

INVITATION FOR BIDS (IFB)**Support and Comprehensive Maintenance Services for Enadoc Document Management System (DMS) for a Period of Three (03) Years****Procurement No. ETF/PROC/A/2026/048**

1. The Chairman of Department Procurement Committee (Major) on behalf of the Employees' Trust Fund Board now invites sealed Bids from eligible and qualified bidders for Support and Comprehensive Maintenance Services for Enadoc Document Management System (DMS) for a Period of Three (03) Years.
2. Bidding will be conducted through National Competitive Bidding Procedure.
3. Bids shall be valid up to 01st January 2027 (91 days).
4. The successful bidder shall not have been blacklisted.
5. Interested Bidders may obtain further information from AGM (IT), ETFB, 22nd Floor, Mehewara Piyesa, Colombo 05 or through Telephone: Tel: **0117747826**, During **9.00 a.m. to 3.00 p.m.** from 11.09.2026 to 02.10.2026. and can be inspected the Procurement Document free of charge during 9.00 a.m. to 3.00 p.m. on working days from 11.09.2026 until 01.10.2026 at the below address.
**Employees' Trust Fund Board,
Procurement Section,
23rd Floor,
Mehewara Piyesa,
Colombo 05.**
6. A complete set of Procurement Documents in English Language may be purchased by interested bidders on the submission of written request to the address Assistant General Manager (Procurement), Employees' Trust Fund Board, 23rd Floor, Mehewara Piyesa, Colombo 05 and upon payment of a non – refundable fee of Rs.1,500.00 from 11.09.2026 to 01.10.2026 from 9.00 a.m. to 3.00 p.m. to deposit Cashier, Employees' Trust Fund Board, 22nd Floor, Mehewara Piyesa, Colombo 05.
7. Sealed Bids must be delivered to the address of **Chairman, Department Procurement Committee, Employees' Trust Fund Board, Procurement Section, 23rd Floor, Mehewara Piyesa, Colombo 05 or deposit on the Tender Box – 01** keep in the Procurement Section, **Employees' Trust Fund Board, 23rd Floor, Mehewara Piyesa, Colombo 05** before **10.30 a.m. on 02nd October 2026**. Late bids shall be **rejected**. Bids will be opened immediately after closing of Bids **in the presence of the bidders'**

representatives who choose to attend in person or virtual address to Procurement Section, Employees' Trust Fund Board, 23rd Floor, Mehewara Piyesa, Colombo 05.

8. The inner and outer envelopes shall bear the following identification mark:

Bidders, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." These envelopes containing the original and the copy shall then been closed in one single envelope, and write the "**Procurement of Support and Comprehensive Maintenance Services for Enadoc Document Management System (DMS) for a Period of Three (03) Years**" and **Procurement No. ETF/PROC/A/2026/048** on top of the left-hand corner of the envelope.

9. Bid Security

All bids must be accompanied by an appropriate, either "Bid Security" and shall be valid up to 29.01.2027.

Option I – unconditional on-demand bank guarantee

Description of items	Bid Security amount (LKR)	Bid Security validity up to
Enadoc Document Management System (DMS)	35,000.00	29 th January 2027

Issued by an agency acceptable to Employer using the form for bid security (unconditional on demand bank guarantee from Commercial Bank of Sri Lanka, approved by Central Bank) included in Section 9, Standard Forms.

Option II

Cash deposit (refer the amount of Option I table) to Cashier, Employee's Trust Fund Board, 22nd Floor, Mehewara Piyesa, Narahenpita, Colombo 05.

Original cash deposit slip or Original Bid Security Bank Guarantee should be attached along with the procurement document and if bidder unable to submit those documents the bid will be rejected.

10. Pre-bid meeting will be held on 21.09.2026 (Monday) at 10.30 a.m. at the Conference Room, 20th Floor, Employees' Trust Fund Board, Mehewara Piyesa, Colombo 05.
11. Qualification requirements to qualify for contract award include:

a) General Experiences (Related to the bidding item/s)

- I. The bidder shall have a proven track record of providing the following service/s for more than five (05) years:

- **Providing and implementing Enadoc solution deployments.**

Minimum three (3) references are mandatory. (within last 05 Years)

II. The bidder shall have successfully completed proven Enadoc clients in the **Government Sector (at least one client).**

III. The bidder shall be an **authorized / certified partner** of Enadoc

Authorization letters shall be submitted with the bid.

b) Quality Assurance

The bidder must have ISO 9001-2015 for IT related services.

c) Average Turnover and Working Capital

The bidder shall have achieved an average annual turnover of not less than **LKR 10 million** during the period **2021–2024**. In addition, the Bidder shall demonstrate a positive average working capital for the same three (03) financial years.

Audited financial statements of last three (03) years (2021 – 2024) shall be submitted as proof.

d) Staff Requirement

The bidder shall have minimum five (05) qualified permanent staff (NVQ Level 4 or higher) engaged in the project. CVs shall be submitted.

e) General Requirements

I. Business Registration and documentary evidence shall be submitted.

II. Power of Attorney or Board Resolution authorizing the person to sign the bid on behalf of the company, issued through an appropriate Company Board Resolution or equivalent document should be provided.

12. The Department Procurement Committee, Employees' Trust Fund Board reserves the right to accept, award or reject any bids submitted.
13. The bidder shall be submitted duly signed and stamped bid submission form and non-collusion declaration attached to the Procurement Document with the bid.
14. ETFB will not be responsible for any costs or expenses incurred by Bidders in connection with the preparation or delivery of the Bids.
15. In accordance with the Procurement Guidelines 2024, unsuccessful bidders can submit an appeal against the award of the contract after a non-refundable payment of Rs.10,000.00 has been made. All

procurement appeals must be submitted within seven (07) working days from commence the Stand Steel Period regarding the intention to award the contract to the successful bidder. A non-refundable payment of LKR 10,000.00 must be made in cash to the ETFB - Cashier at the time of submission. Each appeal must be addressed to the Chairman, Employees' Trust Fund Board, 19-23 Floors, Mehewara Piyesa, Colombo 05.

Appeals will be reviewed by an independent Appeal Board appointed by the Secretary of the Ministry of Finance.



Chairman – Department Procurement Committee
Employees' Trust Fund Board
P.O. Box 807
23rd Floor, "Mehewara Piyesa"
Colombo 05.