or ceilings, as the case may be, set forth in Clause GC 6.2(b) above shall be increased by the amount or amounts, as the case may be, of any such additional payments.
- 6.3 Remuneration and** (a) Subject to the ceilings specified in Clause GC 6.2(b) hereof, the Client shall pay to the Consultant (i) remuneration as set forth in

Reimbursable Expenses

Clause GC 6.3(b) hereunder, and (ii) reimbursable expenses as set forth in Clause GC 6.3(c) hereunder. Unless otherwise specified in the SC, said remuneration shall be fixed for the duration of the Contract.

- (b) Payment for the Personnel shall be determined on the basis of time actually spent by such Personnel in the performance of the Services after the date determined in accordance with Clause GC 2.2 and Clause SC 2.2 (or such other date as the Parties shall agree in writing), at the rates referred to in Clause SC 6.3(b), and subject to price adjustment, if any, specified in Clause SC 6.3(a).
- (c) Reimbursable expenses actually and reasonably incurred by the Consultant in the performance of the Services, as specified in Clause SC 6.3(c).
- (d) The remuneration rates referred to under paragraph (b) here above shall cover: (i) such salaries and allowances as the Consultant shall have agreed to pay to the Personnel as well as factors for social charges and overhead (bonuses or other means of profit-sharing shall not be allowed as an element of overhead), (ii) the cost of backstopping by home office staff not included in the Personnel listed in Appendix C, and (iii) the Consultant's fee.
- (e) Any rates specified for Personnel not yet appointed shall be provisional and shall be subject to revision, with the written approval of the Client, once the applicable salaries and allowances are known.
- (f) Payments for periods of less than one month shall be calculated on an hourly basis for actual time spent and directly attributable to the Services (one hour being equivalent to 1/176th of a month) and on a calendar-day basis for time spent away from home office (one day being equivalent to 1/30th of a month).

6.4 Currency of Payment

Foreign currency payments shall be made in the currency or currencies specified in the SC, and local currency payments shall be made in Sri Lankan Rupees.

6.5 Mode of Billing and Payment

Billings and payments in respect of the Services shall be made as follows:

- (a) Within the number of days after the Effective Date specified in the SC, the Client shall cause to be paid to the Consultant advance payments in foreign currency and in Sri Lankan Rupees as specified in the SC. When the SC indicate advance payment, this will be due after provision by the Consultant to the Client of an advance payment guarantee acceptable to the Client in an amount (or amounts) and in a currency (or currencies) specified in the SC.

Such guarantee (i) to remain effective until the advance payment has been fully set off, and (ii) to be in the form set forth in Appendix G hereto, or in such other form as the Client shall have approved in writing. The advance payments will be set off by the Client in equal installments against the statements for the number of months of the Services specified in the SC until said advance payments have been fully set off.

- (b) As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, or after the end of each time intervals otherwise indicated in the SC, the Consultant shall submit to the Client, in duplicate, itemized statements, accompanied by copies of invoices, vouchers and other appropriate supporting materials, of the amounts payable pursuant to Clauses GC 6.4 and GC 6.5 for such month, or any other period indicated in the SC. Separate statements shall be submitted in respect of amounts payable in foreign currency and in local currency. Each statement shall distinguish that portion of the total eligible costs which pertains to remuneration from that portion which pertains to reimbursable expenses.
- (c) The Client shall pay the Consultant's statements within sixty (60) days after the receipt by the Client of such statements with supporting documents. Only such portion of a statement that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Client may add or subtract the difference from any subsequent payments. Interest at the annual rate specified in the SC shall become payable as from the above due date on any amount due by, but not paid on, such due date.
- (d) The final payment under this Clause shall be made only after the final report and a final statement, identified as such, shall have been submitted by the Consultant and approved as satisfactory by the Client. The Services shall be deemed completed and finally accepted by the Client and the final report and final statement shall be deemed approved by the Client as satisfactory ninety (90) calendar days after receipt of the final report and final statement by the Client unless the Client, within such ninety (90) day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final statement. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. Any amount, which the Client has paid or caused to be paid in accordance with this Clause in excess of the amounts actually payable in accordance with the provisions of this Contract, shall be reimbursed by the Consultant to the Client within

thirty (30) days after receipt by the Consultant of notice thereof. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final statement approved by the Client in accordance with the above.

- (e) Payments in respect of remuneration or reimbursable expenses, which exceed the cost estimates for these items as set forth in Appendices D and E, may be charged to the respective contingencies provided for foreign and local currencies only if such expenditures were approved by the Client prior to being incurred.
- (f) With the exception of the final payment under (d) above, payments do not constitute acceptance of the Services nor relieve the Consultant of any obligations hereunder.

7. GOOD FAITH

7.1 Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

8. SETTLEMENT OF DISPUTES

8.1 Amicable Settlement

- (a) The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
- (b) If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within 30 Days after receipt. If that Party fails to respond within 30 Days, or the dispute cannot be amicably settled within 30 Days following the response of that Party, Clause GC 8.2 shall apply

8.2 Dispute Resolution

Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) Days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement in accordance with the provisions specified in the SC and in accordance with Sri Lanka Arbitration Act No. 11 of 1995.

III. Special Conditions of Contract

(Clauses in brackets { } are optional; all notes should be deleted in final text)

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.6	<p>The addresses are:</p> <p>Client: _____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p> <p>Consultant: _____</p> <p>_____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p>
{1.8}	<p>{The Member in Charge is <i>[insert name of member]</i>}</p> <p><i>Note: If the Consultant consists of a joint venture/ consortium/ association of more than one entity, the name of the entity whose address is specified in Clause SC 1.8 should be inserted here. If the Consultant consists only of one entity, this Clause SC 1.8 should be deleted from the SC.</i></p>
1.9	<p>The Authorized Representatives are:</p> <p>For the Client: _____</p> <p>For the Consultant: _____</p>
{2.1}	<p>{The Effectiveness conditions are:}</p>
2.2	<p>The date for the commencement of Services is <i>[insert days]</i>. Days from the effective date</p>

2.3	The time period shall be <i>[insert time period, e.g.: 180 Days]</i> .
3.4	<p>The risks and the coverage shall be as follows:</p> <p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated by the Consultant or its Personnel or any Sub-Consultants or their Personnel;</p> <p>(b) Third Party liability insurance, with a minimum coverage of <i>[insert amount]</i>;</p> <p>(c) professional liability insurance, with a minimum coverage of <i>[insert amount]</i>;</p>
{3.5 (c)}	<p>{The other actions are: <i>[insert actions⁶⁴]</i>.}</p> <p><i>Note: If there are no other actions, delete this Clause SC 3.5 (c).</i></p>
{3.7 (b)}	<p><i>Note: If there is to be no restriction on the future use of these documents by either Party, this Clause SC 3.7 should be deleted. If the Parties wish to restrict such use, any of the following options, or any other option agreed to by the Parties, may be used:</i></p> <p>{The Consultant shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Client.}</p> <p>{The Client shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Consultant.}</p> <p>{Neither Party shall use these documents and software for purposes unrelated to this Contract without the prior written approval of the other Party.}</p>
{5.1}	<p><i>Note: List here any assistance or exemptions that the Client may provide under Clause 5.1. If there is no such assistance or exemptions, state "not applicable."</i></p>
6.1	<p>The applicable option is⁶⁵: Option A/Option B</p>

⁶⁴ In the case of supervision of construction works, any approval needed from the Employer before issuing variation orders may be included.

⁶⁵ Select either Option A or Option B

	OPTION A
6.3(a)	The amount in Sri Lankan Rupees is <i>[insert amount]</i> .
6.3(b)	The amount in foreign currency or currencies is <i>[insert amount]</i> . ⁶⁶
6.5	<p>Payments shall be made according to the following schedule:</p> <p><i>Note: (a) the following installments are indicative only; and (b) if applicable, detail further the nature of the report evidencing performance, as may be required, e.g., submission of study or specific phase of study, survey, drawings, draft bidding documents, etc., as listed in Appendix B, Reporting Requirements.</i></p> <p>Local Currency Component:</p> <p>(a) An advance payment not exceeding Twenty (20) percent of the Local Currency component shall be paid on the date of effectiveness, against the submission of a demand guarantee for the same amount.</p> <p>(b) <i>Ten (10) percent of the lump-sum amount of the Sri Lankan Rupee component shall be paid upon submission of the inception report.</i></p> <p>(c) <i>Thirty (30) percent of the lump-sum amount of the Sri Lankan Rupee component shall be paid upon submission of the interim report.</i></p> <p>(d) <i>Thirty (30) percent of the lump-sum amount of the Sri Lankan Rupee component shall be paid upon submission of the draft final report.</i></p> <p>(e)⁶⁷ <i>Thirty (30) percent of the lump-sum amount of the Sri Lankan Rupee component shall be paid upon approval of the final report.</i></p> <p><i>Note: This sample clause should be specifically drafted for each contract.</i></p> <p>Foreign Currency Component:</p>

⁶⁶ If no foreign currency payment is involved specify as "none"

⁶⁷ In the case of Consultancy services for Engineering/Architectural Services where the Consultant is required to do the designs and supervise the construction this payment stage may be modified as follows:

- (e) *Thirty (30) percent of the lump-sum amount local currency component shall be paid as follows*
- (i) *Twenty five (25) percent of local currency component on proportionate to the value of construction works certified as payments to the contractor;*
- (ii) *Five (05) percent of local currency component on completion of the defects liability period.*

	<p>(a) An advance payment not exceeding Twenty (20) percent of the foreign currency component shall be paid on the date of effectiveness, against the submission of a demand guarantee for the same amount.</p> <p>(b) <i>Ten (10) percent of the lump-sum amount of foreign Currency component shall be paid upon submission of the inception report.</i></p> <p>(c) <i>Thirty (30) percent of the lump-sum amount foreign currency component shall be paid upon submission of the interim report.</i></p> <p>(d) <i>Thirty (30) percent of the lump-sum amount foreign currency component shall be paid upon submission of the draft final report.</i></p> <p>(e)⁶⁸ <i>Thirty (30) percent of the lump-sum amount foreign currency component shall be paid upon approval of the final report.</i></p> <p><i>Note: This sample clause should be specifically drafted for each contract.</i></p>
6.6	The interest rate is: <i>[insert rate]</i> .
OPTION B	
6.2(b)	The ceiling in Sri Lankan Rupee component is: <i>[insert amount]</i> The ceiling in foreign currency or currencies is: <i>[insert amount and currency]</i>
{6.3(a)}	<i>Note: In order to adjust the remuneration for foreign and/or local inflation, a price adjustment provision should be included here if the contract has duration of more than 18 months The adjustment should be made every 12 months after the date of the contract for remuneration in foreign currency and local currency. Remuneration in foreign currency should be adjusted by using a factor of 1.05 above the previous year price and remuneration in local currency should be adjusted by using a factor of 1.10 above the previous year prices.</i>
6.3(b)	The rates for National and Foreign Personnel are set forth in Appendix D,
6.3(c)	(i) The Reimbursable expenses to be paid in Sri Lankan Rupees and

⁶⁸ (e) *Thirty (30) percent of the lump-sum amount foreign currency component shall be paid as follows*

- (i) *Twenty five (25) percent of foreign currency component on proportionate to the value of construction works certified as payments to the contractor;*
- (ii) *Five (05) percent of foreign currency component on completion of the defects liability period.*

	foreign currency are set forth in Appendix D.
	<p><i>Note 1 (this Note and the text set forth below between brackets { } only apply when QBS method is used in the selection of Consultants): According to the para. 6.5 of the Instructions to Consultants, where price is not an evaluation criterion in the selection of Consultants, the Client must request the Consultants to submit certain representations about the Consultants' salary and related costs, which representations are then used by the parties when negotiating the applicable remuneration rates. In this case, the text set forth below should be used as Clause SC 6.3(c)(ii) in the SC.</i></p> <p>{The remuneration rates have been agreed upon based on the representations made by the Consultants during the negotiation of this Contract with respect to the Consultants' costs and charges indicated in the form "Consultants' Representations regarding Costs and Charges" contained in the Appendix attached to Section 4 "Financial Proposal - Standard Forms" of the RFP, and submitted by the Consultants to the Client prior to such negotiation. The agreed remuneration rates are evidenced in the form "Breakdown of Agreed Fixed Rates in Consultants' Contract," executed by the Consultants at the conclusion of such negotiation; a model of such a form is attached at the end of these SC as Model Form I. Should these representations be found by the Client (either through inspections or audits pursuant to Clause GC 3.8 hereof or through other means) to be materially incomplete or inaccurate, the Client shall be entitled to introduce appropriate modifications in the remuneration rates affected by such materially incomplete or inaccurate representations. Any such modification shall have retroactive effect and, in case remuneration has already been paid by the Client before any such modification, (i) the Client shall be entitled to offset any excess payment against the next monthly payment to the Consultants, or (ii) if there are no further payments to be made by the Client to the Consultants, the Consultants shall reimburse to the Client any excess payment within thirty (30) days of receipt of a written claim of the Client. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final statement approved by the Client in accordance with Clause GC 6.5(d) of this Contract.}</p>
6.4	<p>The foreign currency [currencies] shall be the following: (i) [name of foreign currency] (ii) [name of foreign currency or currencies] <i>Note: Add other foreign currencies, if required.</i></p>
6.5(a)	<p><i>Note: The advance payment could be in either Sri Lankan Rupees or the foreign currency, or both; select the correct wording in the Clause here below.</i></p>

	<p>The following provisions shall apply to the advance payment and the advance payment guarantee:</p> <p>(1) An advance payment [of <i>insert amount</i>] in Sri Lankan Rupees and of <i>insert amount</i> in [insert currency] shall be made within <i>insert number</i> days after the Effective Date. The advance payment will be set off by the Client in equal installments against the statements for the first <i>insert number</i> months of the Services until the advance payment has been fully set off.</p> <p>(2) The advance payment guarantee shall be in the amount and in Sri Lankan Rupees and [insert name of currency] portion of the advance payment.</p>
{6.5(b)}	<p>{The Consultant shall submit to the Client itemized statements at time intervals of <i>insert number of months</i>.}</p> <p><i>Note: Delete this Clause SC 6.5(b) if the Consultant shall have to submit its itemized statements monthly.</i></p>
6.5(c)	The interest rate is: <i>insert rate</i> .
8.2	<p>Disputes shall be settled by arbitration in accordance with the following provisions:</p> <p>1. <u>Selection of Arbitrators.</u> Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator:</p> <p>(a) The Parties may agree to appoint a sole arbitrator or, failing agreement on the identity of such sole arbitrator within thirty (30) Days after receipt by the other Party of the proposal of a name for such an appointment by the Party who initiated the proceedings, either Party may apply to <i>High Court of Sri Lanka</i> to nominate the arbitrator for the matter in dispute.</p>
	<p>2. <u>Substitute Arbitrators.</u> If for any reason an arbitrator is unable to perform his function, a substitute shall be appointed in the same manner as the original arbitrator.</p>
	<p>3. the decision of the sole arbitrator shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.</p>

MODEL FORM I

See Note to Form on Clause SC 6.2(b)(ii)

Breakdown of Agreed Fixed Rates in Consultant's Contract

We hereby confirm that we have agreed to pay to the staff members listed, who will be involved in this assignment, the basic salaries and away from headquarters allowances (if applicable) indicated below:

(Expressed in *[insert name of currency]*)

Personnel		1	2	3	4	5	6	7	8
Name	Position	Basic Salary per Working Month/Day/Year	Social Charges ¹	Overhead ¹	Subtotal	Fee ²	Away from Headquarters Allowance	Agreed Fixed Rate per Working Month/Day/Hour	Agreed Fixed Rate per Working Month/Day/Hour ¹
Home Office									
Field									

¹ Expressed as percentage of 1

² Expressed as percentage of 4

Signature _____

_____ Date

Name: _____

Title: _____

IV. Appendices

APPENDIX A – DESCRIPTION OF SERVICES

Note: This Appendix will include the final Terms of Reference worked out by the Client and the Consultants during technical negotiations. Give detailed descriptions of the Services to be provided, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Client, etc.

