



Softlogic Information Technologies (Pvt) Ltd

14, De Fonseka Place,

Colombo 05.

Tel : (+94) 11-5575000

24th May 2018

Mr. Roshen Perera
Systems Engineer
SimCentric Technologies (Pvt) Ltd.

OUR REF: GJ/GJ/240518.09

Dear Sir,

“QUOTATION FOR THE SUPPLY OF DELL LAPTOPS”

We welcome the opportunity given to us to work on the project of supplying ICT products & solutions to your organization. Based on the information you have provided, we now have a better understanding of what needs to be done to accomplish your goals. As such, our proposal will reflect upon carefully chosen products and services that will not only help achieve your goals but also ensure that it could be acquired and maintained at marginal cost.

We belong to the Softlogic group of companies – a leading diversified conglomerate in Sri Lanka. The organization is recognized by many reputed local magazines who have rated us among the **“TOP 100 CORPORATE ENTITIES”** in Sri Lanka (LMD issue August 2008). The group was also recognized & awarded with the **SUPERBRAND** status & the prestigious **Bronze award in the inaugural corporate accountability rating 2009**. Today, the group with over 14 subsidiaries records a turnover of over Rs.40 Billion with international operations in Pakistan, Singapore & Australia. Many of the group subsidiaries are among the top 3 players in the respective industries they cater.

Softlogic Information Technologies (Pvt) Ltd is one of the oldest subsidiaries in the group and among the leading ICT companies in Sri Lanka. Being established 15 years ago we are undoubtedly Sri Lanka's no. 1 supplier for ICT products to the corporate sector. Other sectors such as Government, SMB & small Office, Home office segment also provide a substantial contribution. Our stability and continued growth is a result of the strong business fundamentals we practice and the dedication to be ethical in any business transaction the organization is involved.

Our solutions cater to a varied segment. These include from a Simple Desktop, Notebooks & Servers to Data centers with storage solutions, Blade Servers, Virtualization & many other state of the art ICT solutions.

Below are some of the leading brands we represent,

DELL Authorized distributors & service partner for the last 22 years for Desktops, notebooks, servers – rack, tower and blade servers, storage devices, backup solutions, Disaster recovery solutions

LENOVO Authorized Distributor

APPLE Authorized Reseller

Awards

SITL Holdings: Softlogic Holdings PLC was ranked third among Sri Lanka's leading conglomerate brands in 2016 by Sri Lanka's Most Valuable Brands' by Brand Finance.

SITL : Softlogic has won many awards from DELL and recently awarded as the DELL Best Channel Partner in south Asian Region as the DELL South Asia and Korea Channel Summit 2015

A merit award received from Asian-Oceanian Computing Industry Organization (ASOCIO) confirms its position as one of the leading ICT Companies in the Asian region.

Awarded as Microsoft Best reseller of the year in Microsoft partner awards 2015.

Awarded as the Best partner of the year –Government sector in E guardian partner conference 2016

Coupled with a strong service infrastructure consisting of over 140 well trained staff the subsidiary is geared to provide a strong pre and post sales service island wide. Through this infrastructure Softlogic will ensure that investments made on its equipment will provide the best return to its customer.

On your request, we would be glad to furnish any further information or clarification you may require,

We look forward to being chosen as your ICT partner!

Thanking you,

Yours sincerely,

SOFTLOGIC INFORMATION TECHNOLOGIES (PVT) LTD,

.....
Gishan Jayaweera
Manager- Customer Accounts

.....
Samudra Amunugama
Assistant General Manager – Private Sector

SPECIFICATION & PRICE OFFER

Dell Latitude 3480

Processor	:	7th Generation Intel Core i5-7200U (Dual Core, 2.50Gz, 3MB cache)
Memory	:	8G (1 X 8G) DDR4 Memory
Hard Disk	:	2.5" 7mm 500GB 7200rpm HDD
Optical Drive	:	No
Display	:	14.0" (16:9) Anti-Glare, HD (1366 x 768) WLED Non-Touch LCD Back Cover with Camera
Graphics	:	Intel(R) HD Graphics 620
Keyboard	:	Standard Keyboard, English
Battery	:	56 Whr ExpressCharge Capable (Prismatic) - 01 Year Warranty from the date of Invoice
Power	:	65 Watt AC Adaptor; Power Cord for 3-pin Adapter (MY/SG/HK)
Connectivity	:	Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Qualcomm QCA61x4A 802.11ac Driver No Wireless WAN Card selected
Operating System	:	Windows 10 Pro (64bit) English
Carrying case	:	Dell Urban Backpack 15
Other	:	eStar 6.1 No Fingerprint Reader Palmrest (Single Pointing) Non-Touch LCD Back Cover with Camera Waves Maxx Audio
Warranty	:	3 Years Warranty (Gold) (Spare parts, on –site service/support for 3 years from the date of invoice)
Unit Price	:	Rs. 127,500.00
Delivery	:	Ex- Stock (4-5 Days)

Terms and Conditions

1. Acceptance of Orders

The Customer acknowledges agreement with these Terms and Conditions of Sale by the placement of a written order to purchase products and services from Softlogic information technologies (Pvt) Ltd. A fully owned subsidiary of the Softlogic holdings PLC

Softlogic information Technologies (Pvt.) Ltd. – V.A,T registration number 114097080-7000

Softlogic Information Technologies (Pvt) Ltd. is our trading name. This contract of sale is between the entity named on the invoice (the “Customer”) and Softlogic Information technologies (Pvt.) Ltd. also referred to as “softlogic”

All goods are supplied on these terms and conditions only and no person in the employment or otherwise as agent for Softlogic Information technologies (Pvt) Ltd. has any authority to supply goods on any other terms and conditions or to vary these terms and conditions in any way whatsoever unless it is sent in writing.

2. Validity of offer

Our Offer is valid for 30 days from the quotation. Prices include taxes, duties and other miscellaneous costs. Due to the dynamic nature of the industry substantial changes in the government policy, duties & taxes, devaluation etc. these changes will have to be borne by customer.

Software, UPS, Network items, multifunction printers, equipment racks, cartridges, carrying case if purchased without notebook, are subject to 15 % VAT on quoted prices.

3. Delivery / installation of Goods

We place great importance on the fast and reliable delivery of Customers orders, however please note that delivery times are estimates only and Softlogic information technologies (Pvt) Ltd. shall not be liable for delays. Delivery will be done within 1-3 days from receiving the order if available Ex-stock or within 6-8 weeks for import and supply through sea freight. If Air freight is requested delivery period could be done within 3-5 weeks (additional cost of 5% for Desktops and Notebooks on the quoted price unless otherwise specified).

The goods shall be at the Customers risk at the point of delivery. The Customer, upon taking delivery of the goods, shall immediately examine the goods and place the signature/seal on the invoice and delivery note. Any defect in goods should be immediately informed, failing which the goods shall be deemed to have been delivered in good order and condition and accepted by the Customer.

Installation locations within the 25 KM radius of Colombo and free trade zones i.e. katunayake, Biyagama, Avissawella and Panadura will be done free of charge.

Site preparation for the proposed system i.e. power outlets, dust free environment etc. will be the responsibility of the customer.

4. Title of Goods

The goods shall remain the sole and absolute property of Softlogic as legal and equitable owner and the Customer shall hold such goods as bail only until such time as the Customer shall have paid the full price. The Customer shall be liable to softlogic in respect of any loss or damage to the goods during such bailment.

5. Payment

For customized orders, 100 % with the written PO. For those items available in stock 50% with order and the balance upon delivery.

Cheques should be raised in favor of "Softlogic information technologies (Pvt) Ltd."

The price shall be paid by the Customer in full without any deduction in respect of any claimed set-off or counterclaim (including any such set-off or counterclaim on account of any delay on the part of softlogic in delivering any part of the goods) on or before the payment date.

In addition to any other rights or remedies of softlogic in the event of the Customer's default hereunder, shall be entitled:

- a) To charge and recover costs incurred for the collection of payment (such as but not limited to collection agency fees and legal costs), cheque dishonor fees, interest at the current bank overdraft rate plus two percent per month from the due date for payment until payment in full;
- b) To immediately and without notice retake possession of the goods (and for such purpose the Customer irrevocably licenses Softlogic, its employees, contractors, servants or agents to enter upon the premises at which the goods are located to so retake possession) and resell the goods after seven (7) days written notice to the Customer and thereafter recover from the Customer any amount by which the resale price is less than the price agreed to be paid by the Customer, together with all costs and expenses suffered or incurred Softlogic as a result of the Customer's default;

6. Return or Exchange of Goods

In the case of a defective equipment Softlogic will gladly refund or credit goods returned within 2 days provided the goods are in original condition, original packaging, current version and **not** a customized order (an order that has been exclusively manufactured or ordered specifically from our principals). Otherwise, we will make our best effort to arrange exchange with the manufacturer or accept the goods back for resale.

Please note that where the plastic seal of a software package is broken or a license is registered specifically for the customer the return or exchange cannot be accepted due to copyright and licensing restrictions unless faulty nor defective. In this case we will help the Customer obtain a working copy.

Return or exchange of computer hardware and peripherals is sometimes not possible due to third party constraints on Softlogic (unless faulty). Unless agreed otherwise prior to purchasing, all sales shall be considered firm sales.

7. Warranty Information

All products sold by Softlogic are covered by the manufacturers' warranty that accompanies the product unless otherwise stated.

Please Note: Due to restrictions placed upon us by the manufacturers, hardware that is defective on arrival can generally be exchanged if we are notified within 7 days of invoice. Otherwise, the manufacturer's warranty process must be followed.

