



**INVITATION FOR BIDS  
FOR  
ONSITE SERVER SUPPORT FOR SRILANKAN AIRLINES FOR 03 YEARS  
REFERENCE NO: CPIT/LNB/13/25**

**CHAIRMAN,  
INTERNAL PROCUREMENT COMMITTEE,  
SRILANKAN AIRLINES LIMITED,  
COMMERCIAL PROCUREMENT DEPARTMENT (IT PROCUREMENT),  
AIRLINE CENTRE, BANDARANAIKE INTERNATIONAL AIRPORT,  
KATUNAYAKE,  
SRI LANKA.**

Dear Sir/Madam,

**IFB NO: CPIT/LNB/13/25**

**INVITATION FOR BIDS FOR ONSITE SERVER SUPPORT FOR SRILANKAN AIRLINES FOR 03 YEARS**

SriLankan Airlines hereby invites tenders for Invitation For Bids for Onsite Server Support For Srilankan Airlines For 03 Years. The bid document is attached herewith.

**Bid** should be submitted, to the secure E-mail address [itproctend@srilankan.com](mailto:itproctend@srilankan.com); bearing the IFB Number & the item description. Deadline for submission of quotations is by 11.00 a.m. (Sri Lankan time: GMT +0530) on 03 February 2026.

The Bid Acknowledgement form attached to the document must be completed and returned by fax to +94 (0) 19733 5218 or e-mail to [harenis@srilankan.com](mailto:harenis@srilankan.com) and [tharaka.hindurangalage@srilankan.com](mailto:tharaka.hindurangalage@srilankan.com)

Any inquiry/clarification about the Tender should be e-mailed to [harenis@srilankan.com](mailto:harenis@srilankan.com) and [tharaka.hindurangalage@srilankan.com](mailto:tharaka.hindurangalage@srilankan.com) to reach on or before 20 January 2026.

**Bids** will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 03 February 2026 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka.

Yours Faithfully,

**Chairman of Internal Procurement Committee,  
Ministry of Finance, Planning & Economic Development  
On behalf of SriLankan Airlines Limited**

## Section I. Instructions to Bidders (ITB)

A: General	
1. Scope of Bid	<p>1.1 The Purchaser named in the Data Sheet invites you to submit bids for the supply of Service/solution as specified in Section III - Schedule of Requirements for use at SriLankan Airlines Ltd.</p> <p>Upon receipt of this invitation, you are requested to acknowledge the receipt of this invitation and your intention to submit a bid.</p>
B: Contents of Documents	
2. Contents of Documents	<p>2.1 The documents consist of the Sections indicated below.</p> <ul style="list-style-type: none"> <li>• Section I. Instructions to Bidders</li> <li>• Section II. Data Sheet</li> <li>• Section III. Schedule of Requirements</li> <li>• Sections IV. Bids Submission Form</li> <li>• Section V. General Conditions</li> <li>• Annexure A: Technical/General Specifications &amp; Compliance sheet</li> <li>• Annexure B: Price schedule Form</li> <li>• Annexure C: Bid Security Declaration Form</li> <li>• