Department of National Archives

ADDENDUM 2 TO BIDDING DOCUMENT

Procurement of Service of a Systems Integrator to Establish a Trusted Digital Repository at the National Archives

National Competitive Bidding

Purchaser: Department of National Archives, Sri Lanka.

Project: Establishment of a Trusted Digital Repository at the National Archives (Stage 1)

Contract title: Procurement of Service of a Systems Integrator to Establish a Trusted Digital Repository at the National Archives

Contract No: DNA/15/ARO/1/1/1/3

ISSUED ON 29 OCTOBER 2026

I. Background

Subsequent to the bidding document issued by Department of National Archives of Sri Lanka (SLNA), Government of Sri Lanka for the "Procurement of Service of a Systems Integrator to Establish a Trusted Digital Repository at the National Archives" dated 07th October 2026, SLNA conducted a pre-bid meeting on October 15, 2026 and issued Addendum 1 on 22nd October 2026.

Based on further clarifications sought by the Bidders, it is felt necessary to provide additional information to the bidders to further clarify on certain areas of the bidding document.

Where possible, the original text is provided for ease of comparison or the revised part of the text is highlighted in bold.

All Bidders are required to perform careful assessment of the information provided in Addendum 2. The services, solution and related costs proposed by the bidders need to take these details into consideration.

The responses to all clarifications sent by bidders are attached in Annex 01 to this addendum.

II. Section II – Bid Data Sheet

Section/ Page No.	Original Text	Revised Text
ITB 22.1	The bid validity period shall be 119 days after the Deadline for Submission of Bids, as specified below in reference to ITB Clause 26. The bid shall be valid until and inclusive of 25.02.2027.	The bid validity period shall be 119 days after the Deadline for Submission of Bids, as specified below in reference to ITB Clause 26. The bid shall be valid until and inclusive of **05.03.2027**.
ITB 23.2	Bid Security should be from a commercial bank and valid for 28 days beyond the validity period of the bid. i.e 25.03.2027	Bid Security should be from a commercial bank and valid for 28 days beyond the validity period of the bid. i.e **02.04.2027**
ITB 25.1	Bidders **will not** have the option of submitting their bids **electronically** or by mail.	Bidders **will not** have the option of submitting their bids **electronically**.
ITB 26.1	The deadline for bid submission is	The deadline for bid submission is

Section/ Page No.	Original Text	Revised Text
	Date: 29.10.2026 Time: 14.00 hrs.	Date: **06.11.2026** Time: **15.00 hrs.**
ITB 29.1	Date: **29.10.2026**	Date: **06.11.2026**

III. Section III - Evaluation and Qualification Criteria

Section/ Page No.	Original Text	Revised Text
3.4 (M2)	DR site physically located within Sri Lanka, minimum 25 km from the Primary site, on an independent power and network path	DR site physically located within Sri Lanka, minimum **10 km** from the Primary site, on an independent power and network path
3.5.1	The proposal will be considered for the financial evaluation if the bidder scores more than 80% of the allocated marks for the technical proposal as a whole.	The proposal will be considered for the financial evaluation if the bidder scores **at least** 80% of the allocated marks for the technical proposal as a whole.
3.5.1 Criterion C (Column Header)	Completed Implementations (last 3 years)	Completed Implementations **(last 5 years)**
3.11	Not Allowed	Not **Applicable**.

IV. Section IV – Bidding Forms

Section/ Page no.	Original Text	Revised Text
4.4	The work plan should be consistent with the 4.5.2 Staff Development Plan.	The work plan should **also** be consistent with **6.3.10 Training and Capacity Building**.
4.8.2	Evaluated Price = Component 1 (PS-1) + Component 2 (PS-2) + Component 3 (PS-3) + Component 4 (PS-4)	Evaluated Price = Component 1 (PS-1) + Component 2 (PS-2) + Component 3 (PS-3) + Component 4 (PS-4) + **Component 5 (PS-5)**

4.8.2 Price schedules

The following items in Form PS-1 are hereby replaced with the following items as the section cross referencing numbers require correction.

Form PS-1 — Supply, Installation, Configuration and Commissioning (Lump Sum)

#	Cost Component	Price (LKR)
3	Compute platform (Primary + DR), per Section **6.4.1/6.4.2**	
4	Hot and Warm tier storage, per Section **6.4.2.1/6.4.3**	
5	DR-site storage (full mirror), per Section **6.4.4**	
6	VM backup software and tape library, per Section **6.4.5/6.4.6**	
7	Archival backup solution (PR→DR replication), per Section **6.4.13**	
8	Perimeter security hardware: NGFW/IDS-IPS, endpoint security, TOR switches, per Section **6.4.8–6.4.12**	
9	AtoM, Archivematica installation, dual-instance configuration (per Section **6.3.8.1**), data migration (assessment, strategy, migration, validation as per Section **6.3.9**), Archivematica integration with AtoM and DSpace for an end-to-end digital preservation and access workflow, a PRONOM-based format-normalisation and format-risk policy submitted for SLNA approval prior to going live. To be supported by JV partner or by OEM/Principal.	
10	DSpace, Koha — implementation, configuration and data migration, per Section **6.3.8.1** and Section **6.3.9**	
11	Custom AtoM, DSpace, Koha theme/branding, per Section **6.3.8.3**	
12	Training and capacity building, per Section **6.3.10**	

V. Section VI – Schedule of Requirements

Section/ Page no.	Original Text	Revised Text
6.2	Implement a tiered storage architecture in which the Primary site holds Hot + Warm storage (60 TB hot tier and 300 TB warm tier) and the DR site holds a full mirror (300 TB usable, i.e. sized equal to the PR), both expandable in lock-step to a combined 1 PB usable within 5 years.	Implement a tiered storage architecture in which the Primary site holds Hot + Warm storage (60 TB hot tier and 300 TB warm tier) and the DR site holds a full mirror (300 TB usable, i.e. sized equal to the **Warm Tier** of PR), both expandable in lock-step to a combined 1 PB usable within 5 years.
6.2	Ensure data sovereignty by maintaining primary preservation copies within Sri Lanka, with disaster recovery at a geographically separate domestic location at least 25 km from the Primary site.	Ensure data sovereignty by maintaining primary preservation copies within Sri Lanka, with disaster recovery at a geographically separate domestic location at least **10 km** from the Primary site.
6.3.1	A Disaster Recovery (DR) , owned or leased and operated by the bidder, physically located within Sri Lanka at least 25 km from the Primary site, hosting: the full warm storage (a complete mirror of the archive), and minimal DR standby compute for failover.	A Disaster Recovery (DR) , owned or leased and operated by the bidder, physically located within Sri Lanka at least **10 km** from the Primary site, hosting: the full warm storage (a complete mirror of the archive), and minimal DR standby compute for failover.
6.3.2.2	Geographically separated from the Primary site by a minimum of 25 km, on an independent power grid connection and an independent network path.	Geographically separated from the Primary site by a minimum of **10 km**, on an independent power grid connection and an independent network path.
6.3.5.1	DR Site: 300TB usable at go-live — holds a complete, independent mirror of the DR site	DR Site: 300TB usable at go-live — holds a complete, independent mirror of **the Warm Tier at the PR** site
6.3.5.2	Content must be delivered with sub-1ms latency.	Content must be delivered with **sub-10ms** latency.

