



SriLankan Airlines Limited

RFP: PLIT 13 / 2016

REQUEST FOR PROPOSALS

FOR

**PROVISIONING OF AN AUTOMATED GALLEY
PLANNING SOLUTION FOR INFLIGHT SERVICES
DEPARTMENT**

AT

SRILANKAN AIRLINES LTD.

**SriLankan Airlines Limited
Airline Centre, Bandaranaike International Airport,
Katunayake
Sri Lanka.**

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Document Scope

This document depicts SriLankan Airlines desire to provide reputed external institutions with an opportunity to Tender, for provisioning of an automated Galley Planning Solution for Inflight Services Department at SriLankan Airlines. .

The document essentially comprises of the following parts;

- (1) SECTION I : TENDER INVITATION LETTER
- (2) SECTION II : TENDER ACKNOWLEDGEMENT FORM
- (3) SECTION III : REQUEST FOR PROPOSAL FOR PROVISIONING OF AN AUTOMATED GALLEY PLANNING SOLUTION FOR INFLIGHT SERVICES DEPARTMENT AT SRILANKAN AIRLINES.
- (4) SECTION IV : CONTRACT FORM
- (5) SECTION V : GENERAL CONDITIONS OF THE CONTRACT
- (6) SECTION VI : COMMITMENT ON ETHICAL MANUFACTURING PRACTICES
- (7) SECTION VII : VENDOR INFORMATION FORM
- (8) SECTION VIII : BID BOND
- (9) SECTION IX : PERFORMANCE BOND

SECTION I

Tender Invitation Letter

RFP: PLIT 13/2016

INVITATION TO TENDER FOR PROVISIONING OF AN AUTOMATED GALLEY PLANNING SOLUTION FOR INFLIGHT SERVICES DEPARTMENT AT SRILANKAN AIRLINES.

Bids are invited for provisioning of an automated Galley Planning Solution for Inflight Services Department at SriLankan Airlines.

Completed **Technical and Financial** proposals should be submitted in **two separate sealed envelopes no later than 1.30 p.m. Sri Lanka time (Sri Lanka time is GMT+5:30) on the 20th December 2016** (No extensions would be granted) with the tender reference no. PLIT 13/2016, the Bidding Company's name and the type of proposal (Technical or Financial) clearly marked on the top left corner addressed to:

Senior Manager Commercial Procurement, Commercial Procurement Department, SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka.

The evaluation shall be done in accordance with the "Two Envelope System". Hence only the technical proposals will be opened initially.

The Tender Proposals will be opened on 20th December 2016 at 2.00 p.m at SriLankan Airlines, Airline Centre, Commercial Procurement Department, Bandaranaike International Airport, Katunayake, Sri Lanka. Tenderers or their authorized representatives are permitted to be present at the time of opening the tender.

A refundable deposit of LKR 200,000.00 (USD 2,000.00) in the form of an unconditional/irrevocable Bank Guarantee drawn at sight, valid for 90 days beyond the tender closing date has to be submitted along with the bid. Bids without an application deposit will not be considered as per the standard Tender conditions. However, principals/manufacturers/registered suppliers and their accredited agents are not required to furnish this refundable deposit. (Documentary proof to this effect should be sent along with the offer)

The Tender Acknowledgement Form attached to the Bid document must be completed and returned by fax within Three (3) days of receiving this document. Any inquiry /Clarification about the Bid should be addressed in writing to the Commercial Procurement Manager (IT), SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka. through email : sarath.jayathunga@srilankan.com or Fax: +94-(0) 19733-5218 on or before 05th December 2016.

If your company is not interested in submitting a bid, it is important to inform us by email to the above address, for your company details to be retained in our database for future projects.

Yours faithfully,

SRILANKAN AIRLINES LTD

SENIOR MANAGER COMMERCIAL PROCUREMENT
Date: 28/11/2016

Tender Acknowledgement Form

IMPORTANT

ALL TENDERERS SHALL COMPLETE AND RETURN THIS FORM WITHIN 3 DAYS FROM RECEIPT OF THE TENDER DOCUMENTS

Receipt of your **Tender Request No RFP PLIT: 13/2016** is hereby acknowledged

You may expect to receive our proposal on or before.....
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.....
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We do not intend to bid because
.....
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.....
.....

Signed :

Title :

Company :

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SECTION III

1. INTRODUCTION

1.1 PURPOSE

SriLankan Airlines Limited, the national carrier of Sri Lanka is accepting proposals for an automated solution to handle Stowage planning and catering equipment handling process. The requirement of SriLankan is described in this document, anticipating proposals from the reputed innovative supplier's worldwide.

The purpose of this document is to provide the business and technical requirements specific to SriLankan airlines and to identify and select an industry standard high-quality solution which could provide dynamic and optimal process and functionalities to maximize the benefits for SriLankan Airlines.

Bidders interested in submitting proposals to provide such solutions are required to follow the recommended guidelines and instructions contained in this Request for Proposals. In the event it becomes necessary to revise any part of this RFP, revisions will be provided by addendum.

1.2 DESCRIPTION

The main objective and the goal is to enhance the Stowage planning and catering equipment handling process by replacing the current manual system and to implement the industry standard. The deployed solution will have all relevant modules to support business critical activities / functions such as designing, planning/loading equipment and publishing relevant documents/manuals to local and overseas caterers through internet.

1.3 OBJECTIVES

Key Objectives

- Handle Stowage planning and catering equipment process in a fast and efficient manner.
- Effective communication mechanism (share the information locally and overseas) with all stake holders involving in the process via newer methodologies (web based solution)
- Handle Galley Planning process in increasing number of flights efficiently.
- To facilitate rapid implementations of airline product changes & Streamlines on-board movement of equipment
- Reduced cost of materials used by forwarding details via web based mechanism or automated e-mail mechanism.
- Eliminate risk of human errors and improve performance
- Effective and efficient access mechanism to all aircraft loading details.
- Improve the process of equipment inventory management
- Reduces fuel costs while increasing safety & improving customer service
- Customer satisfaction of timely & Accurate information

- Retrieve information fast and easy manner with new technological solution

2. OVERVIEW

2.1 BACKGROUND

SriLankan Airlines, the National Airline of Sri Lanka, is an award winning carrier with a firm reputation as a global leader in service, comfort, safety, reliability and punctuality. Launched in 1979, SriLankan is currently expanding and further diversifying its wide range of products and services in order to drive the country's on-going boom in tourism and economic development.

The airline's hub is located at Bandaranaike International Airport in Colombo, providing convenient connections to its global route network of 60 destinations in 33 countries in Europe, the Middle East, South Asia, Southeast Asia, the Far East, North America and Australia.

Different scheduled flights need different types of catering equipment to be loaded on to the aircraft depending on the AC type, length of the flight, the final destination, scheduled stops and predominant nationality of the passengers.

Stowage planning and catering equipment system is required to handle this process efficiently and in a faster manner.

SriLankan Airlines currently consist of 07 aircraft types, (Airbus 330-300,330-200,320 , 321 ,319) and 25 aircrafts in total.

There are 9 different types of galley configurations

At present this process is handled manually. With the increase in fleet & frequencies and mainly having different types of galley systems in the current UL fleet, it is not possible to handle the work related to this area manually.

Currently, only the basic information are provided for catering operations of each flight. The information provided manually, does not have a facility to view the items loaded into the galleys, or its compartments. Also, prior to preparation of the packing lists, packing of items into the containers are to be done physically by maintaining the allowable weight of each galley compartment, and also such instances, photographs of such packing to be provided to ensure consistency in packing of these items by all caterers, for cabin crew carryout a smooth on-board service. Lot of man hours are required for this.

Currently only basic information could be provided by working out the loading plans manually and it is not professional and it is done with minimum information only. This process is more time consuming and required more man power.

System generated MIS report requirement is a main concern of the management which cannot be produced when loading plans are done manually. Therefore to prepare an inventory report, it has to be calculated manually. Communicating/dispatching relevant documents to local and overseas Caterers is limited to emails.

The files contained loading instructions with photographs are to be re sized prior to forwarding as attachments to e-mails. Hence, loading instructions for a particular flight to be break in to several parts, and it is an inconvenience for the receiving party (Caterers).

3. BUSINESS REQUIREMENT

This will describe overall functional requirement. The system must have the following feature that are matching in each identified functional area.

3.1 MASTER DATA CONFIGURATION AND MANAGEMENT

Design/create capabilities of galley diagrams for each aircraft type/aircraft with required AC information, galley positions, elevations showing physical layout of the catering stowage locations.

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- 3.1.1 Ability to Draw/Design/Add /Edit Aircraft galley diagrams
 - 3.1.2 Ability to Define Aircraft information
 - 3.1.3 Ability to duplicate/copy any loaded aircraft
 - 3.1.4 Ability to Draw/Design/Add/Edit Dog houses or miscellaneous stowage
 - 3.1.5 Define allowed items or containers for each stowage bay

3.2 GALLEY DESIGN CAPABILITIES OF THE PROPOSED SYSTEM

Define loading capacity values for each stowage bay. (The software should have the capability to warn user if threshold values are exceeded.

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- 3.2.1 Ability to Define Galley stowage numbering.
 - 3.2.2 Ability to load/edit aircraft static stowage's (dog houses, miscellaneous stowage, cupboards, refrigerators etc.)
 - 3.2.3 Ability to define individual allowable Galley stowage weights.
 - 3.2.4 Ability to monitor AC stowage galley weights as loading in progress (Warning/Alert)
 - 3.2.5 Ability to reject /warn if exceeding galley stowage/total galley weights
 - 3.2.6 Ability to load bulk items
 - 3.2.7 Ability to record/add individual parts/items
 - 3.2.8 Ability to obtained many reports (examples: inventories; aircraft wise, galley wise, item wise and also, the weight reports; item wise, galley wise etc..)

3.3 LOADER/PLANNER – DEFINING AND PLANNING THE GALLEY EQUIPMENT

Software capability to define different galleys depending on the aircraft type and the configuration and loading the equipment accordingly.

3.3.1 Ability to enter/Import Information about all scheduled flights – Connectivity to the internal sub system for flight schedule

3.3.2 Ability to enter start & finish locations & stop off stations of each scheduled flight

3.3.3 Ability to Enter Aircraft type distribution and numbers of seats of each class.

3.3.4 Ability to create stowage diagrams or photographs of the loaded containers to be displayed with the packing lists. The components that are to be used in the aircraft are built up, ready for loading into the aircraft type

3.3.5 Ability to Create Cabin spread, which is the items located within the body of the cabin such as blankets, headphones, magazine etc., can be accommodated by placing components directly into three miscellaneous galleys called forward, mid and after.

3.3.6 Ability to Create a Product. The combination of the modules creates a product code, which is complete loading instructions and weight distribution for a particular scheduled flight.

3.3.7 Ability to Produce Aircraft Catering Manual. Product code could be documented by production of an ACM (Aircraft Catering manual)

3.3.8 Ability to Produce Planning reports to enable analysis of the numbers of any item on a planned catering module or product code, to be checked against the class and number of passengers

3.4 GALLEY LOADER PARAMETER SETTINGS \ GALLEY PLANNER VALIDATION AND ALERTING MECHANISAM

Define loading capacity values for each stowage bay. (The software should have the capability to warn user if he exceeds these values

3.4.1 Ability to create part code and manage related information– Component part entry.

Following are the key functionalities and attributes of the module

Attributes: Part number, Description of the part, Class/ Brand, Length, Width, Height, Weight, Picture/Image, Supplier details, Category, Cost, Any Other related information

Functionalities: Part Code / Items Master information management

Ability to produce Product specification based on master data

Ability to carry out multiple weight conversion

3.4.2 Layout management of meal Trays (Pre-set layouts)

Defining a tray with standard attribute (Dimension, Weight, Colour, Supplier reference) and setting of tray layout, selecting and preview facilities (a tray from a given list) before publishing

3.4.3 Equipment details maintenance

3.4.3.1 Master information management of Equipment (Dimension, Weight, Colour, Supplier reference)

3.4.3.2 Tray contents arrangement to specific tray

3.4.3.3 View capabilities of a tray equipment from a given equipment list

3.4.3.4 Select and arrange the equipment for a given tray

3.4.3.5 Pre-set tray management by assigning a unique code

3.4.3.5 Validating capabilities to assess pre-set tray for any desire and facilitate amendments.

3.4.4 Cutlery detail management - Cutlery Packing

3.4.4.1 Ability to create the cutlery codes, cutlery packs, list all cutlery items (Including weights)

3.4.4.2 Ability to select cutlery packing for a given class and view the items included in the pack with all necessary attributes

3.4.5 Facility to manage packing of equipment

3.4.5.1 User friendly drawer selection for equipment packing (Equipment pack code, Actual dimension, Dead weight)

3.4.5.2 Equipment selection for a given drawer

3.4.5.3 Facility to manage the items in a given drawer

3.4.5.4 Packed drawer management facility which enables viewing of the contents including weight and dimension

3.4.6 Bar / Dry Store / Amenities packing facility and master information management

3.4.6.1 In- built facility to identify a type of a drawer (assign a code and retrieve by the code)

3.4.6.2 Easy selection of items by their code for packing purpose in a drawer

3.4.6.3 Pre-packed items management

3.4.6.4 Ability to view the contents of the drawer visually

3.4.7 Bulk Loading Capabilities and information management (Linen, Newspapers, Blankets, Juices, Towels, Magazines etc)

3.4.7.1 Bulk supply unit management (code, description, weight and dimension)

3.4.7.2 Facility to select the container (drawer, bag, stowage compartments)

3.4.7.3 Dynamic capabilities of assigning items to bulk unit

3.4.7.4 Facility to arrange Bulk units in containers and container bulk unit item management

3.4.8 Facility to load carts and container loading

3.4.8.1 Facility to manage cart and its attributes (cart code, cart manufacture details, cart dimension, cart weight)

3.4.8.2 Facility to manage containers (Container code, Manufacturer details, Dimension weight)

3.4.8.3 Facility to view the cart type from the list

3.4.8.4 Facility to Load Pre-set trays and equipment drawers

3.4.8.5 View facility to see the contents of a cart or a container

3.4.9 Facility to load hot meals

3.4.9.1 Facility to create position for the oven rack, define the position with class of service

3.4.9.2 Facility to load hot meal dishes to oven trays

3.4.9.3 Viewing facility for type of hot meal dishes and oven trays

3.4.9.4 Oven rack management (define code)

3.5. PUBLISHER – FACILITY TO PUBLISH MANUALS AND DOCUMENTS VIA INTERNET

Information publishing facility via the system is a requirement and stake holders should be able view and access the relevant data via internet/ intranet

3.5.1 Report Generation capabilities (designer phase /Loader phase / Planner phase)

3.5.2 Ability organize and distribute generated reports / manuals

3.5.3 Ability to assign access rights to published reports/manuals

3.6 ALERTS AND WARNINGS

Online validation of system parameters and configuration and proactive alerting system

3.6.1 System must alert if there is any discrepancy or missing information

3.6.2 System must alert on invalid data entry is performed

3.6.3 System must alert if unauthorized user logs in

3.7 REPORT GENERATION FACILITY

Comprehensive report generation capabilities and ability to connect with industry standard BI tool

3.7.1 Dynamic report generation capability on system / using a BI tool

Flight Sector wise

Stowage wise

Product wise

Galley wise

Class wise

Total Galley Weight

Quick guide hand-outs print

3.8 BUSINESS / SYSTEM PARAMETER DEFINITION

Business rules and the system parameter settings and configuration need to be done via a user friendly system console.

3.8.1 Must be able to allow administrator to restrict access levels for each user/user category

3.8.2 The system must be able to allow relevant users to modify values such as date/time window and other business related parameters and values.

3.8.3 System must allow super users to enable/disable access rights to caterers on published food manuals accordingly

3.9 SYSTEM SECURITY AND USER ROLES, RESPONSIBILITIES

System and the access to the system need to be secured by introducing necessary authentication and user roles.

3.9.1 User profiles must be password protected

3.9.2 The database containing equipment data and loading planning must be made secured

3.9.3 User roles should be able define in different levels (categories)
ie: Application Admin, Manager in-flight admin, inflight support service staff, Sri Lankan Catering staff, etc..

3.10 SYSTEM ACCESSIBILITY TO OUTSIDE NETWORK

The application and the system architecture should support the deployment in such a way that the system should be accessible from any UL station, ground handlers or third party agents.

3.10.1 Products / items transactions

3.10.2 Replenishment of Stocks

3.10.3 Inventory management

3.10.4 Access to published manuals.

3.11 APPLICATION LOOK AND FEEL

The application user interfaces need to be organised in well-structured manner and easy navigation between information

3.11.1 Uniformity across all graphical interfaces

3.11.2 Simple terminology to communicate to average users

4. KEY PERFORMANCE INDICATORS

Sri Lankan expect to achieve or would expect the following criteria listed with the deployment of the Galley planning solution

4.1 It is expected to minimise the man hours spend on current (manual) galley planning process.

4.2 The system should be able to support around 2500 plus load planning/transactions per menu cycle/ schedule.

- 4.3 Standard response time for screen refresh or data retrieval /storage should not exceed 3 seconds.
- 4.4 Even with increase of fleet the current staff capacity should be able to handle the galley planning process **efficiently**.
- 4.5 System overall up time should be 99.99%.
- 4.6 System reliability access and security levels compliance to standards should be met.
- 4.7 Time lines to be met, on every schedule change, or when changes are done to the menus / loading instructions; forwarded to caterers.
- 4.8 Should meet 250 Flights per menu cycle need to be catered during 3-4 months period.
- 4.9 Should facilitate more than 400 items (trolleys, drawers holding trays and cups, spoons and forks etc.) which are loaded on each flight – which amounts to as many as 2,000 – 8,000 parts per week
- 4.10 Initial implementation should facilitate 21 aircrafts with different configuration and 25 aircrafts in next 3 subsequent years.
- 4.11 The project duration including the user acceptance testing should be 4-6 months after project award. Each delivery of the milestone need to be agreed in the project plan and within the scoped project duration.
- 4.12 The product shelf life need to be minimum 7 years and during such period product upgrades and releases need to be managed and supported by the vendor.

5. TECHNICAL REQUIREMENTS

Vendor should provide the infrastructure requirements for the Local Installation Option and Hosted Infrastructure if hosted outside SriLankan.

SriLankan Infrastructure setup for the Local Installation option is given below for your information

5.1 INFRASTRUCTURE (SERVICE)

The current network structure of SriLankan Airlines is based mainly on Microsoft Windows (hereinafter referred as Windows) Windows 7/XP Clients, Windows 2008/2008R2 and UNIX servers. Network authentication, DHCP service and WINS are provided by Windows 2008 servers. The network protocol is mandated to be IP. UNIX servers are used for high-end database hosting. DHCP is used for IP allocation except for Servers and Printers. The Windows 2008 servers are on HP BL480, BL460, DL360, DL380 and the future models of these ranges. The current operating system is Windows 2008R2 with Service Pack 1. The UNIX servers consist of Sun Fire V880 and a Sun cluster of two Sun Fire V880 servers, and IBM P570 Servers for the Enterprise Databases.

The Operating system is Solaris 8 (SunOS 5.8) for the Sun Servers and AIX 5.3 for IBM Servers. The IBM P520 server on AIX OS and DS8100 storage, TS310 Tape Library and IBM Tivoli Storage Management software are the main components of SAN infrastructure.

Further, all non-IBM servers are expected to be consolidated into HP blade environment and the details would be available after March 2009.

5.2 WEB HOSTING ENVIORMENT

5.2.1 Web services

Operating Systems : Redhat Enterprise Linux 5.8 / Windows 2008(SP1)/2008R2)

Web servers : Apache/ Tomcat/ Jboss / IIS 7(.Net framework)

Set of Web servers are load balanced with Nortel Alteon Application Switches and another set is load balanced with Windows IIS load balancing. All the servers are virtualized with VMware or Hyper-V technologies.

Hardware Platforms : HP BL460 & HP BL680

5.2.2 Site Architecture/Path Structure

Proposed solution could be on a platform/structure recommended by the vendor.

5.3 MIRROR SITE (USA)

This is still in the planning stage.

5.4 RDBMS

The RDBMS standard is Oracle. The current RDBMS is Oracle 8.1.7.4 on Sun cluster and Oracle Parallel Server. Oracle 10g can be supported and will be the next supported version in time to come. Current MSSQL database version is SQL2000/2005 on windows 2003. Database access should be possible with less privileged user accounts (without full DB privileged user accounts).

5.5 BACKUP PROCEDURE

Daily online backups are taken on databases related to Web applications. Online backup of content server is also taken using Symantec Backup Exec. All the web servers are backed up daily, online.

5.6 FIREWALL

The security gateway for SriLankan corporate network is the main Firewall. All the external connectivity to the corporate network such as local PSTN dialup, Overseas X.28 dialup and Internet must access through the firewall. The gateway infrastructure will provide network authentication, accounting and access control. It is also equipped with the security virus wall for all the traffic of FTP, SMTP and HTTP/HTTPS. The Technologies used include Checkpoint Firewall NG, Trend Micro Virus Wall Product, MS ISA Server & CISCO Secure Access Control server.

5.7 MS EXCHANGE SERVER ENTERPRISE.

Running on Windows 2008R2(SP1) & Exchange 2010(SP1) in cluster Environment.

5.8 DESKTOP ENVIRONMENT

Internet Explorer 7.0 and above

Windows XP (SP3)

Windows 7

6 service requirements

6.1 SUPPORT SERVICES

- 6.1.1 Telephone & Remote Support procedures for 24 X 7 to be clearly defined to enable a smooth work flow and reduce operational problems which could cause incase of time zone differences
- 6.1.2 Provide a TEST setup similar to the LIVE environment for the purpose of testing new releases, maintenance releases and amendments to the system. Access to the TEST environment shall be provided to SriLankan.
- 6.1.3 All new releases of the system or modifications to be tested in the TEST environment before enabling to the users.
- 6.1.4 Stand Availability of service levels of the system to be 99.98%.

Availability is measured as a percentage of the total time over a set period less scheduled Downtime in that period expressed as a percentage of the total time in the period.

$$\text{Availability} = \frac{(\text{Total Time in Period} - \text{scheduled Downtime}) \times 100}{\text{Total Time in period}}$$

- 6.1.5 Standard reports online & incident reports to be provided.
- 6.1.6 . More resilience in terms of a dedicated server and fallback solution is required to support the business operation and requirements (taking into consideration the fleet current and future size
- 6.1.7 Service levels to be defined as Critical, High, Low & Cosmetic and escalation procedures to be included as given below.
- Level 1– **Critical**- Complete service outage preventing use of the application
 - Level 2. – **High** - This is defined as when the incident prevents more than 50% of users from accessing and using the Application or Complete failure of a major functional area such as making a reservation etc.
 - Level 3. –**Low**-Partial failure affecting the use of the product such as Transaction failures/aborts or major validation errors.

- Level 4 –**Cosmetic**. Application Software can be used without inconvenience but an incident of cosmetic nature has occurred. On this occasion the remedy will be included in a Maintenance Release or amendment to the Source Code or next release of the Application Software as governed by the terms of the Agreement or SriLankan may order software upgrade as from time to time.

Level	Faulty severity level	Target response time	Target resolution time
1	Critical priority	Immediate	2 hrs
2	High priority	30 minutes	6 hrs
3	Low priority	4 hrs	24 hrs
4	Cosmetic priority	72 hrs	5 days

6.1.8 Fault Escalation Procedures to be followed as given below

Severity level	Vendor –Escalation Problem unresolved	Client update Service Desk
Critical priority	Support Engineer (3 hrs)	Every 1 hr
High priority	Support Engineer –(4 hrs)	Every 6 hrs or as necessary
Low priority	None	Every 24 hrs or as necessary
Cosmetic priority	None	3 days

6.2 MONITORED SUPPORT

- 6.2.1 Monitored support from Monday – Sunday: 24 hours per day, 7 days per week.
- 6.2.2 Following a system failure of Critical severity, an engineer will be notified via automated messaging to perform remote diagnostic immediately and commence resolution of the fault

6.3 CHANGE MANAGEMENT PROCEDURES

- 6.3.1 Proper Change Management Procedures to be in place for future modifications or enhancements.
- 6.3.2 SriLankan shall request modifications to system via the Change Request form which is attached(annexure B) and both parties shall mutually agree on deliverable dates.

6.4 MAINTENANCE AND PLANNED OUTAGES

Scheduled outages to be notified to SriLankan Service Desk via e-mail . Outages can be planned after 19.00hrs for ground based system for a maximum of one hour.

Item	Type of maintenance	Total times /year	Max. Duration each time	Pre-notify Client
1	Preventive/Corrective Maintenance	12	1 hr	48 hrs
2	Patch Application	12	1 hr	48 hrs
3	Database Re-organization	2	1 hr	48 hrs

6.5 UNPLANNED OUTAGES

Contact SriLankan Service Desk for any emergency corrective actions which are not included in the planned schedule.

6.6 BACKUP PROCEDURES

Ensure an adequate backup schedule is maintained for the systems provided including a back-up of data every 24 hours and an offsite data transfer once a week for use in the event of disaster recovery. A dial up link facility is required in case of a network outage at BIA.

7 OTHER REQUIREMENTS

7.1 SERVICE LEVEL AGREEMENT

- 7.1.1 The award of the Application development and support services shall be conditioned on the subsequent execution of a formal written Services Contract. The Service Level agreement should be finalized and be part-and-parcel of such an agreement.
- 7.1.2 The Service Level agreement should be based on the service requirement defined on section 6.
- 7.1.3 Bidders should propose the expected Service Level Agreement with the proposals. This should include industry standard compliance components as well as penalties for non-conformity. Finalizing the Service Level Agreement with SriLankan Airlines is the responsibility of the prospective bidder/supplier.
- 7.1.4 As indicated in section 7.1.3 it is the responsibility of the bidder to submit the Service Level agreement with penalty clauses on par with the industry standards to supplement the service charges. SriLankan Airlines will evaluate the effectiveness of penalties in the context of the requirements and negotiate with the prospective bidder to improve them. Finalization of the Service Level Agreement is a prerequisite for the prospective bidders to proceed on the final evaluation.
- 7.1.5 The warranty will begin on the date that the software is deemed to be in good working order (System acceptance) and signed receipt by a designated SriLankan Airlines representative. In the event that such a written acceptance is not available, a mutually agreed date will be established for the end of warranty.

