

NAME OF TENDER:

**PROVIDING END TO END
CALL CENTER
OPERATIONAL SUPPORT
WITH ELECTRONIC
COMMUNICATION
TRACKING SYSTEM FOR
COMPLAINTS
REGISTRATION AND
TRACKING FOR LANKA IOC
PETROL STATIONS**

Tender No :	LIOC/ ENG/ PT-08/ 2025-26
Due Date &Time :	18.03.2026 @ 15:00 Hrs



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
2 of 27

TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS

Tender No: LIOC/ ENG/ PT-08/ 2025-26
Dtd: 04.03.2026

M/s

.....
.....
.....

Dear Sir,

SUB: PROVIDING END TO END CALL CENTER OPERATIONAL SUPPORT WITH ELECTRONIC
COMMUNICATION TRACKING SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR LANKA
IOC PETROL STATIONS

DUE DATE & TIME: 18.03.2026 @ 15:00 HRS

- 1.0 Following documents forming a part of the mentioned tender are enclosed in single set for carrying out subject works.

S/N	DESCRIPTION
PART A: TECHNICAL/ COMMERCIAL BID	
1	Introduction
2	Important guidelines to tenderers
3	Undertaking towards documents submission
4	Declaration to be signed and submitted with details
5	List Of Directors Of LIOC
6	Proforma of declaration for Holiday/ Black Listing
7	Special terms and conditions of contract
8	Terms and conditions - Safety
9	Conditions of Contract Part I & Part II
10	Form of Agreement
11	Format for Performance Bond
PART B: PRICE BID	
1	Price bid

- 2.0 We request you to submit your lowest quotation for the work contained in the tender. Your offer complete in all respects must be submitted so as to reach this office of LIOC on or before **18/ 03/ 2026** at **15:00 hrs**. Offer may please be dropped in Engineering department tender box kept in our office at address given below.

LANKA LIOC PLC,
LEVEL 20, WEST TOWER, WORLD TRADE CENTRE,
ECHELON SQUARE, COLOMBO - 01, SRI LANKA

- 3.0 Bid Bond: NIL.

- 4.0 Tender Fee: NIL

SIGNATURE OF TENDERER
SEAL



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

Page
3 of 27

5.0 Submission of Tender Documents:

Tender Envelope duly sealed must be super scribed duly indicating the tender number, due date and time of opening, name of work tendered, address of tenderer.

Thanking You,

**Yours Faithfully,
For LANKA IOC PLC.,**

VICE PRESIDENT (ENGG)

**SIGNATURE OF TENDERER
SEAL**

Page 3 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
4 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

INTRODUCTION

1	Name of Work	:	PROVIDING END TO END CALL CENTER OPERATIONAL SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR LANKA IOC PETROL STATIONS
2	Place of Work	:	ACROSS ISLAND
3	Tender Ref	:	LIOC/ ENG/ PT-08/ 2025-26
4	Tender Due Date		
A	Submission	:	18/ 03/ 2026 at 15:00 hrs
B	Opening	:	18/ 03/ 2026 at 15:15 hrs
5	Contract Period	:	2 (TWO) YEARS, extendable for further 1 year based on mutual consent
6	Validity of Tender	:	03 (THREE) Months from date of tender opening
7	Pre Bid Meeting	:	N/A
8	Tender Submission	:	VICE PRESEDENT (ENGG), LANKA IOC PLC, LEVEL 20, WEST TOWER, WORLD TRADE CENTRE, ECHELON SQUARE, COLOMBO - 01, SRI LANKA

VICE PRESIDENT (ENGG)

**SIGNATURE OF TENDERER
SEAL**

Page 4 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
5 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

IMPORTANT GUIDELINES TO TENDERERS

1.0 SUBMISSION OF TENDER:

1.1 Tender documents should be submitted only in the prescribed tender schedule form supplied by the LIOC. The tender and subsequent communications if any should be submitted in cover/s (Sealed with wax) boldly super scribed on the outer cover, Tender Number, Closing date and time so as to reach the concerned authority as laid down in the Tender Form. The tender is to be dropped in the Tender Box kept at the concerned authority's office as specified in the tender document. The tender should reach the concerned authority as laid down in Tender Form, before the Closing date and time. The firm is not responsible for any postal delays; delay in transit etc. and request for extension of due date and time on such grounds shall not be entertained.

