



Sri Lanka CERT (Pvt.) Ltd

ADDENDUM NO 01 - TO THE BIDDING DOCUMENT

FOR THE

Procurement of Ticketing system for NCSOC

INVITATION FOR BIDS No: CERT/GOSL/GOODS/NCB/2025/18

October 2025

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This Addendum to the Bidding Document of above procurement incorporates following amendments. All bidders shall comply with these amendments in addition to the clarifications issued.

Amendments

Sr.No.	RFP Reference	RFP Clause	Query	SL Cert Response
1	2.1.1 Technical Specifications - Ticketing System → 121 Pg. No:58	The proposed solution should provide REST APIs for custom integrations with existing government systems for ticket/incident creations	What ticketing systems are currently being used by government organizations?	REST APIs eliminate dependency on specific systems, as they enable standardized communication regardless of the platform being used. Unlike traditional system-to-system custom connectors which require bespoke development for each integration REST APIs provide a universal and scalable approach, allowing interoperability with any target system that exposes an API. This aligns with current industry standards and significantly reduces integration complexity and maintenance overhead
2	2.1.1 Technical Specifications - Ticketing System → 86 Pg. No: 56	The proposed solution should provide real-time translation between Sinhala, Tamil, and English	Please clarify the exact scope of the real-time translation requirement?	Since the most guideline/articles and relevant documents are primarily maintained in English, there is a possibility that users may raise queries in Sinhala or Tamil. To ensure accurate responses and seamless user interaction, translation capability is required to bridge the language gap between English content and user input in local languages.
3	2.1.1 Technical Specifications - Ticketing System → 171 Pg. No: 62	The Vendor shall also provide a minimum three (03) year warranty covering all installed fiber components, accessories,	N/A	The new requirement is attached. The vendor must comply with it, and this specification should be added under item number 171

		and workmanship, and shall rectify any faults or performance issues at no additional cost during the warranty period.		
4	2.1.1 Technical Specifications - Ticketing System → 172 Pg. No: 62	The Vendor shall agree to all notes specified under the price schedule.	N/A	The new requirement is attached. The vendor must comply with it, and this specification should be added under item number 172
5	2.1.1 Technical Specifications - Ticketing System → 173 Pg. No: 62	Vendor should meet a minimum fiber cable installation length of 350 meters using OM4 Multimode 4-core Fiber Optic Cable compliant with ITU-T G.652.D or higher.	N/A	The new requirement is attached. The vendor must comply with it, and this specification should be added under item number 173
6	2.1.1 Technical Specifications - Ticketing System → 174 Pg. No: 62	Vendor should meet end-to-end attenuation targets not exceeding 0.35 dB/km @1310 nm and 0.22 dB/km @1550 nm.	N/A	The new requirement is attached. The vendor must comply with it, and this specification should be added under item number 174
7	2.1.1 Technical Specifications - Ticketing System → 175 Pg. No: 62	Vendor should meet all accessory requirements, supplying conduit or casing (PVC/HDPE), termination kits, patch cords, connectors, splicing protectors, routing brackets, and identification labels including <ul style="list-style-type: none"> • 1U Fiber Patch Panel with integrated splice tray for a minimum of 12 LC port capacity - nos 2 (1 per end) • OM-4 rated, UPC polish LC Duplex Adapter - nos 8 (4 per end) • OM-4 rated LC pigtails - nos 8 (4 per end) 	N/A	The new requirement is attached. The vendor must comply with it, and this specification should be added under item number 175

		<ul style="list-style-type: none">• OM-4 LC-LC 2m fiber patch cords - nos 4		
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Price Schedule

Item No (1)	Description of Goods or related services (2)	Qty. and Unit (3)	CIF Price in USD (4)	CIF Price in LKR (5)	All Other local chargers in LKR (6)	Unit price Excluding VAT (LKR) (7)=(5)+(6)	Total Price Excluding VAT (LKR) (8)=(3)x(7)	VAT (LKR) (9)	Total Price Including VAT (LKR) (10)=(8)+(9)
1	Helpdesk System for agents/ analysts including Advanced analytics and AI Chat Box	10 agents / analysts							
2	Call Manager Solution for extensions	50 30 extensions							
3	VOIP Phones	20 25							
4	VOIP Phones with handsfree headphone including microphone	05							
5	Hardware servers with OS and Virtualization software	02							
6	Associated software license components (Database etc. for 3 Years. (If required)	Specify							
7	Additional Hardware/Network devices with license component for 3years. (If required)	Specify							

8	Installation, configuration, System Integration and Tune-ups to meet security standards, support and maintenance of support solution for 3 Years	Specify							
9	Fiber cable, Accessories and Installation materials, Conduit tubes or casing and Labor and all required accessories and Installation cost for minimum 350 Meters	350 M							
	Total								

Note 9: For Item No. 9 in the price schedule, the minimum fiber cable length is 350 meters. If the required length exceeds this, payment will be calculated based on the actual measured quantity (measure and pay) using the unit price specified in the pricing schedule. The unit price shall be inclusive of all labour and associated charges for the additional cable length.

Note 10: The Purchaser shall provide the two Layer 3 Core Switches and Transceivers (10Base-SR SFP+ Transceivers - nos 4) required for this installation. The Bidder/Vendor is responsible for ensuring full compatibility of all supplied fiber components and accessories with the provided equipment.

Note 11: The Vendor shall provide all necessary accessories required for the fiber installation, including but not limited to conduit tubes or protective casing, termination kits, patch cords and connectors, splicing and protection enclosures, and cable routing and fastening components. All cabling shall be properly protected, routed, and clearly labeled in accordance with recognized industry standards and best practices.

Note 12: All labor charges, including cable laying, routing, splicing, termination, and testing, shall be fully included in the bidder's quoted price. The Vendor shall be responsible for completing the fiber link on a turnkey basis, ensuring full end-to-end installation, testing, and commissioning.

Note 13: The installed fiber link must be tested using OTDR and Power Meter testing, and test reports must be submitted for final acceptance.

Note 14: All materials and installation procedures must comply with TIA/EIA-568, ISO/IEC 11801, and relevant IEC standards for fiber optic infrastructure.

Note 15: The provided solution include all the related accessories including but not limited to splice enclosure, splice protectors/sleeves and duct/covering materials needed for the laying the termination of the fiber cable.