7.2 CONTENTS OF THE PROPOSAL

Notwithstanding to the general requirements of the RFP, the proposal should contain the following information.

- 7.1.1 General company information, date of incorporation etc.
- 7.1.2 Staff strength, their capabilities and from which countries support is rendered.
- 7.1.3 Technological skills areas and domains
- 7.1.4 Brief descriptions about key projects handled. Travel related or airline related projects
- 7.1.5 Current clientele for the proposed product
- 7.1.6 Technological Platform and development tools
- 7.1.7 Proposed hosting options and related pricing (hosting at SriLankan or any other location)
- 7.1.8 Time frame for delivering the project.
- 7.1.9 Any value additions provided in the solution
- 7.1.10 Industry standard certification
- 7.1.11 Comprehensive Disaster Recovery Plan
- 7.1.12 Post Implementation Plan – Staff Training Programs and user Guides.
- 7.1.13 Comprehensive UAT plan and test cases required
- 7.1.14 Ability to extend to SriLankan Airlines Affiliated organization.
- 7.1.15 Should indicate the implemented Version's along with the release date, year.
- 7.1.16 Comprehensive user training/administration and technical training / trouble shooting / user manuals on System should be provided with adequate documentation.

- 7.1.17 State the standard interfaces available to connect to external systems (web services)
- 7.1.18 Must be able to interface with Flight Scheduling system

Flight Date, Flight Number, Sector, Departure & Arrival Timings (UTC and Local), Aircraft Type, Aircraft Registration Number, booked load and actual pax load

- 7.1.19 System must be open and flexible to support future enhancements and customizations.
- 7.1.20 Should be able to pay unannounced visits to major customers of the vendor and head office.
- 7.1.21 Product brochures and catalogues are required for pre-assessment.
- 7.1.22 Business Continuity plan with clear goals towards managing the products should be submitted for the evaluation

8. PRICE / QUOTATION

- The system should have comprehensive warranty cover for at least one year and for second and third year cost of maintenance and support should be indicated separately.
- Price proposals to be based on two models
 1. Local Installation/License Option
 2. Hosted Service Option
- Payment Mechanism should be proposed (The amounts that need to be paid at different phases of the implementation- Monthly charge back mechanism instead of one time implementation cost is preferred) – Sri Lanka Prefers to pay the higher amount of instalment after the complete system is installed.
- Upgrades/New features/additional developments to be a block fee/ per day charge
- Hosting charges if any
- Any other additional cost required for smooth functioning of the Internet Booking engine

FINANCIAL PROPOSAL

Please submit your financial proposal on your Company Letter Head based on the price format at 'Annex C' attached herewith. The attached price format is for your guidance only, you may add-on additional requirements to the above format if appropriate.

Annexure A

A statement of compliance to the each and every requirement laid-down in the RFP is given below. In case of non-compliance, an alternative method of realization may be clearly stated with illustrations and explanations justifying the deviation from the specification.

SAMPLE FORMAT OF THE LIST OF COMPLIENCE

S/ No	Business Requirement	Fully Complied	Partially Complied	Not Complied	Remarks
3.1	Master data configuration and management				
	Design/create capabilities of galley diagrams for each aircraft type/aircraft with required AC information, galley positions, elevations showing physical layout of the catering stowage locations.				
	3.1.1				
	3.1.2				
	3.1.3				
	3.1.4				
	3.1.5				
3.2	Galley design capabilities of the proposed system				
	Define loading capacity values for each stowage bay. (The software should have the capability to warn user if threshold values are exceeded.)				
	3.2.1				
	3.2.2				
	3.2.3				
	3.2.4				
	3.2.5				
	3.2.6				
	3.2.7				
	3.2.8				
3.3	Loader/Planner – Defining and PLANNING THE Galley Equipment				
	Software capability to define different galleys depending on the aircraft type and the configuration and loading the equipment accordingly.				
	3.3.1				
	3.3.2				
	3.3.3				
	3.3.4				

	3.3.5				
	3.3.6				
	3.3.7				
	3.3.8				
3.4	Galley Loader parameter settings \ galley Planner validation and alerting mechanism				
	Define loading capacity values for each stowage bay. (The software should have the capability to warn user if he exceeds these values				
	3.4.1 Ability to create part code and manage related information– Component part entry				
	3.4.2 Layout management of Galley Trays (Pre-set layouts)				
	Defining a tray with standard attribute (Dimension, Weight, Colour, Supplier reference) and setting of tray layout, selecting and preview facilities (a tray from a given list) before publishing				
	3.4.3 Equipment details maintenance				
	3.4.3.1				
	3.4.3.2				
	3.4.3.3				
	3.4.3.4				
	3.4.3.5				
	3.4.3.5				
	3.4.4 Cutlery detail management - Cutlery Packing				
	3.4.4.1				
	3.4.4.2				
	3.4.5 Facility to manage packing of equipment				
	3.4.5.1				
	3.4.5.2				
	3.4.5.3				
	3.4.5.4				
	3.4.6 Bar / Dry Store / Amenities packing facility and master information management				
	3.4.6.1				
	3.4.6.2				

	3.4.6.3				
	3.4.6.4				
	3.4.7 Bulk Loading Capabilities and information management (Linen, Newspapers, Blankets, Juices, Towels, Magazines etc)				
	3.4.7.1				
	3.4.7.2				
	3.4.7.3				
	3.4.7.4				
	3.4.8 Facility to load carts and container loading				
	3.4.8.1				
	3.4.8.2				
	3.4.8.3				
	3.4.8.4				
	3.4.8.5				
	3.4.9 Facility to load hot meals				
	3.4.9.1				
	3.4.9.2				
	3.4.9.3				
	3.4.9.4				
3.5	Publisher – Facility to publish manuals and documents via internet				
	Information publishing facility via the system is a requirement and stake holders should be able view and access the relevant data via internet/ intranet				
	3.5.1				
	3.5.2				
	3.5.3				
3.6	Online validation of system parameters and configuration and proactive alerting system				
	3.6.1				
	3.6.2				
	3.6.3				
3.7	Report generation facility				
	Comprehensive report generation capabilities and ability to connect with industry standard BI tool				
	3.7.1				

3.8	Business rules and the system parameter settings and configuration need to be done via a user friendly system console.				
	3.8.1				
	3.8.2				
	3.8.3				
3.9	System Security and user roles, responsibilities				
	System and the access to the system need to be secured by introducing necessary authentication and user roles.				
	3.9.1				
	3.9.2				
	3.9.3				
3.10	System accessibility to outside network				
	The application and the system architecture should support the deployment in such a way that the system should be accessible from any UL station, ground handlers or third party agents.				
	3.10.1				
	3.10.2				
	3.10.3				
	3.10.4				
3.11	Application look and feel				
	The application user interfaces need to be organised in well-structured manner and easy navigation between information				
	3.11.1				
	3.11.2				

Annexure B

Galley Planning software -Change Request				
Customer				
System		Version		
Customer CR Reference		Date		
Brief Description of Change				
Reason for Change				
Vendor Impact Analysis				
Vendor CR Reference		Target Release		
Vendor understanding				
Outline Solution				
	Analysis	Development	Testing	Implementation
Estimated Effort				
Tentative Duration				
Estimated Cost (USD/LKR) (if applicable)				
Customer Approval				
Signed:				

Name:	
Title:	
Date:	

**RFP. PLIT 13/2016 - PRICING FORMAT
TENDER FOR PROVISIONING OF AN AUTOMATED GALLEY PLANNING SOLUTION FOR INFLIGHT SERVICES
DEPARTMENT AT SRILANKAN AIRLINES.**

Description	Qty	License Option (Hosted at SriLankan)		Hosted Service Option (Hosted at Vendor location)	
		Unit Price	Total Price	Unit Price	Total Price
One time cost					
Implementation cost					
Application cost					
License cost (if applicable)					
Integration cost with other systems (If relevant)					
Project management cost					
Scoping study					
Product Customization					
Data migration					
Training					
Any other requirements - Please specify					
Total one time cost					
Variable/Recurrent charges		Per annum	Cost for 3 years		
System usage fee					
Hosting charges					
Communication charges (if relevant)					
Warranty & Support (for initial 3 years)					
Any other requirements - Please specify					
Total variable cost over 3years					
Total project cost over 3 years					
Extended Warranty, Support & Maintenance for 4th, 5th, 6th & 7th years		Cost per annum	Cost for 4th, 5th, 6th & 7th years		

Payment Terms : Based on Project Milestones.

Company Seal & Signature:

Date:

Note : Please submit your Financial proposal on your Company Letter Head based on the above pricing format. Above format is for your guidance only, you may add-on additional requirements to the above format if appropriate.

SECTION IV

CONTRACT FORM

REQUEST FOR PROPOSALS FOR PROVISIONING OF AN AUTOMATED GALLEY PLANNING SOLUTION FOR INFLIGHT SERVICES DEPARTMENT AT SRILANKAN AIRLINES.