1.2 Tender documents are not transferable.

2.0 FILLING OF TENDER DOCUMENTS

2.1 Tenderers must note that the rates in price bid documents to be quoted must be in ink/type. In case of correction, the original figure must not be overwritten or obliterated by use of white ink. In case white ink is used, the offers received from such tenderers shall be summarily rejected notwithstanding the status of the tenderers upon opening of price bids.

2.2 Every page of Tender Documents shall be signed by the Tenderer at the end of last entry there on. One complete set of drawings should be signed and returned by the Tenderers along with the Tender Documents.

2.3 Tenderers must distinctly understand that they will be strictly required to conform to the conditions of this contract as contained in each of its clauses and that the plea of "Custom Prevailing" will not on any account be admitted as an excuse on their part for infringement of any of the conditions.

2.4 All tenders and subsequent communication if any should be submitted in cover (Seal with tag) boldly superscribed on the outer cover, tender number, Closing date and time and sent by Registered post so as to reach the office of LIOC as laid out in the tender form before the closing date and time or dropped in the tender box kept in the concerned authority's office as laid out in the tender form before the closing date and time with the permission of the concerned authority.

2.5 The rates Quoted should be inclusive of all materials, labour, equipments, lift, lead, taxes, duties etc. required in connection with completion of work to the entire satisfaction of LIOC. All the materials are to be supplied by the contractor, unless otherwise specified. VAT alone on the rates quoted shall be reimbursed at prevailing percentage on the amount quoted.

2.6 The quoted rates shall be valid for a period of three months. No upward revision of rates will be accepted after opening of the tender. Once the quotation is accepted and the work order placed on the successful tenderer, the rates shall be valid for the entire contract duration.

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
6 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

3.0 SUBMISSION OF PRICE:

- 3.1 The Price bid shall be submitted only in LIOC's format enclosed as a rate item strictly in the manner prescribed therein. Rate shall be indicated only on the total estimated amount at the estimated rates in price schedule and not on individual items. **It may be carefully noted that if price bid is not enclosed in LIOC format and/or any counter condition(s) are incorporated / submitted with the Price bid, the tender shall be treated as invalid, repeat invalid and shall result in rejection of the offer received notwithstanding the financial position of the tenderer based on the rates quoted for the tender.**
- 3.2 Tenderer should clearly indicate their offer in the appropriate space given in the 'Rate Offer' sheet and not at any other place.
- 3.3 Tenderers should quote their rate both in figures and words in the appropriate spaces provided for in the offer page for all items of the tender schedule. The total quoted amount towards the Tender shall be arrived at by applying the rate quoted on the estimated total amount in Price Schedule. **If the tenderer does not quote the rates both in figures and words correctly & properly, their tenders are liable to be rejected.**
- 3.4 Where there is a difference in the rate quoted in figures and words, the rate, which is quoted by the tenderer in words, will be taken as correct.
- 4.0 Non-submission of the tender in the above manner may lead to rejection of the tender. Date and time for receipt and opening of tenders decided by LIOC shall be final and request for change will not be entertained. **Please note that tenders shall be opened on the due date in the presence of intending tenderers or their authorized representatives only who shall have necessary authorization letter with them with signature duly attested by Proprietor/Partner/Director of firm as the case may be.**
- 5.0 Power of attorney or Authorization of the person signing the tender documents should be attached, without fail, along with tender document.

6.0 ACCEPTANCE OF TENDER:

Non-submission of all documents or incomplete submission of any document may result in rejection of the tender. It is therefore necessary to submit all the documents in full, duly filled and signed. Incomplete tenders, conditional tender, tenders received late or tender not conforming to the terms and conditions prescribed in the tender documents or not accompanied by the requisite Bid Bond / Cost of tender documents will be rejected. Requests for adjustment of pending bills or any other amount towards Earnest Money deposit will not be entertained. The Company is not bound to accept the lowest tender and reserves the right to reject any or every tender without assigning any reason whatsoever and or to carry out negotiations with the tenderers in the manner considered suitable by the Corporation.

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
7 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

7.0 CONFIRMATIONS BY TENDERER (TENDERER SHOULD NECESSARILY FILL IN THE DETAILS BELOW TO AVOID REJECTION OF TENDER):

SN	DETAILS	LIOC's REQUIREMENT	CONFIRMATION BY TENDERER *
1	Complete tender documents have been signed on all pages with seal & submitted	To be confirmed by tenderer	
2	Confirm that there are no deviations from tender terms, conditions & specifications.	To be confirmed by tenderer	
3	Confirm that the tender and/or Price bid do not contain any condition	To be confirmed by tenderer	
4	Form of Tender and Declarations/Indemnity Bond etc are filled and submitted.	To be confirmed by tenderer	
5	Power of Attorney/Authorization for person signing Tender Documents submitted	To be confirmed by tenderer	

*** Please write `Confirmed' after ensuring that all requirements as above are complied.**

VICE PRESIDENT (ENGG)

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

**Page
8 of 27**

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

UNDERTAKING TOWARDS DOCUMENTS SUBMISSION

We confirm that we have quoted the rates in this tender considering Inter-alia the:

1. Price Bid document
2. Special Terms and Conditions of Contract
3. Scope of services
4. Terms & Condition - Safety
5. Form Of Agreement
6. Conditions of contract (Part I & Part II)
7. All other documents forming part of tender

We certify that, we have received the complete Tender Documents as mentioned and have studied the same thoroughly before submitting the Bid. We accept all the terms & conditions specified therein.

Signature of the Tenderer/ Authorized Representative

Name & Address: _____

Seal: _____

Telephone Nos.: _____

Date:

Place:

**SIGNATURE OF TENDERER
SEAL**

Page 8 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

**Page
9 of 27**

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

PROFORMA OF DECLARATIONS TO BE FURNISHED BY THE TENDERERS

DECLARATION - 'A'

We declare that we have complied with the Conditions of Contract (Part I & II)

Date :

Place :

**Tenderer's signaturer
Seal**

DECLARATION - 'B'

We declare that we do not have any employee who is related to any officer of LIOC PLC

OR

We have the following employees working with us who are near relatives of the Officer
Director of LIOC

Name of the employee of the Tenderer	Name & designation of the Officer of LIOC

Date :

Place :

**Tenderer's Signature
Seal**

DECLARATION - 'C'

The Tenderer is required to state whether he is a relative of any Director of LIOC or the Tenderer is a firm in which any Director of LIOC or his relative is a partner or any other partners of such a firm or alternately the Tenderer is a private company in which Director of LIOC is a member or Director.

S/N	PARTICULARS	DETAILS
1	Name of the Tenderer and his relations with the Director in LIOC.	
2	Name of the Director of LIOC who is related to the Tenderer.	
3	Name of the Director of LIOC who is a member or a Director of the firm.	

Date :

Place :

**Tenderer's
Signature & Seal**

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
10 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

DECLARATION - 'D'

Tenderer is required to state whether they have employed any retired Director and above rank officer of LIOC in their firm. If so, details hereunder to be submitted.

S/N	PARTICULARS	DETAILS
1	Name of the person	
2	Post last held in LIOC	
3	Date of retirement	
4	Date of employment in the firm	

Date :
Place :

**Tenderer's
Signature & Seal**

N.B.

- A separate sheet may be attached, if the above is not sufficient.
- Strike out whichever is not applicable. If the tenderer employs any person subsequent to signing the above declaration and the employee/s so appointed happens to be the near relatives of the Officer/Director of LIOC, the tenderer should submit another declaration furnishing the name/s of such employee/s who is/are related to the officer/s of LIOC
- List of Directors of LIOC board is attached.

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
11 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

LIST OF DIRECTORS OF LANKA IOC PLC

SN	NAME OF THE DIRECTORS & ADDRESS
01	Mr. Anuj Jain , Chairman, Lanka IOC PLC 837, Asian Games Village ,Delhi (India) -110049
02	Mr. Sumitra Priya Srivastava , Director, Lanka IOC PLC B-1004, Aditya Celebrity Homes, Sector 76, Noida, Gowtham Budha Nagar,Uttar Pradesh (India) 201301
03	Mr. Rajesh Singh , Director, Lanka IOC PLC Flat No E401, Rohtas Presidential Vibhukti Khand, Gomti Nagar, Lucknow, Uttar Pradesh, (India) 226010
04	Mr. K. Ragu , Managing Director, LIOC, 20 th Floor, West Tower, World Trade Centre, Colombo - 01, Sri Lanka.
05	Mr. Hector Manil Anthony Jayasinghe , Director, Lanka IOC PLC, No: 27, Elibank Road, Colombo 05, Sri Lanka
06	Mr. Sivakrishnarajah Renganathan , Director, Lanka IOC PLC, No: 27, Queens Road, Colombo 03, Sri Lanka.

**SIGNATURE OF TENDERER
SEAL**

Page 11 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
12 of 27

TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS

PROFORMA OF DECLARATION OF BLACK LISTING/ HOLIDAY LISTING

**(FORMAT TO BE TYPED ON TENDERERS' LETTERHEAD AND SUBMITTED ALONG WITH
TECHNICAL BID DOCUMENTS WITH SIGNATURE AND STAMP)**

In the case of a Proprietary Concern :

I hereby declare that neither I in my personal name or in the name of my Proprietary concern M/s. _____ which is submitting the accompanying Bid/Tender nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a Managing Partner have been placed on black list or holiday list declared by except as indicated below :

(Here give particulars of blacklisting or holiday listing, and in absence thereof state "NIL")

In the case of a Partnership Firm :

We hereby declare that neither we, M/s. _____, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist or holiday list declared by LIOC except as indicated below :

(Here give particulars of blacklisting or holiday listing and in the absence thereof state "NIL")

In the case of Company:

We hereby declare that we have not been placed on any holiday list or black list declared by LIOC except as indicated below :

(Here give particulars of black listing or holiday listing and in the absence thereof state "NIL")

It is understood that if this declaration is found to be false in any particular, LIOC shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Place :

Signature of Bidder:

Date :

Name of Signatory:

SIGNATURE OF TENDERER
SEAL



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
13 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

SPECIAL TERMS & CONDITIONS OF CONTRACT

1.0 BID BOND:

NIL

2.0 TENDER FEE:

NIL

3.0 CONTRACT VALIDITY:

- 3.1 The contract shall be valid for a period of 2 years from the date of issuance of the order. Also it is extendable by further 1 year period on mutual consent.

4.0 VALIDITY OF TENDER:

The tender will be valid for a period of **03 (THREE) months (90 days)** from the date of opening the tender which will be taken as the date of opening of techno-commercial bid in case of two bid system of tenders.

5.0 PERFORMANCE BOND/ SECURITY DEPOSIT:

- 5.1 As per relevant clauses of Conditions of Contract, the successful tenderer shall pay security deposit up on placement of agreement equivalent to 10% of the value (including Tax) for 27 months (03 months beyond the contract validity period) period in any of the following modes.

A. INITIAL SECURITY DEPOSIT/ SECURITY DEPOSIT:

The successful tenderer within 7 days of receipt of acceptance of tender issued by owner shall deposit initial security deposit for an amount equal to 2.5% (Two and a half percent) of the agreement value for 15 months (including Tax) in any of the following modes.

- a. Demand draft drawn in favour of LANK IOC PLC payable at Colombo.

Balance security deposit will be recovered at the rate of 10% of gross certified value of work from incoming running bills till such time entire security deposit is recovered.

B. BANK GUARANTEE/ PERFORMANCE BOND:

Entire amount of security deposit (worked out on the basis of agreement value including VAT) should be covered by BG/ performance bond as per the format issued by LIOC and should be submitted prior to commencement of work. The BG will be valid for a period of 3 months beyond the contract validity period. i.e the BG shall be valid for a period of 15 months. This BG shall be submitted directly by the bankers under their covering letter to the office of LIOC in a sealed cover.

- 5.2 The security deposit collected as per the terms shall be released after a period of 3 months from the date of successful completion of work subject to the relevant clauses of the conditions of contract and agreement. The SD shall not carry any interest.

Page 13 of 27

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
14 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

5.3 The security deposit collected shall be released 3 months after expiry of contract validity. In case of any defect found in the period of contract validity, the same shall be rectified by the contractor before claiming for the release of security deposit.

6.0 LIOC reserves the right to accept any tender in whole or in part and reject any or all tenders without assigning any reasons. The LIOC reserves the right to accept more tenders in part. The LIOC also reserves the right to accord purchase/ price preferences to the public enterprises and Joint ventures of the LIOC as per the prevailing policy. Decision of the LIOC in this regard will be final.

7.0 SCOPE OF THE WORK:

7.1 The following are the key requirements which will be focus on achieving above objectives.

- Petrol station complaints to be received.
- Complaints to be forwarded to the Original Equipment Manufacturer (OEM) / representatives for compliance.
- Complaints to be sent to Field Officers for information and accountability.
- Monitoring the compliant and progress to close the break down maintenance.
- Complaints pending date wise for compliance.
- Delay analysis in attending to the complaint.
- Process of obtaining approval for the nature of complaint registered for financial control.
- Recommendation for payments including calculation of penalty clause for the delay in attending the complaint.
- Complete MIS for all petrol station complaints and compliance.

8.0 Firm price:

8.1 Once the offer is accepted and agreement executed, the rates shall be valid for the entire contract period and no escalation whatsoever will be entertained on any grounds. **VAT at prevailing rates alone shall be to LIOC account.**

9.0 Special Clause:

The contractor is required to take necessary care to protect to the existing nearby structure while carrying out his scope of work. Any damage caused to other property shall be rectified at his own cost.

10.0 The tenderers are advised to submit their offer strictly as per the terms and conditions and specifications contained in the tender document and not put forth conditions/ counter conditions. Conditional tenders received shall render the offer liable for rejection.

SENIOR VICE PRESIDENT (ENGG)

Page 14 of 27

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
15 of 27

TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS

FORM OF AGREEMENT

THIS AGREEMENT is made and entered into on this day ofTwo Thousand Twenty Six between Lanka IOC PLC, herein after called and referred to as the Employer of the ONE PART and a Company duly incorporated under the Companies Ordinance and having it's registered office at , (hereinafter called and referred to as the Contractor which term or expression as herein used shall as and when the context so requires or admits of construction mean, and include the said Lanka IOC PLC , their heirs, successors and administrators) of the OTHER PART.

WHEREAS the Employer is desirous that the works more fully described in the documents attached hereto be executed, completed maintained and has accepted the tender dated by the Contractor for the execution, completion and maintenance of the said works.

NOW THIS AGREEMENT WITNESSED as follows: -

- (1) The words and expressions in the agreement shall have the meaning assigned to them in the conditions of contract, which is part and parcel of this agreement and hereinafter referred to.
- (2) The following documents shall be deemed to from, be read with and construed as part and parcel of this agreement
 - (a) The Tender aforesaid
 - (b) Letter of acceptance of the Tender
 - (c) Conditions of Contract - Parts I & II
 - (d) Tender schedule (Bills of Quantities)
 - (e) Memorandum of understanding if any
- (3) The Contractor shall execute, complete, commission, test, hand-over and maintain the works and remedy defects, in conformity in all respects with the provisions of the contract, more fully described in the Drawings, Tender schedule (Bills of Quantities), Specifications and Conditions of Contract aforesaid, in consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned.

SIGNATURE OF TENDERER
SEAL

Page 15 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
16 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

FORM OF AGREEMENT

LIOC PLC

- (4) The Employer shall pay the Contractor the Contract price at the times and in the manner described by the aforesaid Schedule of payments. In consideration of the execution, completion and maintenance of the works aforesaid.

In witness whereof the party of the first part has set his hand hereunto and the party of the second part has caused its common seal be hereunto affixed and signed on the day and year aforementioned.

ON BEHALF OF EMPLOYER

ON BEHALF OF CONTRACTOR

.....

.....

.....

.....

Signed, sealed and delivered
by the said parties in the presence of :

Witnesses

(1)

(2)

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

**Page
17 of 27**

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

CONDITIONS OF CONTRACT PART I

**SIGNATURE OF TENDERER
SEAL**

Page 17 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS

Page
18 of 27

CONDITIONS OF CONTRACT PART I

L IOC PLC

CONDITIONS OF CONTRACT PART I

General Conditions of Contract shall be in accordance with the following publication by the Institute for Construction Training and Development (ICTAD)- Sri Lanka of the Ministry of Housing, Construction and Public Utilities. (Formerly of the Ministry of Local Government, Housing and Construction)

Conditions of Contract for works of Building & Civil Engineering in Sri Lanka (with Forms of Tender & Agreement) revised edition / January 1989 ICTAD Publication No. SCA/1.

Conditions of particular application are as per Conditions of Contract Part II.

SIGNATURE OF TENDERER
SEAL

Page 18 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

**Page
19 of 27**

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

CONDITIONS OF CONTRACT PART II

**SIGNATURE OF TENDERER
SEAL**

Page 19 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS

Page
20 of 27

CONDITIONS OF CONTRACT PART II

L IOC PLC

CONDITIONS OF CONTRACT PART II

CLAUSE 1 : *Definitions and interpretations*

1.1.1 : The Employer is

Lanka IOC PLC
20, West Tower,
World Trade Centre,
Echelon Square,
Colombo 01.