Section/ Page no.	Original Text	Revised Text
6.4.2.1 (8)	Usable/Effective Capacity is 30TB with all flash SSD drives.	**Effective capacity is 60TB** with all flash SSD drives.
6.4.3.1 (10)	"Bidder confirms PR Hot & Warm-tier usable capacity will be kept equal to DR usable capacity at every expansion step."	Bidder confirms **PR Warm-tier** usable capacity will be kept equal to DR usable capacity at every expansion step
Section 6.4.3.1	Point number 15 Performance The backup bandwidth of the Tier 1 storage should not lower than 16,000TPS The recovery bandwidth of the Tier 1 storage should not lower than 14,000TPS The TPS of the Tier 2 storage cluster should not lower than 9,000 TPS for PUT operations and and 1,800 TPS for GET operations based on 4K Average Object Size. OEM should provide a letter of authorization to granutee the performance	The TPS of the storage cluster should not be lower than 500 TPS for PUT operations, and 1200 TPS for GET operations based on 4K average object size, OEM should provide a letter of confirmation to guarantee the performance.
Section 6.4.7.2	Physically located within Sri Lanka, minimum 25 km from the Primary site, on an independent power grid connection and independent network path	Physically located within Sri Lanka, minimum **10 km** from the Primary site, on an independent power grid connection and independent network path
Section 6.4.9	Point number 8 SSL VPN The firewall shall provide a minimum 3 Gbps SSL VPN throughput and support a minimum of 400 concurrent SSL VPN users.	The firewall shall provide a minimum 3 Gbps IPSec throughput and support a minimum of 50 remote VPN users
6.5 (M5)	Existing AtoM/CSV records migrated and validated per Section 6.3.9	Existing AtoM/CSV records **and digital objects of approximately 60 TB** migrated and validated per Section 6.3.9
Section 6.11 (Subject heading)	Indicative Implementation Timeline	**Implementation Timeline**
Section 6.11, Phase 8	"Months 9-51"	**60 months after OAT**

6.4.8 Network and Perimeter Security

The following items only under 6.4.8 are hereby amended -

#	Parameter / Requirement	Minimum Mandatory Specification	Compliance (Yes/No)	Bidder's Offered Value / Make & Model	Remarks
1	Firewall	Next-generation firewall (NGFW) with integrated IDS/IPS at the Primary site perimeter specifications in **6.4.9.**			
4	WAF	Web Application Firewall in front of the public portal specifications in **6.4.10**.			
6	EDR	End Point Security for the Servers – specifications in **6.4.11**			

6.6 Schedule of Payments

The schedule of payments table is hereby replaced with the following:

Component	Payment Trigger	**% of Total Contract Value**
Project Planning, Facilities & Platform Commissioning	M1, M2 and M3 combined	**27.5**
Application, Migration & Security Sign-off	M4, M5 and M6 combined	10
Go-Live / Operational Acceptance	M7	30

Component	Payment Trigger	**% of Total Contract Value**
Recurring Managed Service Fee	Quarterly in arrears, over the 5-year term, from M7	**12.5**

6.7.2 Availability Targets

The following table will change as follows:

Service Component	Availability Target	Measurement Window
Public AtoM, **DSpace, Koha** access portal	99.5% uptime	Calendar month
Ingest and preservation-processing pipeline (Archivematica)	**99.5%** uptime	Calendar month
Hot and Warm tier storage (Primary)	99.9% uptime	Calendar month
Primary <-> DR WAN link	99.5% uptime	Calendar month
Perimeter security systems (firewall/IDS-IPS/SIEM)	99.9% uptime	Calendar month
DR storage/compute	**99.5% uptime**	**Calendar month**

VI. Section VIII - Particular Conditions

Section/ Page no.	Original Text	Revised Text
PC 1 (Contract Period is)	**Implementation period of this project is: 1825 days from Effective Date of the Contract.** **Support and maintenance period of this project is**: 60 months from the date of issuance of Final Operational Acceptance Certificate.	**Implementation period of this project is:** The implementation and data migration period takes up to 38 weeks from Effective Date prior to Operational Acceptance. **Support and maintenance period of this project is:** The 1,825-day (60-month) managed service period begins from the date of issuance of

Section/ Page no.	Original Text	Revised Text
		Final Operational Acceptance Certificate.
PC 28.2	Liquidated damages shall be assessed at one 1% per week of the total contract price. The maximum liquidated damages are ten percent (10%) of the Contract Price.	Liquidated damages shall be assessed at one 1% per week of the **implementation price (M1-M7)**. The maximum liquidated damages are ten percent (10%) of the **implementation price (M1-M7)**.
PC 28.3	Liquidated Damages: If the Contractor fails to deliver any or all of the milestones and related Services within the period specified in the above Appendix 7 of the contract, the Employer may without prejudice to all its other remedies under the Contract, deduct from the total Contract Price, as liquidated damages to each and every milestones, a sum equivalent to the amount indicated in the Particular Conditions 28.2	Liquidated Damages: If the Contractor fails to deliver any or all of the **milestones (M1-M7)** within the period specified in the above Appendix 7 of the contract, the Employer may without prejudice to all its other remedies under the Contract, deduct from the total Contract Price, as liquidated damages to each and every milestones, a sum equivalent to the amount indicated in the Particular Conditions 28.2.

VII. Section IX: Contract Forms (Appendix 7)

The following table in Appendix 7 will change as follows:

1. Deliverable Payment

Component	**Deadline**	**Payment milestones**
Project Plan, Facilities & Platform Commissioning (M1, M2 and M3)	Effective Date + 20 Weeks	**27.5%**
Application, Migration & Security Sign-off (M4, M5 and M6)	Effective Date + 34 Weeks	10%
Go-Live / Operational	Effective Date + 38 Weeks	30%

Component	**Deadline**	**Payment milestones**
Acceptance (M7)		
Recurring Managed Service Fee	Over the five-year term from Final Operational Acceptance (quarterly in arrears)	**12.5%**

Chairman
Department Procurement Committee
Department of National Archives
No. 7, Philip Gunawardena Mawatha, Colombo 7.

Annex 01

Responses to Bidders' Clarifications

If the status is given as "Clarification": the response explains how the Bidding Document is to be read; no text changes to the Bidding Document are implied.

If the status is given as "Addendum": the response states the Employer's position and the Bidding Document will be amended to match by formal addendum under ITB 11. Modifications are made only by addendum, not by these responses.

#	Clause / Page No.	Clarification Required	Response & Status
1	IFB item 4; Section VI 6.5–6.7; Section IX, Appendix 7	Contract and service term: Please confirm whether the stated 1,825-day service period is measured from contract effectiveness or from Operational Acceptance (M7). The RFP also provides up to 38 weeks for implementation and starts the five-year SLA and recurring service fee at M7. What is the total contract duration, including implementation?	• **Implementation Phase:** The implementation and data migration period takes up to 38 weeks from Effective Date prior to Operational Acceptance. • **Intended Service Period:** The 1,825-day (5-year) managed service period begins at Operational Acceptance (M7). The implementation period and the service term are sequential. Implementation runs for up to 38 weeks from the Effective Date and ends at Operational Acceptance (M7). The five-year (60-month) managed service term, SLA measurement and the recurring managed service fee all start at M7. Total contract duration is therefore the implementation period of up to 38 weeks plus 60 months from M7. The "1,825 days" in IFB item 4 describes the intended five-year service period, not the overall contract duration. PC 1 (Contract Period) and the "Months 9-51" entry

#	Clause / Page No.	Clarification Required	Response & Status
			in Section 6.11, Phase 8 will be aligned by addendum, and the Operational Acceptance Certificate issued at M7 will be the certificate from which the 60-month period runs. **Status:** Addendum
3	Section VI 6.3.5.2–6.3.6, 6.4.13	DR data scope: Please define exactly which data and system components must be replicated to DR: AIPs, original SIPs, DIPs, catalogue databases, preservation metadata, audit logs, Hot-tier content, and virtual machines. Please identify the authoritative copy and required consistency between tiers.	Bidder should propose optimum solution as per the project requirement. **Status:** Clarification
4	Section VI 6.2, 6.3.5.5, 6.3.6, 6.4.13, 6.8.3; Section III 3.4 (M6)	Backup and offline media requirements: Please confirm the mandatory backup topology, including the required number of copies, whether an offline tape copy is mandatory or preferred, data sets to be backed up, frequency, retention, media rotation, vault location, and restore verification. Does the 3-2-1-0 rule require a third copy in addition to the DR replica?	Bidder should propose optimum solution as per the project requirement. **Status:** Clarification
5	Section VI 6.3.9, 6.5 (M5); Section III 3.4 (M14)	Migration inventory and boundary: Please provide or confirm the source-system inventory for migration, including record and object counts, total data volume, file formats, metadata schemas, data quality, access restrictions, and expected growth. Does migration include digital objects and preservation packages, or only existing AtoM/CSV records?	Total approximate capacity for migration in implementation phase is 60TB including AtoM/CSV records and digital objects. Refer also Addendum 1 for change to 6.3.9. **Status:** Addendum

#	Clause / Page No.	Clarification Required	Response & Status
6	Section VI 6.3.5.2, 6.4.2.1, 6.7.3	Storage performance measurement: Please reconcile the sub-1 ms block-storage latency requirement with the SLA target of sub-10 ms Hot-tier read latency. Specify the applicable storage tier, workload, measurement method, percentile, test duration, and acceptance threshold.	6.3.5.2 should read as sub-10ms latency. **Status:** Addendum
7	Section VI 6.7.1–6.7.3	Availability coverage: Please provide availability targets and measurement rules for DSpace, Koha, DR storage and compute, the backup service, and any other components included in the statement that the SLA covers the full software stack and DR site.	DSpace, Koha - 99.5% uptime DR storage/compute - 99.5% uptime **Status:** Addendum
8	Section VI 6.7.2	Archivematica availability window: Please define the business-hours calendar and time zone for measuring the 99.0% Archivematica availability target, including weekends and public holidays, and confirm whether downtime is measured only during those hours.	Archivematica - 99.5% uptime 24/7, 365 days **Status:** Addendum
9	Section VI 6.7.6–6.7.7	Incident resolution and disaster recovery: Please clarify how the P1 four-hour resolution target applies to a Primary-site disaster when the RTO permits up to 72 hours to restore full operations from DR. Confirm whether P1 resolution means service restoration, workaround, containment, or incident closure.	Yes. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
10	Section VI 6.7.9; Section VIII 28.2–28.3	Service credits and liquidated damages: Please confirm the binding service-credit rates and caps, when they are finalized, and whether credits are the exclusive remedy for SLA breaches. Clarify how service credits interact with liquidated damages, termination rights, and any overlapping breach.	Liquidated damages are for implementation phase only. **Status:** Addendum
11	Section VI 6.3.1–6.3.3; ITB 20.1	Colocation and connectivity contracting model: Please clarify whether the successful bidder or SLNA will contract with, pay, and hold operational responsibility for colocation and telecommunications providers. Confirm who remains accountable for service continuity, SLA credits, and provider failure under the single-responsibility requirement.	SLNA **Status:** Clarification
12	Section VI 6.3.2–6.3.3, 6.12.2; Section IV 4.8.2	Evaluation of third-party charges: Please specify how direct colocation and connectivity provider charges should be entered in PS-1 to PS-5, included in the evaluated bid price, and reflected in the contract payment schedule. Confirm the required term and validity of provider quotations beyond the bid-validity period.	SLNA expects fixed price for connectivity and colocation for the implementation and service period. **Status:** Clarification
13	Section III 3.6–3.6.3; Section VI 6.6; Section IX, Appendix 7	Minimum recurrent support price: Please define how the mandatory 2.5% minimum annual local support and maintenance cost is calculated, including its denominator and the treatment of VAT and third-party fees. Reconcile this requirement with the 15% recurring managed-service allocation over five years.	Recurring managed-service fee each year should be 2.5 per cent of total contract price. **Status:** Addendum

#	Clause / Page No.	Clarification Required	Response & Status
14	Section IV Form PS-5; Section VI 6.9, 6.12.2	Future expansion pricing: Please state whether any future capacity expansion quantities will be used in bid evaluation, the expected expansion increments and timing, the process for placing expansion work orders, and whether PS-5 unit rates remain fixed or may be indexed during the five-year term.	PS-5 will be considered for bid evaluation. Refer Bidding Document for expansion. PS-5 unit rates remain fixed. **Status:** Addendum
15	Section III 3.5.1–3.5.2	Technical qualification cutoff: Please confirm whether a technical score of exactly 800/1,000 qualifies. Section 3.5.1 says a bidder must score “more than 80%,” while Section 3.5.2 says “at least 800”.	Section 3.5.1 should read as “at least 80 %”. **Status:** Addendum
16	Section III 3.5.1 (Criteria A–D); 3.4 (M12–M13); 3.9.3.2	Experience scoring rules: Please provide a complete scoring table for Criteria A–D, including scores for three and four projects, and confirm the applicable lookback period for each criterion. In particular, Criterion C refers to five years in its description but three years in its scoring table.	Section 3.5.1 Criterion C table header should read as “Completed Implementations (last 5 years)” **Status:** Addendum
17	Section III 3.3, 3.9.1–3.9.3; Section II ITB 4.1; Section III MAF provisions	JV qualification and reliance on partner/OEM experience: Please confirm how turnover, financial resources, general and specific experience, and technical scoring are attributed among a single bidder, JV members, and an OEM/Principal providing an authorization letter. State which thresholds must be met individually and which may be aggregated.	Specific experience condition can be fulfilled by all members combined. Refer 3.9.3.2. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
18	Section I ITB 7.1–7.5; Section III 3.11; Section VI 6.10	Subcontractors and specialist providers: Please confirm which subcontracting arrangements are permitted. Section II says subcontracting applies, Section III says named subcontractors are not allowed, and other clauses rely on OEM/Principal support and direct colocation/connectivity providers.	Subcontracting is allowed. However, SLNA does not have any named subcontractors. **Status:** Clarification
19	Section III 3.10; Section VI 6.10	Required personnel and staffing commitment: Please confirm the definitive role list and staffing levels for implementation and the five-year operations period, including whether the Data Centre/Facilities Lead and Security Lead are distinct from the NOC/SOC Manager and whether all listed personnel must be dedicated and continuously available.	Bidder to propose. However, Bidder should comply with the given SLA. **Status:** Clarification
20	Section VI 6.2, 6.3.7.4, 6.8.2; Section III 3.4 (M9)	ISO 16363 Trusted Digital Repository outcome: Please confirm whether the Contractor must obtain formal ISO 16363 certification for SLNA's repository, or provide an OAIS-aligned system and support SLNA's certification process. Identify the certifying body, scope, acceptance evidence, deadline, and responsible party for certification costs.	The contractor should provide OAIS-aligned system to support SLNA certification. **Status:** Clarification
21	Section VIII 16.1; Section VI 6.3.8; Section III 3.5.1	Software licensing and support costs: Please clarify which software must be provided under the perpetual, royalty-free license to the Employer, especially proprietary hypervisor, backup, security, and database components. Confirm whether subscription, support, and upgrade fees are included in the fixed five-year price and what rights apply to open-source software.	Should be included in five-year fixed price. Pre-existing tools, libraries, templates, methods and third-party open-source components remain subject to their respective ownership and licence terms. The bidder shall disclose such components and provide all licences and rights necessary for the Department to use, maintain and support the delivered solution.

#	Clause / Page No.	Clarification Required	Response & Status
			Status: Clarification
22	Section I ITB 25.1; Section II BDS ITB 25.1; IFB item 9(b)	Permitted bid delivery method: Please confirm whether bids may be delivered by mail or only by hand to the bid box. ITB 25.1 permits mail or hand delivery, while the Bid Data Sheet and Invitation for Bids state that mail and electronic submission are not permitted.	Under BDS 25.1, only electronic submissions are not permitted **Status:** Addendum
23	Section III 3.6.2; Section VI 6.5, 6.11; Section VIII 28.2–28.3	Implementation schedule and delay liability: Please confirm whether the 38-week timeline in Section 6.11 is a binding completion deadline or indicative only, and identify the contractual milestone dates and delay-liability start point. Reconcile this with the milestone deadlines and liquidated-damages provisions.	38-week timeline is a binding completion deadline. Liquidated damages applies to implementation phase only. **Status:** Addendum
24	Section VI 6.3.9, 6.5 (M5), 6.12.1	Migration acceptance criteria: Please define the 100% record-count verification baseline, the sampling method and acceptance threshold for the 10% quality check, and how missing, duplicate, corrupt, or inaccessible source records will be handled. Confirm who approves exceptions and when migration is considered complete.	SLNA will appoint OAT acceptance committee. **Status:** Clarification
25	Section VI 6.7.10; Section VI 6.12.2	Transition-out pricing and deliverables: Please specify the scope and expected volume of the three-month transition assistance, the required handover format and validation evidence, and whether the transition rates must be included in the bid price or submitted separately.	The minimum three-month transition-out service following contract expiry shall be included in the fixed PS-2 five-year charge. Separate person-day or role-based charges shall not apply to this mandatory transition period. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
26	Section I ITB 50; Section II BDS ITB 50; Section VIII 52; Section IX Appendix 2	Dispute resolution procedure: Please confirm the final dispute-resolution mechanism and whether adjudication/arbitration under the General Conditions and the sample Adjudicator appointment are deleted. The Particular Conditions instead provide consultation, mediation, and referral to court.	Yes, adjudication/arbitration under the General Conditions and the sample adjudicator appointment are deleted. **Status:** Clarification
27	IFB item 9; BDS ITB 26.1 (p.46)	Request for bid deadline extension: Considering the multi-platform integration, principal authorizations, data centre and DR design, and five-year fixed pricing commitments, please extend the current 29 October 2026, 14:00 bid submission deadline by at least two weeks and issue a formal addendum confirming any revised bid validity and guarantee dates.	Extension to 1500 (3 p.m.) on 6th November 2026 announced in newspapers on 28 October 2026. Bid validity and bid security extensions have been detailed in Addendum 2. **Status:** Addendum
28	BDS ITB 23.1–23.2 (p.45); Form 4.7.1 (p.78)	Bid security requirements: Please confirm whether a commercial bank bid security of LKR 6,000,000 following the exact Form 4.7.1 is sufficient, whether an electronic bank confirmation is acceptable as supporting evidence, and whether the guarantee expiry of 25 March 2027 must change if the deadline is extended.	Format is given, bidder needs to submit according to the format. See Addendum 2 for extension of Bid security. **Status:** Clarification
29	BDS ITB 24.1–24.2, 25.1 (p.46); Section IV pp.65,80	Bid copies, signing and physical packaging: Please confirm whether one signed technical original, one technical hard copy, one PDF technical soft copy and one original financial bid in two separately sealed envelopes constitute the complete required set, and whether a certified board resolution can substitute for a notarized power of attorney. Please confirm the accepted physical media for the PDF copy.	Certified board resolution or notarized power of attorney is acceptable. PDF copy can be provided on readable pendrive. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
30	Section II ITB 14.3 (pp.44–45); Section IV 4.2.1 (p.67)	Bidder certificates and declarations: Please confirm the required issuing authorities, validity and certification/notarization requirements for PCA 3, litigation and non-blacklisting declarations, business registration, VAT registration, three audited accounts and powers of attorney. May current copies be certified by the company secretary?	Please refer Bidding Document. **Status:** Clarification
31	Section III 3.9.1–3.9.2 (p.59); Form 4.2.2–4.2.3 (pp.68–69)	Turnover periods and financial resources: Please confirm whether the precise financial years 2022/23, 2023/24 and 2024/25 shown in Form 4.2.2 are mandatory for all bidders, including those with calendar-year accounts, and specify acceptable proof and netting methodology for the LKR 600 million financial resources threshold.	Bidders with calendar-year accounts enter their own financial years, state the year-end, and attach the matching audited statements. With regard to financial resources, refer Bidding Document. **Status:** Clarification
32	Section III 3.3(e) and 3.9.3.2 (pp.52,60); Form 4.2.5 (p.72)	Archive and storage reference acceptance: Please confirm whether the required two Archivematica/AtoM contracts each must exceed LKR 100 million and include both products in the same project, and whether the two storage contracts each must be at least LKR 250 million. Identify acceptable evidence of completion, client verification and current maintenance.	Each Archivematica and Atom project should exceed LKR 100 million and must include both products in the same project. The two storage contracts should each be at least LKR 250 million. Any verifiable documentation is acceptable for evidence of completion, client verification and current maintenance. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
33	Section III 3.3(g) (p.52); Form 4.7.2 (p.79)	Principal authorization, support and reference reliance: Please confirm whether separate contract-specific Manufacturer/Principal Authorization letters are required for Archivematica and AtoM and whether the letter must explicitly authorize reference use, first-line delivery, direct escalation, patches and at least two years of principal support after go-live. Can the OEM principal evidence be relied upon without becoming a JV member?	Yes, OEM principal evidence can be relied upon without becoming a JV member. Refer the eligibility criteria under 3.3. **Status:** Clarification
34	Section IV PS-1–PS-5 (pp.82–84); Section II ITB 20.8,21.1 (p.45)	Firm LKR prices and foreign vendor escalation: Please confirm that third-party principal/OEM support subscriptions denominated in foreign currency must be converted into a single fixed LKR offer for the entire five-year term and whether any foreign exchange or supplier price adjustment is permitted outside PS-5.	Currency of bid - LKR The prices quoted by the Bidder shall be fixed - BDS 20.8 **Status:** Clarification
35	Section IV PS-1/PS-2 (pp.82–83); Section VI 6.6 (pp.141–142)	Implementation payments and recurring fee commencement: Please confirm the binding payment milestones, invoice acceptance evidence, advance payment and retention terms, and exactly when the Year 1 managed service fee is payable relative to Final Operational Acceptance and the warranty period.	Please refer Bidding Document. **Status:** Clarification
36	Section VIII PC 13.2–13.3 (p.240); Section IX contract securities	Performance and advance payment guarantees: Please confirm whether 10% performance security is calculated against only the implementation price or all non-recurrent contract amounts, the validity/release date, and whether 20% advance payment security is required only when the bidder elects to receive the advance.	10% performance security is for the Contract Price excluding any Recurrent Costs. Refer Bidding Document. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
37	Section VI 6.7.9 (pp.145–146); Section VIII PC 28.2–28.3 (pp.242–243)	Allocation of third-party failures and cumulative liability: Please confirm whether bidder service credits or milestone liquidated damages apply when a breach is caused solely by a directly contracted colocation or ISP provider or by an SLNA dependency. Confirm the combined aggregate cap and avoidance of double recovery for the same event.	Where a breach is caused solely by a colocation or ISP provider directly contracted by the Department, or by an SLNA dependency, service credits or liquidated damages shall not apply to the bidder, subject to verification and provided the bidder has fulfilled its contractual obligations. The bidder shall promptly notify SLNA and support mitigation. Aggregate liability limits shall remain as specified in the contract, and no double recovery shall apply for the same loss arising from the same event. **Status:** Clarification
38	Section VIII PC 15.3–15.4 and 16.1 (pp.240–241)	Custom IP and pre-existing intellectual property: Please confirm that customer ownership and source-code handover attach only to custom deliverables funded under this tender, and exclude each provider's pre-existing tools, libraries, templates, methods and third-party open-source components, subject to their original licenses.	Department ownership and source-code handover requirements apply to custom deliverables developed and funded under this tender. Pre-existing tools, libraries, templates, methods and third-party open-source components remain subject to their respective ownership and licence terms. The bidder shall disclose such components and provide all licences and rights necessary for the Department to use, maintain and support the delivered solution. **Status:** Clarification
39	Section VIII PC 23.3–23.5 (p.242); Section VI 6.7.9 (p.146)	Mandatory version upgrades versus security fixes: Please confirm whether the 60-day version-upgrade period applies to every major/minor upstream release of each open-source platform or only security/stable releases approved by SLNA, and whether compatibility testing delays are acceptable with an agreed	The 60-day upgrade period shall apply to stable, supported releases approved by SLNA, including relevant security releases, rather than every upstream release. Any extension required for compatibility testing shall require SLNA's prior approval, an agreed implementation plan and

#	Clause / Page No.	Clarification Required	Response & Status
		remediation plan.	interim mitigation measures. Security fixes shall remain subject to the specified vulnerability-remediation timelines. **Status:** Clarification
40	Section VI 6.7.10 (p.146); Section IV PS-2 / PS-5 (pp.83–84)	Exit assistance rates: Please confirm whether the minimum three-month transition-out service after expiry must be included in the fixed PS-2 five-year charge or separately priced, and whether the customer will accept stated person-day/role rates for transition assistance.	The minimum three-month transition-out service following contract expiry shall be included in the fixed PS-2 five-year charge. Separate person-day or role-based charges shall not apply to this mandatory transition period. **Status:** Clarification
41	Section III 3.6 and 3.6.3 (p.57); Section IV PS-2–PS-5 (pp.83–84)	Price evaluation inclusions and support minimum: Please reconcile the reference to unit costs of future expansion in Section 3.6 with the evaluated-price formula excluding PS-5 in Form PS-5. Confirm whether 2.5% minimum annual local support is calculated from PS-1 in total or the software-specific implementation portion.	Evaluated price formula will include PS-5, addendum will be issued. 2.5% minimum annual local support is calculated from PS-1 total. **Status:** Addendum
42	Section VIII PC 29.1,29.3 (p.243); Section VI 6.5–6.7 (pp.141–146)	Warranty coverage and warranty/support overlap: Please confirm warranty period duration by component and whether labour, travel, spares, upgrades and principal support during warranty must be included in PS-1 or PS-2, with no overlapping charges.	The bidder shall include all costs for hardware replacement, disk failures, component upgrades and capacity expansion required to meet the SOR and SLA throughout the five-year period in the fixed managed service fee. No separate charges shall apply for these requirements. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
43	Section III 3.5.1–3.5.2 (pp.54–57); Section IV Table 1 (p.65)	Bid evidence pagination and qualification treatment: Please confirm whether failure to supply a reference certificate, manufacturer authorization or key-person commitment at submission is automatically non-responsive or can be clarified during post qualification, and whether technical scoring evidence may be supplemented after bid closing.	All mandatory requirements and eligibility criteria, including the required supporting documents, shall be fulfilled at bid submission. Failure to comply shall result in rejection of the bid. Post-submission clarifications shall not be used to remedy non-compliance or supplement missing technical scoring evidence. **Status:** Clarification
44	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H01): Please confirm whether all compute, storage, network and backup hardware must be newly procured for this project, or whether existing infrastructure owned by the bidder or data centre provider may be utilized, provided all technical specifications are met.	All compute, storage, network and backup hardware within the scope of this procurement shall be newly procured for this project in the Department's name. Existing hardware owned by the bidder or data centre provider shall not be accepted. **Status:** Clarification
45	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H02): Is a dedicated physical hardware environment mandatory, or can the solution be deployed on a shared virtualized infrastructure with logically isolated resources?	Dedicated HW required. **Status:** Clarification
46	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H03): Please provide the expected number of concurrent users, daily transactions, archival ingest volumes and annual data growth projections to support accurate server and storage sizing.	Please refer minimum technical requirements given in Bidding Document. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
47	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H04): Is a specific virtualization platform or hypervisor required, or may the bidder propose VMware, Hyper-V, KVM or another enterprise-supported solution?	Bidder to propose. **Status:** Clarification
48	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H05): Does the high-availability requirement mandate separate physical compute nodes with automatic failover, or would an equivalent virtualization-level HA solution be acceptable?	Bidder to propose. **Status:** Clarification
49	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H07): Please confirm whether the required usable storage capacities exclude RAID, erasure-coding, replication, filesystem and other storage overheads.	Please refer SOR. **Status:** Clarification
50	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H08): Are the bidder's existing data centre UPS, generator, cooling, CCTV and access-control systems acceptable for compliance, or must dedicated infrastructure be provisioned for this project?	Please refer SOR. **Status:** Clarification
51	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H09): For the DR site, please confirm whether the standby compute environment must support all application services simultaneously or only the critical services required for disaster recovery.	Bidder should fulfil RPO/RTO targets. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
52	Sections 6.3.2, 6.3.4, 6.3.5, 6.4.1–6.4.7	Hardware and data centre infrastructure (H10): Please clarify whether hardware replacement, disk failures, component upgrades and capacity expansion costs throughout the five-year period must be included in the managed service fee or priced separately.	The bidder shall include all costs for hardware replacement, disk failures, component upgrades and capacity expansion required to meet the SOR and SLA throughout the five-year period in the fixed managed service fee. No separate charges shall apply for these requirements. **Status:** Clarification
53	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F01): Please confirm the required quantity of NGFW appliances. Is an HA pair mandatory at the Primary site, and is a separate NGFW or equivalent security appliance required at the DR site?	An HA pair of NGFW appliances is required at the Primary Data Centre. SLNA does not require a separate firewall at the DR site. **Status:** Clarification
54	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F02): Section 6.4.9 specifies firewall throughput above 35 Gbps, IPS throughput of 8 Gbps and threat-protection throughput above 5.5 Gbps. Please clarify whether these performance figures must be achieved simultaneously with all relevant security features enabled.	Yes. **Status:** Clarification
55	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F03): The firewall specification requires a maximum power consumption of 200 W per appliance while supporting high throughput and multiple security services. Would an appliance exceeding 200 W be acceptable if it meets or exceeds all security and performance requirements?	This is acceptable. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
56	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F04): Please clarify whether equivalent NGFW models from different manufacturers are acceptable where the proposed solution meets the functional and performance requirements, even if the hardware architecture differs.	SLNA has no preference for a particular vendor or model. The bidder may propose any NGFW solution that fully complies with all specified functional, performance, security and availability requirements. **Status:** Clarification
57	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F05): Is firewall high availability required in Active-Passive mode, Active-Active mode, or may the bidder select the most suitable configuration?	The bidder may propose the most suitable high-availability configuration, provided it fully meets the specified functional, performance, security and availability requirements. **Status:** Clarification
58	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F06): Are the WAF and DDoS mitigation capabilities required as dedicated physical appliances, or are virtual appliances, cloud-based services and integrated firewall capabilities acceptable?	SLNA does not require dedicated appliances for WAF and DDoS mitigation. However, these capabilities shall be provided in full compliance with the requirements specified in the SOR. **Status:** Clarification
59	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F07): Please confirm whether SSL VPN and IPsec VPN user capacity must be licensed for the full specified maximum or only for the actual number of users expected during the project.	The firewall shall provide a minimum 3 Gbps IPSec throughput and support a minimum of 50 remote VPN users. **Status**: Addendum

#	Clause / Page No.	Clarification Required	Response & Status
60	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F08): Should the firewall solution include five-year subscriptions for IPS signatures, antivirus, application control, web filtering, DNS security, firmware updates and vendor support?	Yes. **Status:** Clarification
61	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F09): Please clarify whether centralized firewall management and log analytics may be hosted within the proposed infrastructure or whether dedicated management appliances are required.	Bidder to propose. **Status:** Clarification
62	Sections 6.3.7, 6.4.8 and 6.4.9, pages 95 and 119–125	Firewall and network security appliances (F10): Does the required firewall interface count apply to each individual appliance, including HA secondary units, or to the overall firewall solution?	For each appliance. **Status:** Clarification
63	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N01): Please confirm whether existing network connectivity at the Department of National Archives can be utilized or whether new dedicated connectivity must be established between SLNA and the Primary Data Centre.	Existing network connectivity may be utilised, provided it meets the requirements specified in the SOR. The bidder shall assess its suitability and propose new dedicated connectivity if required. The Department will bear the associated connectivity costs. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
64	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N02): The tender specifies a minimum guaranteed bandwidth of 10 Mbps between Primary and DR sites. Please confirm whether the bidder must independently calculate and propose the required bandwidth based on the replication volume and RPO, or whether SLNA has a preferred bandwidth requirement.	The bidder shall calculate and propose the required bandwidth based on replication volume and the specified RPO. The proposed bandwidth shall be at least 10 Mbps and sufficient to meet all replication and performance requirements in the SOR. **Status:** Clarification
65	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N03): Please provide the estimated daily data-change volume between Primary and DR sites to determine the required replication bandwidth.	Based on the demand SLNA will bear the cost for replication bandwidth. **Status:** Clarification
66	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N04): Is the Primary–DR connectivity required to use dedicated leased lines/MPLS, or are encrypted site-to-site VPN connections over redundant Internet service providers acceptable?	Accepted, the bidder should provide all the required VPN termination equipment without any additional cost to the Department. **Status:** Clarification
67	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N05): Please clarify whether the redundant WAN connections must be provisioned through two independent ISPs or whether two physically diverse connections from the same ISP would be acceptable.	Not mandatory. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
68	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N06): Please specify the required Internet bandwidth for the public AtoM portal, including expected concurrent users, traffic volumes and peak usage.	The bidder shall assess and propose the Internet bandwidth required for the public AtoM portal, taking into account anticipated concurrent users, traffic volumes and peak usage, to meet the performance and availability requirements specified in the SOR. **Status:** Clarification
69	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N07): Does SLNA currently have an operational GovNet connection, and can it be utilized for secure administrative access to the proposed infrastructure?	No. **Status:** Clarification
70	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N08): Please confirm whether public IP addresses, DNS management, domain registration, SSL certificates and associated recurring charges are within the bidder's scope.	The Department will bear all recurring costs associated with public IP addresses, DNS management, domain registration and SSL certificates. **Status:** Clarification
71	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N11): Please clarify whether network connectivity at the DR site must also support public application access during failover, including dedicated Internet bandwidth, public IP routing and DNS failover.	Not required. **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
72	Sections 6.3.3, 6.4.7, 6.7.2 and Price Schedule PS-4	Network connectivity and Internet services (N12): Please confirm whether the bidder is responsible for providing network equipment, routers, switches, optics and cabling at SLNA premises or only within the proposed data centres.	Only for DCs. **Status:** Clarification
73	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S01): Please clarify whether a dedicated SIEM solution is mandatory or whether an existing centralized logging and security-monitoring platform operated by the bidder may be utilized.	Bidder to propose. **Status:** Clarification
74	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S02): Is a dedicated 24×7 Security Operations Centre (SOC) required, or may the bidder provide security monitoring through an existing shared SOC facility?	Bidder to propose. **Status:** Clarification
75	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S03): Please confirm the required security-log retention period, including online searchable retention and long-term archival retention.	Security logs shall be retained for a minimum of six months and remain searchable online throughout this period. Additional long-term archival retention is required beyond 6 months up to 12 months. **Status:** Clarification
76	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S04): Does SLNA require a specific EDR product or manufacturer, or may the bidder propose any enterprise-grade EDR solution meeting the technical requirements?	Yes, bidder to propose **Status:** Clarification

#	Clause / Page No.	Clarification Required	Response & Status
77	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S05): Please confirm whether EDR coverage must include all virtual machines, physical servers, management servers and DR standby systems.	Yes. **Status:** Clarification
78	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S06): Is a dedicated Privileged Access Management (PAM) platform required, or would integration with an existing enterprise identity and access management solution be acceptable?	Bidder to propose in accordance with SOR. **Status:** Clarification
79	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S07): Please clarify whether SLNA has an existing Active Directory, LDAP or identity provider that must be integrated for administrative authentication and MFA.	Bidder to propose. **Status:** Clarification
80	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S08): Please confirm whether vulnerability scanning and penetration testing must be conducted by an independent third-party security assessor, and whether the bidder may nominate an accredited provider.	The Department will bear the cost of the initial security assessment conducted by Sri Lanka CERT. The selected bidder shall bear any additional charges levied by Sri Lanka CERT for subsequent assessments to verify that the identified vulnerabilities have been resolved. **Status:** Clarification
81	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S09): The tender requires a formal SLCERT recommendation before acceptance. Please clarify the process, required documentation, responsible party and expected lead time for obtaining this recommendation.	This will be facilitated by SLNA. SLNA will bear the cost of the initial security assessment conducted by Sri Lanka CERT. The selected bidder shall bear any additional charges levied by Sri Lanka CERT for subsequent assessments to verify that the identified

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			vulnerabilities have been resolved. **Status:** Clarification
82	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S10): Please clarify whether security incidents must be reported directly to SLCERT or other regulatory authorities by the bidder, or whether reporting will be coordinated through SLNA.	Reporting to SLCERT will be coordinated through SLNA. **Status:** Clarification
83	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S11): Please confirm whether the use of cloud-hosted security management, threat intelligence or monitoring platforms located outside Sri Lanka is permitted, provided archival data and backups remain within Sri Lanka and all applicable data-sovereignty requirements are met.	Agreed. **Status:** Clarification
84	Sections 6.3.7, 6.4.8, 6.7.5 and 6.8	Cybersecurity and compliance (S12): Please clarify whether the annual security audit, independent penetration testing, security certifications and related third-party assessment costs must be included in the five-year managed service fee.	SLNA will bear the cost of the initial security assessment conducted by Sri Lanka CERT each year. The selected bidder shall bear any additional costs for subsequent audits or assessments required to verify the implementation of Sri Lanka CERT's recommendations. **Status:** Clarification
85	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M02): Is the bidder required to maintain dedicated on-site technical personnel at SLNA or the data centres, or can managed services be delivered remotely through an existing NOC/SOC?	The bidder may propose the staffing and service delivery model, including on-site personnel, remote support, or a combination of both. The proposed arrangement must ensure full compliance with the specified SLA requirements. **Status:** Clarification

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86	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M03): Please clarify whether 24×7 support requires dedicated personnel assigned exclusively to this project or whether a shared managed services team is acceptable.	The bidder may propose the staffing and service delivery model, including on-site personnel, remote support, or a combination of both. The proposed arrangement must ensure full compliance with the specified SLA requirements. **Status:** Clarification
87	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M04): Please confirm whether the Systems Integrator will have full administrative responsibility for operating systems, virtualization, storage, databases, backup systems, network equipment, firewalls and application platforms.	The selected bidder shall be responsible for administering, operating and maintaining all components within the scope of this procurement, including the listed systems and platforms. Administrative access shall be subject to SLNA's approval, security policies and access controls. SLNA shall retain ownership and oversight of all systems. **Status:** Clarification
88	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M05): Please clarify the responsibility split between the Systems Integrator and SLNA for user administration, application configuration, data ingestion, metadata management and archival-content administration.	The Systems Integrator shall be responsible for technical administration, maintenance and support of the solution, including implementing approved user access and application configurations. SLNA shall retain responsibility for approving user access, defining application and archival policies, and managing data ingestion, metadata and archival content. The Systems Integrator shall provide the necessary technical support for these activities.