THIS AGREEMENT made and entered into on the between SriLankan Airlines Limited, a company incorporated in Sri Lanka and having it's registered office at Airline Centre, Bandaranaike International Airport, Katunayake,, Sri Lanka (Hereinafter called "The purchaser " which term shall include its successors and assigns) of the one part and (Hereinafter called " The supplier " which term or expression as herein used shall where the context so requires or admits mean and include the said company and its liquidators, successors in office and assigns) on the other part.

Whereas the supplier is in the business of

And whereas the purchaser is desirous of inviting Bids for provisioning of an automated Galley Planning Solution for Inflight Services Department at SriLankan Airlines. (Herein after referred to as, Goods and Ancillary Services) and the purchaser has accepted a bid by the supplier for the provision of those goods and Ancillary Services in the sum of Hereinafter referred to as " The contract Price "

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS

1. In the contract words and expression shall have the same meanings as are respectively assigned to them in the clauses and conditions hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of the contract, Viz:

- Invitation to Bid
- Instructions to Bidders
- General Conditions of Contract
- Bid Bond and Performance Bond
- Bid and Price Schedule
- Technical Specification and Requirements

3. This contract sets forth the entire agreement between the parties pertaining to the supply and installation of the goods and Ancillary Services described herein and supersedes any and all earlier verbal or written agreements pertaining to the supply of the goods and Ancillary Services.
4. In consideration of payments to be made by the purchaser to the supplier as hereinafter mentioned, the supplier hereby covenants with the purchaser to provide the goods and Ancillary Services and to remedy defects therein; in conformity in all respects with the provisions of the contract.

SECTION IV

5. The purchaser hereby covenants to pay the supplier in consideration of the provision of the goods and Ancillary Services and the remedying of defects therein the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by this contract
6. This agreement shall commence on

IN WITNESS whereof the parties hereto have caused their authorized representatives to place their hands hereunto and one other of the same tenor at Colombo on the date first above written.

FOR AND ON BEHALF OF
SRILANKAN AIRLINES LTD.

FOR AND BEHALF OF

NAME :

NAME :

DESIGNATION:

DESIGNATION:

WITNESSES :

WITNESSES :

SECTION V

GENERAL CONDITIONS

1. Contract Documents

- 1.1 All literature, correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in English.
- 1.2 The several documents forming the contract are to be taken as mutually explanatory of one another , but in case of ambiguities or discrepancies these shall be explained and adjusted by the purchaser. In such event unless otherwise provided for, in the contract, the priority of the documents forming the contract shall be as follows :
 - (a) The contract (When Completed);
 - (b) The letter of Award;
 - (c) The Bid; and
 - (d) Any other document forming part of the Contract.
- 1.3 The contract Documents shall comprise the following.
 - a. The conditions of contract;
 - b. The contract form
 - c. The instructions to Tenderers
 - d. The Bid
 - e. The price schedule
 - f. The specifications and Standards
 - g. Any addenda issued
 - h. Power/s of Attorney of the Manufacturer/s and
 - i. Any other document forming part of the contract.

2. Use of contract Documents and information

- 2.1 The supplier shall not without the purchaser's prior written consent , disclose the contract , or any provision thereof , or any specification , drawings , pattern , sample or information furnished by or on behalf of the purchaser in connection therewith , to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 2.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information specified in clause 2.1 above , except for purposes of performing the contract.
- 2.3 Any document , other than the contract itself, specified in clause 2.1
- 2.4 above, shall remain the property of the purchaser and shall be returned (In all copies) to the purchaser , on completion of the supplier's performance under the contract , if so required by the purchaser.

SECTION V

3. Delivery

- 3.1 “Delivery” shall mean handing over by the supplier of the Goods/Services or IT Systems (Here in after referred as ‘Deliverables’) in operative condition and assembly, installation and commissioning at the final destinations. The completion of handing over of the ‘Deliverables’ from the supplier to the purchaser and the assembly installation and commissioning shall be certified by the purchaser or his representative after inspecting and testing of ‘Deliverables’ provided, pursuant to clause 6 and the issue of a certificate of Delivery / commissioning pursuant to clause 9.
- 3.2 The title in the ‘Deliverables’ thereof shall pass to the purchaser on the seller receiving the first instalment of payment terms of clause 15.1. However the ‘Deliverables’ thereof, shall remain at the risk of the supplier until delivery has been completed in accordance with clause 3.1 above.

4. Change Orders.

- 4.1. The purchaser may at any time, by a written notice to the supplier, make changes within the general scope of the contract in any one or more of the following:
- a. Drawings, designs or specifications, where ‘Deliverables’ to be furnished under the contract are to be specifically manufactured for the purchaser.
 - b. The method of shipment or packing; or
 - c. The place of delivery
 - d. The services to be provided by the Supplier.
- 4.2 Upon notification by the purchaser of such change, the supplier shall submit to the purchaser an estimate of costs for the proposed change (Hereinafter referred to as the change) within ten (10) calendar days of receipt of notice of the change, and shall include an estimate of the impact (If any) of the change on the delivery dates under the contract, as well as a detailed schedule for the execution of the change, if applicable.
- 4.3 The supplier shall not perform changes in accordance with clause 4.1 above until the purchaser has authorized a change order in writing on the basis of the estimate provided by the supplier as described in clause 4.2 above.
- 4.4 Changes mutually agreed upon as a change shall constitute a part of the work under this contract, and the provisions and conditions of the contract shall apply to the said change.

SECTION V

5. Subcontracts

- 5.1 The supplier shall not subcontract all or any part of the contract without first obtaining the purchaser's approval in writing of the subcontracting and subcontractor.
- 5.2 The supplier guarantees that any and all subcontractors of the supplier for performance of any part of the work under the contract will comply fully with the terms of the contract applicable to such part of the work under the contract.

6. Inspections and Tests.

- 6.1 The purchaser or its representative shall have the right to inspect and/or to test the 'Deliverables' thereof to confirm their conformity to the specifications. The purchaser shall notify the supplier in writing of the identity of any representatives retained for these purposes.
- 6.2 The inspections and tests may be conducted on the premises of the supplier or the manufacturer(s), at point of delivery and at the final destination. Where conducted on the premises of the supplier or manufacturer(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the purchaser.
- 6.3 Inspections and tests on the 'Deliverables' shall be conducted by the Purchaser and/or its duly authorized representative at the time of Delivery. Costs incurred by supplier for conducting such inspections and tests for handing over the 'Deliverables' to the purchaser shall be borne by the supplier and shall be deemed to be included in the contract price unless otherwise specifically provided for, in the specifications.
- 6.4 Inspections and tests on the 'Deliverables' by the purchaser after their arrival at the final destinations shall be conducted in the presence of the supplier's representative(s) and /or his local representative.
- 6.5 The purchaser's right to inspect, test and where necessary reject the 'Deliverables' after the arrival in the purchaser's country shall in no way be limited or waived by reason of the 'Deliverables' having previously been inspected, tested and passed by the purchaser or its representatives prior to the 'Deliverables' being shipped from the country of origin.
- 6.6 If in the opinion of the purchaser, the 'Deliverables' or parts thereof fail to comply with the requirements of the contract prior to the shipment or if inspections and tests prove or indicate the existence of any fault(s), discrepancies or defect(s) in the 'Deliverables' or parts thereof at the time of delivery of the 'Deliverables' at their final destinations the purchaser or its representative shall promptly notify the supplier in writing of any claims. Such notice may contain the particulars of such failure, fault(s) or defect(s). Upon receipt of such notice from the purchaser, the supplier shall, with all reasonable speed, repair or replace the defective 'Deliverables' or parts thereof without cost to the purchaser.

SECTION V

- 6.7 If the supplier, having been notified, fails to remedy the defect(s) or discrepancies within a reasonable period, the purchaser may proceed to take such remedial action as may be necessary; at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract. The purchaser may at its option apply any monies due, or to become due, to the supplier in or towards payment of such costs, charges and expenses.
- 6.8 Nothing in this clause 6 shall in any way release the supplier from any warranty or other obligations under the contract.

7.0 Assembly, Installation and commissioning.

- 7.1 The 'Deliverables' shall be handed over to the purchaser in fully operative condition and the performance of the 'Deliverables' shall be confirmed at the time of handing over of 'Deliverables' to the purchaser pursuant to clause 6 hereof.
- 7.2 The supplier shall, where and when required, assemble and/or install and commission the 'Deliverables' or parts thereof at his own cost, so that they are operational at the final destinations indicated by the purchaser.

8.0 Incidental Services.

- 8.1 The price quoted in the Bid (Separate from the delivery free Duty paid or FCA prices indicated); shall also include any or all of the following services the supplier may be required to provide unless otherwise specifically covered in the specifications or price schedules. All the costs incurred thereof shall be deemed to be included in the price quoted in the Bid and in the contract price.
- a. Supervision and execution of: On-site assembly and/or start-up/commissioning of the 'Deliverables'; Maintenance and/or repair of the 'Deliverables', for a period of time agreed between the parties. Furnishing of tools for assembly and/or maintenance of the 'Deliverables' as required;
 - b. Furnishing of detailed operation and maintenance manuals for each appropriate unit of the 'Deliverables' supplied;
 - c. Training of Purchaser's personnel, for assembly, installation, start-up, operation, maintenance and/or repair of 'Deliverables' supplied in accordance with the specifications and requirements.
 - d. Up dating manuals set out in the specifications and requirements for a period of not less than three years.
 - e. Two years supply of critical spares in accordance with the manufacturer's recommended levels.