1.1.2 : Sub-clause 1.1.2 is deleted and the following is substituted therefore

The Contractor means the person who has contracted for the works herein specified and its successors and not any assignee of such person.

1.1.3 : Sub-clause 1.1.3 is deleted and the following is substituted therefore

Engineer or Architect or Consultant referred in this tender document is the person appointed by the Employer to act as Engineer for the purpose of this contract.

1.1.14 : Sub-clause 1.1.14 is deleted and the following is substituted therefore

“Approved” and “Approval” means approved in writing including subsequent written confirmation of previous oral approval.

1.1.17 : The following new Sub-clause 1.1.17 is added

“Day” means calendar day.

1.2 : Sub-clause 1.2 is deleted and the following is substituted therefore

Words importing the singular only also include the plural and vice versa and words importing the masculine gender shall include the feminine and neuter genders.

SIGNATURE OF TENDERER
SEAL

Page 20 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
21 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

CONDITIONS OF CONTRACT PART II

L IOC PLC

CLAUSE 2 : Duties and Power of Engineer's Representative

2(1) : The approval of the "Employer" is required before the "Engineer" can execute his duties in accordance with or as defined by the limits of the following clauses:

- (a) Clause 4 Sub-letting
Consenting to the sub-letting of a part of the works if the value of such part exceeds one percent (1%) of the sum indicated in the letter of Acceptance
- (b) Clause 51 Variations
Ordering a variation if the value of such variation is likely to exceed one percent (1%) of the sum indicated in the letter of Acceptance or Rupees One Million, whichever is less.
- (c) Clause 27 Fossils etc.
- (d) Clause 40 Suspension of work

CLAUSE 5 : Language/s and Law

5.1 : The Language is English

5.2 : First sentence "Except..... of the Contract". In the clause 5.2 is deleted and the following is substituted therefore:-

"The provisions of each of the following documents shall always prevail over those of the documents listed below it [Eg: The document listed in (c) will prevail over the document listed in (f)]:-

- (a) The Contract Agreement (when completed)
- (b) The Letter of Acceptance
- (c) The Drawings
- (d) Part I of these Conditions
- (e) Part II of these Conditions
- (f) Tender schedule (Bills of Quantities)
- (g) Specifications
- (h) Any other document forming part of the contract.

CLAUSE 9 : Contract Agreement

The following sentence is added to Clause 9 as the last sentence:-

"The stamp duty on the contract agreement is payable by the Contractor".

CONDITIONS OF CONTRACT PART II

L IOC PLC

CLAUSE 10 : Performance Bond

Page 21 of 27

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
22 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

- 10(1) Delete Clause 10 and substitute as follows:
- “The Contractor shall obtain security for the proper performance of the contract to a value of ten percent (10%) of the contract price and provide the Employer such security within fourteen (14) days after the receipt of the letter of acceptance. Such security or bond will be from a Licensed Commercial Bank in Sri Lanka in the form as annexed or any other form acceptable to the Employer. The costs of compliance with the requirements of this clause shall be borne by the Contractor”.
- 10(2) The performance Security or Bond referred to in the Clause 10.2 shall remain valid until the issue of maintenance certificate in accordance with Clause 62(1).
- CLAUSE 12 The following proviso is added:-
- “PROVIDED however the Employer shall not be liable to pay any such additional costs if such conditions or obstructions are proved to be for reasons beyond its control.
- CLAUSE 14 Programme to be furnished
- The programme shall be submitted within fourteen (14) calendar days after receipt of the Letter of Acceptance.
- CLAUSE 15 Construction Management Services
- 15(1) The portion of this clause starting from “The cost of in line 12 until the end of the clause is deleted and the following is substituted thereof:-
- “The cost of this service is deemed to be included in the rates and prices quoted by the contractor and shall not be claimed separately by the Contractor”.
- CLAUSE 19 Watching and Lighting
- Add the following paragraph to this clause at the end thereof: -
- “The Contractor shall indemnify the Employer in the event of any claim arising from any person as a result of the contractor not strictly adhering to the provisions of this clause.

CONDITIONS OF CONTRACT PART II

L IOC PLC

“In the event of any claim or loss arising against or payable by the Employer as a result of the Contractor’s failure or negligence to strictly adhere to the provision of this clause, the Contractor shall be liable to indemnify and keep the Employer indemnified by reimbursement of such claim or loss in a sum certified by the Engineer which sum shall be deductible from the monies due to the Contractor from the Employer on any bill”.