Hardware

All defective parts should be promptly released (by customer) to Softlogic for expedited resolution (except for Platinum warranty).

Resolution times indicated below will not be applicable for parts that have an embedded product license key.

Warranty will not be honored -

1. For damages caused by - power surges, insects, rodents and other animals, liquid spillage, physical impacts, corrosion due to sea breeze, usage not suitable for the product, wear and tear due to excessive usage.
2. Cosmetic repairs. (discoloring, fading of external components)
3. If peripherals (monitor, keyboard, mouse, power adaptor, etc.) are swapped between machines.
4. For batteries after the 1st year of warranty.
5. Consumables.
6. Printer heads, knobs, fuser units, transfer belts, imaging units, maintenance kits.
7. Less than 5 dead/stuck pixels on LCD/LED monitors & LCD Laptops

. Warranty services

Based on local market expectations. Softlogic has designed the following services in order to provide maximum value to its customers from their IT purchase. The services provided are from some of the leading technical experts in the country who have been certified in many areas of IT business. Standard services offered to our customers are based on GOLD support levels unless specified otherwise

Softlogic Support Level comparison		Service Levels			
Key Features		Basic	Gold	Extended Gold	Platinum
Diagnostic & Troubleshooting					
Support service local business hours 8x5		✓	✓	✓	✓
support service 24 x 7 x 365					✓
Basic phone support		✓	✓	✓	✓
Senior level certified hardware and software support				✓	✓
On line support (remote logon)				✓	✓
Wireless and network configuration assistance			✓	✓	✓
Operating software how to assistance for end users (only for originals supplied by Softlogic)		✓	✓	✓	✓
Dedicated Technical Account Engineer					✓
Parts Dispatch					
Same day					✓
Will be dispatched within 1 day after releasing faulty part				✓	
Dispatch within 3 working days after releasing defective part			✓		
Best efforts based on parts availability at the Dell parts center (subject to immediate release of defective parts to Softlogic)		✓			
Transport					
Free transport onsite-Island wide			✓	✓	✓
On Site Technical Response					
Carry-in only		✓			
Colombo City - 4 to 6 working hours			✓	✓	
Colombo City - 4 hours					✓
Colombo Metro (25KM radius) - 4 to 6 working hours			✓	✓	
Colombo Metro(25 KM radius) - 4 hours					✓
Out of Colombo - Next business day			✓	✓	
Out of Colombo - With in 24 Hours					✓
SPECIAL SERVICE OFFERINGS					
Keep your hard drive (physical control over sensitive data)	please contact sales person for price				
Softlogic Asset recycling (to dispose IT equipment responsibly)	please contact sales person for price				
Software deployment charges	please contact sales person for price				
IT Fleet Management	please contact sales person for price				
Insurance Cover	please contact sales person for price				
Definitions – Colombo City – Colombo 1 to 15 Colombo Metro limits – Katunayaka, Miriswaththa, Ranala, Homagama, Piliyandala, Panadura Calls logged in after 3.30Pm will be considered as logged in at 8.30Am the following working day. * All warranty support will be for the durtion of the warranty package					

9. Other

Software

The use of copied software is illegal. **Softlogic Information Technologies (Pvt) Ltd.**, cannot be held responsible for trouble free operation if such software is used.

Virus prevention

It is highly recommended to have updated licensed anti-virus software running all PCs and Servers. Prevention & recovering from virus attacks not covered in the agreement.

Original Operating System (O/S)

The O/S ordered will be installed at the time of delivery. Any subsequent downgrades (on-site) could be arranged at a nominal fee. Media will be provided only if supplied by Software manufacturer. No media will be provided for the downgraded O/S.

Data

It is the responsibility of the customer to keep backups of all data. Even though all precautionary measures would be taken when carrying out repairs, Softlogic will not assume responsibility for any loss of data or installed software.

If required, data transfer can be carried at a nominal fee.

Insurance

An insurance cover is recommended to be obtained by the customer in order to protect against natural disaster, Theft, etc.

Hardware defect reporting

All calls are to be informed to the “**Helpdesk**” command centre. The hot line is (hunting) **2369640**. These calls will be directed to the relevant zonal help desk centers for quick response.

Customers are required to obtain a helpdesk fault reference number for each call.

Customers are also advised to have the serial no's of the faulty item at the time of making a complain. This will avoid any delays at the time of reporting a fault

10. Contact details

During standard working hours (weekdays from 8.30Am to 5Pm) -

Engineering Helpdesk on 2369640

During non-working hours and call escalation -

Colombo region	-	Shivantha Mudannayake	(0777-345254)
Out of Colombo	-	Jude Milinda	(0773-792268)
Overall	-	Madhura Anuranga	(0772-092533)
Enterprise	-	Nishantha Mendis	(0773-730982)
AGM Technical	-	Udara Perera	(0773-822665)
GM Engineering	-	Kanishka Karunaratne	(0777-312953)

We look forward to serving you!

.....
Authorized Signature