SECTION V

- f. Any royalties that may be payable in respect of any of the 'Deliverables' supplied or ancillary services provided pursuant to this contract.

9.0 Certificates

- 9.1 As soon as the completion of inspection and tests required under the contract prior to the shipment, the manufacturer or the appointed inspector by the purchaser shall issue inspection certificate(s) in which the date of completion of the inspection and tests, the particulars of the 'Deliverables' inspected and its certified test results shall be recorded.
- 9.2 On assembly and being made operative or on commissioning as relevant to the 'Deliverables' at their final destinations, the purchaser shall conduct inspections and tests. When inspections, tests and commissioning have been completed satisfactorily, the purchaser or his representative shall issue the delivery certificates to the supplier to certify the date of completion of inspection and tests, the particulars of the 'Deliverables' , and the results of such inspections and tests.
- 9.3 As soon as the training of the purchaser's personnel has been completed to the satisfaction of the purchaser, the certificate of completion of Training will be issued by the purchaser to certify that the obligation of the supplier under the contract for the training of the purchaser's personnel has been completed satisfactorily and has ceased completely.

As soon as the period stipulated in clause 13 "Warranty Period " has been passed and/or all matters concerning the warranty has been properly settled, the supplier shall apply to the purchaser for the issuance of the Final Acceptance Certificate. Up on issuance of the Final Acceptance Certificate, the supplier's performance obligations, shall subject to any obligations for spares and technical services be completed and he shall cease to be under further obligation under the contract in respect of each item of the 'Deliverables' in question.

10. Patent Rights

- 10.1 The supplier shall indemnify and hold the purchaser harmless against all party claims for infringement of patent, trademark or industrial design rights arising from use of the 'Deliverables' or any part thereof.

11. Performance Bond

- 11.1 The supplier shall cause a performance bond to be furnished to the purchaser in the amount of five percent (5%) of the contract price. Such performance security shall be provided, in form satisfactory to the purchaser, within eighteen (18) days after the supplier's receipt of the notification of award of contract. The performance bond shall remain valid for a period of 30 days after the expiry of the warranty/contract period.

SECTION V

- 11.2 The performance bond shall be furnished for the proper and faithful performance by the supplier of its obligations under the contract. The supplier shall cause the validity period of the performance security to be extended for such period (s) as the contract performance may be extended pursuant to clause 16 as well as to cover the warranty period of the 'Deliverables' and 30 days thereafter.
- 11.3 The performance security shall be denominated in a currency of the contract, or in a freely convertible currency acceptable to the purchaser, and shall be in one of the following forms:
A bank guarantee, issued by a Bank in Sri Lanka acceptable to the purchaser in the attached form set., or in such other form as is acceptable to the purchaser.
- 11.4 The performance security will be discharged / returned by the purchaser Not later than thirty (30)days following the date of completion of the suppliers work under the contract including the warranty period of the 'Deliverables' .

12. Documents Establishing the 'Deliverables' Conformity to the Bidding

- 12.1 The documentary evidence of the 'Deliverables' conformity to the Bidding Documents must be in the form of literature, drawings, data, test certificates and shall furnish;
- a. A detailed description of the 'Deliverables' essential technical and Performance characteristics
 - b. A list , giving full particulars , including available sources and current prices , of any related spare parts , special tools etc, necessary for the proper and continuing functioning of the 'Deliverables' for the period/s of time stipulated in the specifications and requirements.
 - c. Certificate of origin of each 'Deliverable' and evidence of type approval to market same in the country of the manufacturer.

13. Warranty

- 13.1 The supplier warrants to the purchaser that the 'Deliverables' supplied under the contract will comply strictly with the contract, shall be new, unused of the most recent and current models and incorporate all recent improvement in design and materials unless provided otherwise in the contract. The supplier further warrants to purchaser that all 'Deliverables' supplied under the contract shall have no defect arising from design, materials or workmanship or from any act or omission of the supplier that may develop under normal use of the 'Deliverables' supplied in the conditions at their final destination.
- 13.2 This warranty shall remain valid for the period specified in relation to each 'Deliverable' from the date of the issue of the delivery certificate/s in accordance with clause 9.2.

SECTION V

- 13.3 The purchaser shall promptly notify the supplier in writing of any claim arising under this warranty. Upon receipt of such notice, the supplier shall promptly repair or replace the defective 'Deliverables' thereof, without cost to the purchaser.
- 13.4 If the supplier, having been notified, fails to remedy the defect(s) within a reasonable period, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.
- 13.5 The supplier's warranty pursuant to this clause 13 is without prejudice to any other rights or remedies which the purchaser may have against the supplier under the contract and under the general law.
- 13.6 In the case of 'Deliverables' supplied by the supplier, which are not manufactured or otherwise produced by the supplier, the purchaser may at its option require the supplier to assign any and all warranties given by the manufacturer or producer of 'Deliverables' to the purchaser.

14. Transportation and Packing/ Delivery and documents.

14.1 Transportation

The supplier is required under the contract to deliver all the 'Deliverables' or services to the final destination(s) in Sri Lanka, or to a destination overseas which would enable the purchaser to minimise the transport costs. If the 'Deliverables' are delivered to Sri Lanka, then the transport cost including all clearing charges from the port of discharge (Colombo International Airport / Sea Port), Documentation Charges, Port Charges, Expediting Charges, and all loading or unloading charges, incurred in Sri Lanka, shall be arranged for and paid by the supplier and the cost thereon shall be included in the contract price.

14.2 Packing & Marking

- a. The supplier shall provide at his own expense; such packing as is required to prevent damage or deterioration of 'Deliverables' in transit, up to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling in transit, exposure to extremes of temperature, salt, and precipitation in transit and in open storage. Packing case sizes and weights shall, where appropriate, be based on the remoteness of the 'Deliverables' at the final destination and the absence of heavy handling facilities at points in transit.
- b. Each case / Package must have a copy of the packing list enclosed in a waterproof envelope.

SECTION V

- c. Each case/Package shall have the following information printed in BOLD LETTERS on the outside:
- i. Destination
 - ii. Name of Consignee
 - iii. Letter of credit Number.
 - iv. Brief Description
 - v. Gross and Net Weights.
 - vi. Name of supplier.

The consignee of all 'Deliverables' shall be the purchaser unless otherwise stipulated by the purchaser.

- a. All bids must be on the basis that the destination would be the Airport closest to the suppliers facility served by the Purchaser SriLankan Airlines. After consultation with the supplier, the purchaser may change the port of destination to Colombo Air Port/ Sea Port or any other location. Any increased charges that may result from such a change, will be at the expense of the purchaser.
- b. Where the import of the 'Deliverables' into Sri Lanka is subject to an import license, and where the supplier is not in a position to ship the 'Deliverables' within the period of validity of the import license (Purchaser will notify supplier of this period), no shipment shall be made until confirmation is received by the supplier from the purchaser that the validity of the import license has been extended and that the shipment may be made.
- b. All 'Deliverables' shall be prepared for shipment, and delivered by the supplier to the destination stated by the Purchaser.

14.3 Shipping Documents.

- i. Notice of dispatch in the case of final destination being Sri Lanka shall be made by telex or facsimile to:
 - a. Purchaser : Senior Manager Commercial Procurement
Commercial Procurement Department,
SriLankan Airlines Limited
 - Address : Airline Centre, Bandaranaike Int'l Airport
Katunayake - Sri Lanka
 - Telephone No. : +94-19-733 2633
 - Fax No. : +94-19-733 5269
- ii. Dispatch advice by telex or facsimile shall contain the following
 - a. Contract Name
 - b. Description of 'Deliverables'
 - c. Total quantity of 'Deliverables' shipped
 - d. Flight / Vessel details.
 - e. Airway Bill/ Bill of loading number & Date
 - f. Expected date of arrival of 'Deliverables' at Colombo
 - g. Whether it is a part –Shipment.

SECTION V

- 14.4 The purchaser shall not pay for nor be liable for any demurrage which may be incurred by the supplier due to any delay in Cargo handling at Colombo International Airport / Seaport.

15. Payment

- 15.1 Thirty (30) days credit after successful completion of the project.