APPENDIX B - REPORTING REQUIREMENTS

Note: List format, frequency, and contents of reports; persons to receive them; dates of submission; etc. If no reports are to be submitted, state here "Not applicable."

APPENDIX C - KEY PERSONNEL AND SUB-CONSULTANTS

Note: List under:

C-1 Titles [and names, if already available], detailed job descriptions and minimum qualifications of Key Personnel to be assigned to work, and estimated staff-months for each.

C-2 List of approved Sub-Consultants (if already available); same information with respect to their Personnel as in C-1.

In case where Consultant will be paid based on the time spend by any Personnel, list here the hours of work for Key Personnel; travel time to and from the country of the Government for Foreign Personnel (Clause GC 4.4(a)); entitlement, if any, to overtime pay, sick leave pay, vacation leave pay, etc.

APPENDIX D - BREAKDOWN OF CONTRACT PRICE

Note: List here the elements of cost used to arrive at the breakdown of the lump-sum price - foreign currency portion:

- 1. Monthly rates for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenses (items that are not applicable should be deleted; others may be added):*

- (a) *Per diem allowances for each of the Personnel for every day in which such Personnel shall be required to work outside the Location*
- (b) *Air transport for Foreign Personnel:*
the cost of international transportation of the foreign Personnel by the most appropriate means of transport and the most direct practicable route to and from the Consultants' home office;
- (c) *International communications: the cost of communications (other than those arising in the Client's country) reasonably required by the Consultant for the purposes of the Services.*
- (d) *The cost of printing, reproducing and shipping of the documents, reports, drawings, etc.*
- (e) *The cost of acquisition, shipment and handling of the following equipment, instruments, materials and supplies required for the Services, to be imported by the Consultants and to be paid for by the Client (including transportation to the Client's country).*
- (f) *The cost of laboratory tests on materials, model tests and other technical services authorized or requested by the Client.*
- (m) *The cost of such further items not covered in the foregoing but which may be required by the Consultants for the purpose of the Services, subject to the prior authorization in writing by the Client.*

APPENDIX E - SERVICES AND FACILITIES PROVIDED BY THE CLIENT

Note: List here the services and facilities to made available to the Consultant by the Client.

APPENDIX F - FORM OF ADVANCE PAYMENTS GUARANTEE

Note: See Clause GC 6.4 and Clause SC 6.4.

Bank Guarantee for Advance Payment

_____ [Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: _____ [Name and Address of Client]

Date: _____

ADVANCE PAYMENT GUARANTEE No.: _____

We have been informed that [name of Consulting Firm] (hereinafter called "the Consultants") has entered into Contract No. [reference number of the contract] dated [insert date] with you, for the provision of [brief description of Services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of [amount in figures] ([amount in words]) is to be made against an advance payment guarantee.

At the request of the Consultants, we [name of Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in figures] ([amount in words])¹ upon receipt by us of your first demand in writing accompanied by a written statement stating that the Consultants are in breach of their obligation under the Contract because the Consultants have used the advance payment for purposes other than toward providing the Services under the Contract.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Consultants on their account number _____ at [name and address of Bank].

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Consultants as indicated in copies of certified monthly statements which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the monthly payment certificate indicating that the Consultants have made full repayment of the amount of the advance payment, or on the __ day of _____, 2____,² whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

¹ The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Client.

² Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Client would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[signature(s)]

Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.

preparing this guarantee, the Client might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Client's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."

Annexure 1

✓ **Divisions for the proposed Service Desk Unit**

1. **Counters**

i. **Counters for the Member Services Division**

Member Services Division requires 20 Counters to provide their services.

- Normal Claims Applications and Death Application Forms acceptance and payments for the same
- Payments for the benefits that grant by the ETF Board; Permanent Disability, Insurance for the Death claims, Heart Surgery, Re-imburement for the Intra Ocular Lenses, Kidney transplant
- Provide the Balance statement information to the ETF members

ii. **Counters for the Contribution and Employer Relations Division**

Contribution and Employer Relation Division requires 08 Counters to provide their services.

- Receive Contributions (Employer/Self) and Surcharges
- Employer Management
- Employer Awareness
- Create Employer Portal
- Collection correction
- Refund request handling
- Registration of Self-Employees and Migrant workers
- Employer inquiry (Enforcement)

2. **Back Office**

Back Office to take care the customers whose requirement that cannot be fulfilled by the assigned counters. Attention for the services such as; Issues on Claims Forms, Name changes of the members, Balance member statement confirmation etc.

3. **Customer Waiting Area**

The area that customers are to be seated until being called by the relevant counters

4. Rest Area

Rest area has to be designed with considering the exceptional situations such as breast feeding, sudden illness etc.

Annexure 2

✓ **The responsibility of the proposed Service Desk Unit (SDU)**

- Receiving, logging, categorizing, prioritizing, and assigning essential services, incidents and service requests.
- Escalating unresolved issues to appropriate support teams/ specialists (Back office) according to predefined procedures.
- Communicating with members and employers to gather relevant information, provide updates on incident status, and ensure satisfaction with resolution outcomes.
- Monitoring service performance, identifying trends, and proposing improvements to prevent recurring incidents.
- Documenting solutions, known errors, and best practices to contribute to the knowledge base and facilitate training.
- Conducting user training sessions and creating self-help resources to empower members/ employers and reduce dependency on the service desk.

Annexure 3

Structure & Operational Guidelines of the proposed Service Desk

1. Structure:

The Service Desk Unit consists of the following roles:

- Service Desk Unit Manager: Provides strategic direction, manages resources, defines policies, and drives continuous improvement initiatives. Responsible for managing the knowledge base, documenting solutions, and facilitating knowledge sharing among team members.
- Service Desk Supervisor/Team Lead: Oversees daily operations, coordinates resources, ensures adherence to service level agreements (SLAs), Conducts quality assessments, monitors service desk performance, and identifies areas for improvement.
- Service Desk Analysts/ Counter officer: Responsible for frontline support, incident management, and client communication.

2. Operational Guidelines:

- Operating Hours: Define the service desk's operational hours, including any provisions for after-hours support.
 - SLA Compliance: Establish clear Service Level Agreements (SLAs)/ charter for incident response, resolution times, and service request fulfillment, with mechanisms for monitoring and reporting.(current charter will be provided)
 - Appointment Management/ Queue management: Existing Appointment management system and Queue management system should be mapped to implement a robust ticketing system to track and manage essential support services and service requests efficiently.
 - Complaint Handling Process: Develop a structured process for logging, tracking, and resolving customer complaints, including mechanisms for escalation and resolution.
 - Communication Channels: Specify the preferred channels for reporting issues, such as phone, email, web portal, self-service options or chat support.
 - Training and Development: Allocate resources for ongoing training and skill development of service desk staff to enhance technical proficiency and customer service skills.
 - Service Standards/ Performance Metrics: Define key performance indicators (KPIs) to measure service desk performance, such as first-call resolution rate, average response time, and customer satisfaction scores.
3. Continuous Improvement/ Feedback Management: Implement mechanisms for collecting user feedback, analyzing performance metrics, and identifying opportunities for process improvement.

Annexure 4**Average workload at C & ER Division**

	Yearly (total)	Monthly	Day (22)	Avg. per day
Employer Management	2237	186.42	8.47	9
Employer Awareness			8.47	9
Received Contributions (Employer/Self) and Surcharges				295
Surcharge (Cash counter)		215.00	9.77	
Head Office (Cheque counter)		4537.00	206.23	
Self (Cash Counter)		200.00	9.09	
Peoples – Narahenpita (Cash)		1248.00	56.73	
BOC – Torrington (Cash)		85.00	3.86	
Cash Collection (C & ER)		200.00	9.09	
Create Employer Portal			N/A	N/A
Collection correction		372	16.91	17
Refund request handling		8	0.36	1
Registration of Self-Employees and Migrant workers		33	1.50	2
Employer Inquiry		450	37.50	38
Total				371