**SIGNATURE OF TENDERER
SEAL**

Page 22 of 27



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
23 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

CLAUSE 20

Care of works

Clause 20(1)

The word “accepted” occurring in line 30 of Sub-clause 20(1) be corrected to read “excepted”.

Clause 20(2) shall be deleted and the following new clause 20(2) be substituted therefore:

“20(2) The ‘excepted risks’ are (in the opinion of the Engineer) the risks for which the Contractor will not be able to obtain an insurance policy from an Insurance Company in Sri Lanka”.

CLAUSE 21

Insurance of works etc.,

The additional sum referred to in Clause 21(a) shall be ten percent (10%) of the amount stated in the letter of acceptance.

CLAUSE 22

Damage to persons and property

22(1)

Item (c) be amended to read as follows:-

“Damage to property which is the unavoidable result of the execution or maintenance by the Contractor without negligence in accordance with the Contract.

22(2)

The following proviso is added to the clause 22(2) at the end therefore: -

“PROVIDED such claims proceedings damages coats charges and expenses arise solely due to the negligence of the Employer”.

CLAUSE 24

24.1

Accidents and injury to workmen

CONDITIONS OF CONTRACT PART II

L IOC PLC

Add the words “arising in respect thereof or in relation thereto. The amount certified by the Engineer as due and payable to the Employer by way of such indemnification shall be paid by the Contractor or deducted from the monies due from the Employer to the Contractor” at the end of this clause.

CLAUSE 36

36(2)

Clause 36(2) is amended to read as follows: -

“(2) All samples shall be supplied by the Contractor at its own costs.

CLAUSE 45

The following sentence be added at the end of this clause: -

“For the purpose of this clause statutory days of rest means all the Mercantile Holidays as declared by the Government of Sri Lanka”.

Page 23 of 27

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
24 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

CLAUSE 47
47(3)

- Deleted-

CLAUSE 52

A new Sub Clause 52(6) is added as follows:

52(6)

“Notwithstanding any other provision of the contract, if the Contractor intends to claim any additional payments, not mentioned in the Bills of Quantities, pursuant to any clause of these conditions or otherwise, the Contractor shall give notice of intent in writing to the Engineer within Twenty Eight (28) days after the event giving rise to the claim has first arisen”.

52(7)

A new Sub Clause 52(7) is added as follows: -

Upon happening of the event referred to in Clause 52(6), the Contractor shall keep records as may be necessary to support any claim it may make. The Engineer upon receipt of notice of a claim may instruct the Contractor to provide any records, as may be material to the claim. The Contractor shall permit the Engineer to inspect all records the Engineer considers relevant and supply copies of same when called for.

52(8)

A Sub-Clause 52(8) is added as follows: -

“Within Twenty Eight (28) days giving notice under clause 52(6), the Contractor shall send to the Engineer an account giving detailed particulars of the amount claimed and the grounds upon which it is based (together with the available documentary proof).

CLAUSE 53

Sub Clauses 53(5), 53(6), 53(6(a)) & 53(7) are deleted.

CONDITIONS OF CONTRACT PART II

L IOC PLC

CLAUSE 60

Sub Clause 60(1) is deleted and mobilization advance shall not be paid: -

60(1)

- Deleted-

60(2)(c)

The materials referred to in this Clause (for payment of materials at site) shall be limited to: -

- i. Steel
- ii. Aluminium components.

Monthly statements required in this Clause shall be submitted on or before the 10th day of the succeeding month.

60(7)

Sub Clause 60(7) is amended as follows: -

In each of lines 5 and 14 the words and figures “ten (10)” be deleted and the following be substituted therefore: -

“Fourteen (14)”

CLAUSE 65



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
25 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

65(1) Last paragraph of this Clause "The Employee shall indemnify.connection therewith" is deleted.

65(5) This sub-clause be deleted and the following new sub-clause 65(5) be substituted therefore: -

65(5) The special risks are " the excepted risks" within the meaning of the amended clause 20(2)".

65(8) Items (d), (e) and (f) are deleted.

CLAUSE 66

66(1) The words " The same as that.....hereof" in lines 8 to 11 be deleted and the word "payable" shall be substituted therefore.

CLAUSE 67 Clause 67 be deleted and the following new clause 67 be substituted therefore: -

67. - Deleted-

CLAUSE 68 The words "registered express" be inserted between the words "by" and "post" in the third line.