16. Extension in the supplier's performance.

- 16.1 Delivery of the 'Deliverables' shall be made by the supplier in accordance with the dates stipulated in the contract.
- 16.2 The supplier may claim extension of the time limits set forth for delivery in the contract in case of :
- a. Changes in the 'Deliverables' ordered by the purchaser pursuant to clause 4;
 - b. Delay of any materials, drawings or services to be provided by the Purchaser shall be interpreted to include all approvals by the purchaser under the contract.
 - c. Force Majeure pursuant to clause 23; and
 - d. Delay in performance of work caused by orders issued by the Purchaser.
- 16.3 The supplier may claim an extension of the time limits set forth in the contract provided same is made before the delivery/ performance date for the particular 'Deliverable' and provided further that the validity of the performance bond shall correspondingly be extended if the period of the contract is extended.
- 16.4 The supplier shall demonstrate to the purchaser's satisfaction that it has used its best endeavours to avoid or overcome such causes for delay, and the parties will mutually agree upon remedies to mitigate or overcome such causes for delay, and the parties will mutually agree upon remedies to mitigate or overcome such causes for delay.
- 16.5 Notwithstanding Clause 16.2 above, the supplier shall not be entitled to an extension of time completion unless the supplier, at the time of such circumstances arising, immediately has notified the purchaser in writing of any delay that it may claim as caused by circumstances pursuant to clause 16.2 above, and upon request of the purchaser, the supplier shall substantiate that the delay is due to the circumstances referred to by the supplier.

SECTION V

16.6 In case extension of delivery date is allowed by the purchaser due to force majeure under the provisions of this Clause and extended for more than thirty (30) days from the date when the purchaser allowed and authorized such extension to the supplier in writing, the contract shall be terminated automatically unless the purchaser and the supplier mutually agree in writing to a further extension not later than Fifteen (15) days prior to the expiry of the earlier extension granted.

17. Liquidated Damages

17.1 All 'Deliverables' or any components thereof and all materials shall be delivered and ancillary services provided within the periods mentioned in the contract. Subject to clause 16 if the supplier shall fail to deliver, by the time specified, the purchaser shall without prejudice to its other remedies under the contract deduct from the contract price as liquidated damages (Not as a penalty) a sum equivalent to 0.2 percent of the price of each item of 'Deliverables' not delivered for each day delayed.

17.2 The amount of liquidated damages shall, however, be subjected to a maximum limitation of ten percent (10%) of the price of each item of 'Deliverables' not Delivered.

17.3 The purchaser may, without prejudice to any other method of recovery, deduct the amount of such damages from any monies due or to become due to the Supplier. The payment or deduction of such damages shall not relieve the Supplier from his obligation to complete the Delivery of the 'Deliverables' and perform the Services under the contract, or from any other of his obligations and liabilities under the Contract.

18. Termination for Default

18.1 Notwithstanding the provisions of Clause 16, the Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, terminate the Contract in whole or in part:

- a. If the Supplier fails to Deliver the 'Deliverables' or a substantial portion thereof within the time period (s) specified in the Contract, or any extension thereof granted by the Purchaser, pursuant to Clause 16 or
- b. if the Supplier fails to perform any other obligation (s) under the contract: or
- c. Does not commence action to remedy its failure in either of the above circumstances, within fourteen (14) days (or longer period authorized by the purchaser in writing) of receipt of notice from the purchaser.

18.2 In the event the purchaser terminates the contract in whole or in part, pursuant to Clause 18.1 above, the Purchaser may procure, upon such terms and in such a manner as it deems appropriate, goods similar to those not Delivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar 'Deliverables'. Notwithstanding the above, the Supplier shall continue performance of the Contract to the extent not terminated.

SECTION V

19. Termination for Insolvency

- 19.1 The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the Supplier for one or more of the following reasons
- a. A creditor attaches or takes possession of, or a distress, execution, sequestration or other process is levied or enforced upon or issued out against the whole or a substantial part of the undertakings, assets, rights or revenues of the Supplier or any of its subsidiaries or holding company.
 - b. The Supplier or any of its subsidiaries or holding company suspends payment of its debts or is unable or admits inability to pay its debts as they fall due or commences negotiations with one or more of its creditors with a view to the general re-adjustment or re-scheduling of all or part of its indebtedness or proposes or enters into any composition or other arrangement for the benefit of its creditors generally or any class of creditors or proceedings are commenced in relation to the Supplier or any of its subsidiaries or holding company under any law, regulation or procedure relating to re-construction or re-adjustment or debts.
 - c. The Supplier or any of its subsidiaries or holding company takes any action or any legal proceedings started other steps taken for the Supplier or any of its subsidiaries or holding company to be adjudicated or found bankrupt or insolvent or for the winding-up or dissolution of the Supplier or any of its subsidiaries or holding company or the appointment of a Liquidator, Administrator, trustee, Receiver or a similar officer of the Supplier or any of its subsidiaries or holding company or of the whole or any part of its undertakings, assets, rights or revenues.
 - d. The Supplier or any of its subsidiaries or holding company suspends or ceases or threatens to suspend or cease to carry on its business.
 - e. Any event occurs or proceeding is taken with respect to the Supplier or any of its subsidiaries or holding company in any jurisdiction to which it is subject which has an effect equivalent or similar to any of the events mentioned in Clause 19.1 (a) to (d) inclusive.
 - f. Any event occurs or circumstances arise which in the reasonable opinion of the Purchaser is likely, materially or adversely to affect the liability of the Purchaser to enforce its rights under this contract.
- 19.2 Notwithstanding the above, such termination will not prejudice or affect any rights of action or remedy which has accrued or will accrue thereafter to the Purchaser.

SECTION V

20. Termination for Convenience

- 20.1 The Purchaser may, by written notice sent to the Supplier, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.
- 20.2 The 'Deliverables' that are complete and ready for delivery within thirty (30) days after the Supplier's receipt of purchaser at the Contract prices and on the other Contract terms. For the remaining 'Deliverables' , the Purchaser may elect:
- a. To have any portion thereof completed and delivered at the Contract prices and on the other Contract terms: and/or
 - b. To cancel the remainder and pay to the Supplier an agreed amount for partially completed 'Deliverables' and for materials and parts previously procured by the Supplier for the purpose of the Contract together with a reasonable allowance for overheads and profit.

21 Settlement of Disputes

- 21.1 The purchaser and the supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or disputes arising between the two parties under or in connection with the contract.
- 21.2 Any dispute in respect of which amicable settlement has not been reached shall be finally settled under the Rules of conciliation and Arbitration of the international chamber of commerce by one or more arbitrators appointed under such Rules. Such arbitration shall take place in Sri Lanka in the English language.

22. Applicable Law/ and Jurisdiction

- 22.1 The contract shall be governed by and interpreted in accordance with the laws of Sri Lanka and shall be subject to the non exclusive jurisdiction of the courts of Sri Lanka.

23. Force Majeure

Notwithstanding the provisions of clauses 15, 16 and 17 , the supplier shall not be liable for forfeiture of the performance bond, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure.

SECTION V

23.1 For purposes of this clause, “Force Majeure” means an event beyond the control of the supplier, Manufacturer, Producer of any of the ‘Deliverables’ or sub contracts and not involving fault or negligence of any of the said parties. Such events may include, but are not restricted to, wars, hostilities (Whether war be declared or not), invasion, rebellion, revolution, civil war, strikes, lock-out, acts of God etc.

23.2 If a Force Majeure situation arises, the supplier shall promptly notify the purchaser in writing of such conditions and the causes thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure events.

23.3 On receipt of such notice of delay, the Purchaser shall promptly ascertain the facts and the extent of the delays and shall extend the contract time when, in the Purchaser's opinion, the delay is caused by force majeure and the findings of fact justify an extension. The Purchaser's decision shall be binding on the Supplier, Disputes included in the contract.

24. Assignment

24.1 The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

24.2 The Purchaser may with the prior consent of the Supplier assign the whole or part of the contract to a subsidiary or associate company of the Purchaser.

25. Contract Language

25.1 The Supplier hereby represents that it has sufficient knowledge of the English language fully to understand the Contract. The Contract shall be in the English language and all documentation related hereto will also be in the English language, except if otherwise specifically agreed in writing between the parties.

25.2 The Supplier shall bear all costs of translation of this bid document as required. The Purchaser will not be liable for any inaccuracies in the translation.

26. Tariffs, Taxes and Duties

26.1 The Supplier shall pay any and all tariffs, taxes duties including customs and stamp duties, imposts or similar charges of any nature whatsoever levied, assessed, charged or collected for or in connection with the fabrication, manufacture, assembly, sale and Delivery under the Contract of the Goods, services, instructions and data delivered or furnished hereunder.

SECTION V

27. Headings

27.1 Headings, whether of Clauses or of other parts of the Contract, are for reference only and are not to be construed as part of the Contract.

28. Waiver

28.1 The rights and remedies of one party against the other for the breach of any conditions and for obligations undertaken by the other under this Contract shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of that party.

29. General Law

29.1 Nothing in this Contract shall prevent either party from availing itself of any remedies provided under the General Law in addition to the remedies stipulated in this contract.

30. Amendments

30.1 This contract contains the entire agreement between the parties. This Contract shall not be amended, varied or modified or otherwise affected by the terms of sale or delivery of the Supplier or Manufacturer or sub-contract. All amendments to this contract shall be by an instrument in writing of even date herewith or subsequent hereto executed by or on behalf of the Purchaser and the Supplier.