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89	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M07): Please confirm whether the bidder must provide its own ITSM/ticketing platform or integrate with an existing SLNA service desk.	Bidder must provide its own ITSM/ticketing platform. **Status:** Clarification
90	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M08): Please clarify the required escalation and approval process for infrastructure changes, firewall policy modifications, operating-system upgrades and scheduled maintenance.	All planned infrastructure changes, firewall policy modifications, operating-system upgrades and scheduled maintenance shall follow SLNA's change management process and require prior approval from its designated authority. The bidder shall submit the proposed changes, impact assessment, implementation and rollback plans, and maintenance schedule for approval. Emergency changes shall follow an agreed escalation and authorization process, with all actions documented and reviewed afterward. **Status:** Clarification
91	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M09): The tender specifies patch-remediation timelines based on vulnerability severity. Please clarify how these timelines apply where patches require application compatibility testing, vendor approval or planned downtime.	The specified remediation timelines remain applicable. The bidder shall plan compatibility testing, vendor approvals and required downtime accordingly. Any unavoidable delay shall require SLNA's prior approval, with interim mitigation measures and an agreed remediation deadline. **Status:** Clarification

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92	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M10): Please confirm whether OEM hardware maintenance, spare parts, software subscriptions, security licenses and replacement equipment must be covered for the full five-year managed service period.	Yes. The bidder shall include OEM hardware maintenance, spare parts, software subscriptions, security licences and replacement equipment required to meet the tender and SLA requirements for the full five-year managed service period, at no additional cost to SLNA. **Status:** Clarification
93	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M11): Please clarify whether managed service charges are fixed for the full five years or whether annual adjustments are permitted for increased storage consumption, compute resources and operational workload.	Managed service charges shall remain fixed for the full five-year period. The bidder shall factor anticipated increases in storage consumption, compute requirements and operational workload into the quoted managed service fee. Increased storage consumption will be covered separately as per rate provided in PS-5 "Unit Rates for Future Capacity Expansion". **Status:** Clarification
94	Sections 6.3.1, 6.7.1–6.7.11 and Price Schedule PS-2	Managed services and operational support (M12): Please confirm the ownership and transfer arrangements for hardware, software licenses, configurations, monitoring data and operational documentation upon expiry or termination of the contract.	All hardware, software licences, configurations, monitoring data and operational documentation shall belong to SLNA from day one. All hardware and software licences shall be procured and registered in the Department’s name. Upon contract expiry or termination, the bidder shall hand over all assets, access credentials, data and documentation to the Department. **Status:** Clarification

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95	Section 6.3.8.1	AtoM dual instance needed. Is it for public and internal?	One instance of AtoM is for internal drafting work, the second instance is for public access. **Status:** Clarification
96	Section 6.4.7.2 3.4, Section 3.4 M2, Page 53	The RFP specifies a minimum separation of 25 km between the Primary and DR data centers. In the Sri Lankan context, a 10 km separation is generally considered sufficient to meet disaster recovery and business continuity requirements. As the current requirement may restrict participation to a single service provider of data centers, we kindly request that the minimum distance be revised to 10 km to ensure fair and competitive bidding.	Minimum 10 km distance between PR and DR is allowed. **Status:** Addendum
97	Section 6.4.2.1 (8)	The Hot tier is stated as 60 TB usable and 60 TB effective, but block storage specification states "Usable/Effective Capacity is 30 TB". Kindly clarify storage size and whether it is usable or effective capacity.	Effective capacity is 60 TB. **Status**: Addendum
98	BDS 24.1; SOR 6.3.2/6.3.3	BDS 24.1 states a bid will be rejected if any financial information is included in the technical envelope. SOR 6.3.2/6.3.3 require colocation and connectivity providers' price-validity confirmations (which state rates) to be submitted 'as part of the proposal', while the PS-3/PS-4 notes ask for them to be attached to the price schedules. Please confirm that the providers' price-validity confirmations are to be placed ONLY in Envelope 2	Yes, non-priced confirmations can be provided in Envelope 1. All price items to be included in the financial proposal only. **Status:** Clarification

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		(Financial), and that Envelope 1 should contain only a non-priced confirmation of the provider/facility proposed.	
99	Section 4.4	A "Staff Development Plan" is listed and referenced as "4.5.2", but no such form or section exists in the bidding document. Please provide the format/content expected for the Staff Development Plan, or confirm it may be submitted in the bidder's own format	Follow 6.3.10 with Bidder's own format **Status:** Addendum
100	Section 6.4.3.1 #10; 6.3.5.1; 3.4, M5	The DR is described as 300 TB, 'sized equal to the PR', yet PR = 60 TB Hot + 300 TB Warm. 6.4.3.1 #10 requires PR Hot & Warm to equal DR at every step. M5 says DR is a mirror of the Warm tier. 6.3.5.1 also says DR is a 'mirror of the DR site' (should read PR). Please confirm whether DR = 300 TB or needs 360TB in DR as well.	DR is only 300TB and 10 TB for VMs. **Status**: Addendum
101	Section 6.4.9, p. 120	The firewall requires a minimum 3 Gbps SSL VPN throughput and 400 concurrent SSL VPN users. Instead of SSL VPN, can we offer IPSEC VPN or any other " remote VPN" technology	Yes, an addendum will be issued. **Status**: Addendum
102	N/A	Bid is still not registered to obtain PCA 3. Kindly register for PCA 3.	Registration has been completed. **Status**: Clarification

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103	Section 6.4.3.1 (15), P. 110	Performance The backup bandwidth of the Tier 1 storage should not be lower than 16,000TPS The recovery bandwidth of the Tier 1 storage should not be lower than 14,000TPS The TPS of the Tier 2 storage cluster should not be lower than 9,000 TPS for PUT operations and and 1,800 TPS for GET operations based on 4K Average Object Size. OEM should provide a letter of authorization to guarantee the performance Kindly provide details of the tier 1 and tier 2. does it refer to 60TB and 300 TB ?	60 TB performance is defined separately, so Tier 1 storage performance is not applicable here. The TPS of the storage cluster should not be lower than 500 TPS for PUT operations, and 1200 TPS for GET operations based on 4K average object size, OEM should provide a letter of confirmation to guarantee the performance. **Status**: Addendum
104		Two completed Archivematica AND AtoM implementations (> LKR 100 Mn each) are mandatory for 'Bidder/JV Partner'. M13 allows 'confirmation from JV Partner/OEM/Principal'. However, IFB 5.7(iii) allows reliance on the OEM/Principal's experience only for scoring Criteria A–D. Please confirm:whether the OEM/Principal's experience (via MAF) satisfies the mandatory M13/3.3(e) requirement	Refer Bidding Document. This provision is already allowed. OEM/Principal’s experience will satisfy M13. **Status**: Clarification