CONDITIONS OF CONTRACT PART II

L IOC PLC

CLAUSE 70 Original Clause 70 is deleted and the following is substituted therefore: -

70(1) "The accepted tender will be treated as firm and inclusive of all expenses and taxes payable by contractor and applicable during the entire period of construction".

70(2) Notwithstanding any other provisions of this Contract, no variation howsoever in prices will be paid to or deducted from the contractor for fluctuation in prices of materials, components, skilled and unskilled labour and the Contractor will not be entitled to any variation in prices on account of changes in taxes, etc., for imported items/components.

70(3) The Employer will deduct from the monies due to the Contractor all statutory deductions if any deductible on account of the Contractor and remit to the relevant authorities. A certificate will be issued by the Employer stating the amount deducted and to whom such amounts have been paid. The Contractor shall furnish relevant Tax file numbers to the Employer.

CLAUSE 71 Clause 71 is deleted.

CLAUSE 72 Clause 72 is deleted.

Page 25 of 27

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

Page
26 of 27

FORMAT FOR BANK GUARANTEE PROFORMA IN LIEU OF SECURITY DEPOSIT

1. In consideration of the Lanka IOC PLC, having its Registered Office at _____ (hereinafter called "the Company") having agreed to exempt _____ (hereinafter called "The said Contractor(s)/ Supplier(s)/ Seller(s)") from the demand under the terms and conditions of an Agreement dated _____ made between _____ and _____ for _____ (hereinafter called "the said Agreement"), of Security Deposit for the due fulfilment by the said Contractor(s)/ Supplier(s)/ Seller(s) of the terms and conditions contained in the said Agreement, on production of a bank Guarantee of Rs _____ (Rupees) only. We,

hereinafter referred to as "the Bank" (at the request of _____ Contractor(s)/ Supplier(s)/ Seller(s) do hereby undertake to pay to the Company an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by the Company by Reason of any breach by the said Contractor(s)/ Supplier(s)/ Seller(s) of any of the terms of conditions contained in the said Purchase Contract Agreement.

2. We _____ (indicate name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Company stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Company by reason of breach by the said Contractor(s)/ Supplier(s)/ Seller(s) of any of the terms or conditions contained in the said Agreement or by reason of Contractor(s)/ Supplier(s)/ Seller(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and this guarantee shall be restricted to an amount not exceeding Rs. _____

3. We undertake to pay to the Company any money so demanded notwithstanding any dispute of disputes raised by the Contractor(s)/ Supplier(s)/ Seller(s) in any suit or proceeding pending before any court of Tribunal or Arbitrator relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s)/ Supplier(s)/ Seller(s) shall have no claim against us for making such payment.

4. We, _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Company under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ office/ department at _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s)/ Supplier(s)/ Seller(s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before _____ we shall be discharged from all liability under this guarantee thereafter.

5. We, _____ (indicate name of the Bank) further agree with the Company that the Company shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s)/ Supplier(s)/ Seller(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Company against the said Contractor(s)/ Supplier(s)/ Seller(s) and to forebear or enforce any of the terms and conditions relating to the said Agreement and shall not be relieved from our liability by reasons of any such variation, or extension being granted to the said Contractor(s)/ Supplier(s)/ Seller(s) or forbearance act or omission on the part of the Company or any indulgence by the Company to the said Contractor(s)/ Supplier(s)/ Seller(s) or by any such matter or thing

Page 26 of 27

**SIGNATURE OF TENDERER
SEAL**



TENDER NO: LIOC/ ENG/ PT-08/ 2025-26

Page
27 of 27

**TITLE: PROVIDING END TO END CALL CENTER OPERATIONAL
SUPPORT WITH ELECTRONIC COMMUNICATION TRACKING
SYSTEM FOR COMPLAINTS REGISTRATION AND TRACKING FOR
LANKA IOC PETROL STATIONS**

whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/ Supplier(s)/ Seller(s).

7. The Bank Guarantee is operable/ payable at Colombo branch.

8. We, _____ (indicate name of the Bank) lastly undertake not to revoke this guarantee its currency except with previous consent of the Company in writing.

Dated the _____ day of _____ 20__

For _____
(Indicate the name and address of the Bank)

Place:

Date:

**SIGNATURE OF TENDERER
SEAL**

Page 27 of 27