31. Severability

31.1 If any terms or provision of this contract or the application thereof to any person or circumstances shall to any extent be invalid or unenforceable the remainder of this contract of application of such term or provision to persons or circumstances (Other than those to which it is already invalidity or unenforceability does not materially affect the operation of this contract) not be affected thereby and each term and provision of this contract shall be valid and be enforceable to the fullest extent permitted by law.

32. Notice

32.1 Every notice, request, demand, waiver, agreement consent or other Communication under this contract shall be in writing delivered personally or by first class prepaid letter (by airmail, if to an address in another country), telex or cable addressed to the relevant party at its address or telex number stated at the beginning of this contract or to any telex number which is published as belonging to it (or such other address or telex number as is notified by that party to the other for the purpose of this contract) and confirmed, in the case of a telex or cable , by first class prepaid letter sent (by airmail, if to an address in another country) within 96 hours of dispatch , but so that the non –receipt of such confirmation shall not affect in any way the validity of the telex or cable in question . Every notice, request, demand, waiver, agreement, consent or other communication shall, subject as otherwise provided in this contract, be deemed to have been received, in the case of a telex, at the time of dispatch with confirmed answerback of the

SECTION V

address appearing at the beginning and end of the communication (or if the date of dispatch is not a business day in the country of the addressee, it shall be deemed to have been received at the opening of business on the next such business day), in the case of a cable , on the next business day in the country of the addressee after dispatch , and, in the case of a letter, when delivery personally or, if posted, when it would have been received in the ordinary course of local or, as the case may be , airmail post.

- 32.2 Every notice, request, demand, waiver, agreement, consent, certificate, report, statement, instrument and other document or communication to be delivered under or supplied in connection with this contract shall be in the English language or shall attach an English translation thereof , certified in such manner as the purchaser shall approve , which translation shall be the entitled to rely.

SECTION VI

COMMITMENT ON ETHICAL MANUFACTURING PRACTICES

Tender No : PLIT 13/2016

Tender for the provisioning of an automated Galley Planning Solution for Inflight Services Department at SriLankan Airlines.

We, (Company Name)
having our registered address at.....
..... hereby wish to certify
that we and our sub-contractors have conformed to ethical manufacturing practices broadly specified
below in manufacturing and supplying goods under the above mentioned Tender to SriLankan Airlines.

- Legal Compliance: Compliance with all applicable legal requirements related to business operations, labour, product quality and environmental protection.
- Ethical Labour : _Nonuse of child labour, non-use of forced, bonded, prison or illegal labour and non-discrimination or harassment against individuals
- Health and Safety : Provide the workers with a safe working environment, including prevention of exposure to chemical, biological and physical hazards,.

We hereby consent to provide SriLankan Airlines any further information as evidence of adherence to above mentioned ethical manufacturing practices, and agree to provide similar certification of ethical manufacturing practices from time to time. We also consent to provide opportunities to inspect our manufacturing facilities to examine our compliance levels with above standards, if requested by SriLankan Airlines.

We hereby acknowledge that SriLankan Airlines reserves the right to terminate the contract for supply of goods under this tender, and/or blacklist our Company from conducting business with SriLankan Airlines, if there is evidence to the effect that we have misrepresented our compliance levels with regard to the above mentioned ethical practices.

Signed on this day of in

Name :

Designation :

Company Name :

<p>2. Name(s) of Shareholders</p>	
<p>3. Name (s) of Directors of Parent/Subsidiary who are also Directors of SriLankan Airlines</p>	
<p>4. Name(s) of Directors of Parent/Subsidiary who are also Employees of SriLankan Airlines</p>	
<p>5. Names of Close Family Members who are either Directors/Employees of SriLankan Airlines</p>	

As the authorized representative of [name of the Vendor], I hereby confirm on behalf of[name of the Vendor] that the information provided above are true and accurate and acknowledge that the bid of[name of the Vendor] submitted herewith shall be rejected in the event all or any of the information submitted above is found to be incorrect.

Details of vendor’s authorized signatory:

Name:

Designation:

Date:

Signature & Company Rubber Stamp:

Section C - Business verification : Duly signed and stamped copy of above document to be supported by the following documents

✓ Tick the appropriate boxes

- | | |
|--|--|
| <input type="checkbox"/> A copy of the Certificate of Incorporation certified by the Company Secretary of the vendor Company | <input type="checkbox"/> A copy of Form 15 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the shareholding. |
| <input type="checkbox"/> A copy of Form 20 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the directors | <input type="checkbox"/> For Partnerships, list of partners confirmed by one of the partners, preferably by the most senior partner. |
| <input type="checkbox"/> For partnerships and sole proprietorships, certificate of business registration | <input type="checkbox"/> Audited financial statements of the vendor Company for the last three years |
| | <input type="checkbox"/> Others (specify) |

SECTION VIII

BID BOND.

WHEREAS of
.....
.....(Hereinafter referred to as “ The Bidder”) will
be submitting a written Bid to SriLankan Airlines Ltd, Airline Centre, Bandaranaike
International Airport, Katunayake, Sri Lanka, for the supply of
.....(Hereinafter referred
to as the “Bid”)

AND WHEREAS it is one of the conditions of the said Bid that the Bidder should furnish a
Bank Guarantee drawable in Sri Lanka in the sum of
(.....) in respect of the above referred to Bid.

AND WHEREAS the Bidder has requested(The
Bank).....
..... to furnish the requisite Bank Guarantee and whereas
.....(The Bank)..... has agreed to
furnish same.

The(The Bank).....(Hereinafter called the “Bank”)
a banking corporation incorporated in
.....
and having its registered office at(Address of Business)
..... in consideration of the Bid as aforesaid and other good and valuable
consideration hereby guarantees, undertakes, binds and obliges itself to pay SriLankan
Airlines on demand a sum or sums not exceeding
.....(.....) or its equivalent in respect of the
Bid. The bank hereby confirms that payment under this guarantee will not be denied by
reference to the beneficium excussionis sue ordinis and/or any other benefits privileges
and exceptions to which sureties are by law entitled.

The obligation of the Bank hereunder shall be unconditional and irrevocable and shall not be
amended or affected by any indulgence or forbearance of SriLankan Airlines Limited in
connection with the said Bid.

If the Bidder shall have the Bid accepted and shall enter into a contract with SriLankan
Airlines Limited and furnish the required bond Guaranteeing the faithful performance of the
contract then this guarantee shall be void otherwise to remain in full force and effect.

This Guarantee shall be valid up to and including theday of
..... 2016.

This guarantee shall be governed by the laws of Signed in
.....on thisday of 2016.

SECTION IX

BANK GUARANTEE (PERFORMANCE BOND)

WHEREAS of
.....(Hereinafter referred to as " The Supplier ") has agreed to enter in to
a(hereinafter referred to as the "Agreement") with SriLankan
Airlines Ltd, Airline Center, Bandaranaike International Airport, Katunayake, Sri Lanka,

AND WHEREAS it is one of the conditions of the said Agreement that the Supplier should furnish a Bank
Guarantee drawable in Sri Lanka in the sum of
.....
(.....) in respect of the above referred to Agreement.

AND WHEREAS the Supplier has requested (The Bank).....
..... to furnish the requisite Bank Guarantee as security for the due and
proper performance of its obligations under the Agreement and whereas(The
Bank)..... has agreed to furnish same to SriLankan Airlines Limited.

The(The Bank).....(Hereinafter called the "Bank") a banking
corporation incorporated inand having its registered office at
.....(Address of Business) in consideration of the Agreement
as aforesaid and other good and valuable consideration received hereby guarantees, undertakes, binds
and obliges itself to pay SriLankan Airlines Limited against this on demand a sum or sums not exceeding
.....(.....) or its equivalent in
respect of the Supplier's obligations under the Agreement , despite any contestation on the part of the
Supplier upon SriLankan Airlines Limited's first written demand for payment hereunder. Such payment
shall be made without set-off, free and clear of any deductions, charges, fees, levies, taxes or withholdings
of any nature. The Bank hereby confirms that payment under this Bank Guarantee will not be denied by
reference to the beneficium excussionis sue ordinis and/or any other benefits privileges and exceptions
to which sureties are by law entitled and the Bank waives off all rights of defence or objection arising from
the same.

The obligation of the Bank hereunder shall be unconditional and irrevocable and without protest or
notification and shall not be amended or affected by any indulgence or forbearance of SriLankan Airlines
Limited in connection with the said Agreement.

Any payment made by the Bank to SriLankan Airlines Limited pursuant to this Bank Guarantee below
.....(.....)
shall be pro tanto discharge of the liability of the Bank hereunder and this Bank Guarantee shall remain
valid and effectual in respect of the remainder.

This Bank Guarantee shall be valid up to and including theday of 20....

This Bank Guarantee shall be governed by the laws of Sri Lanka Signed inon this
.....day of 20...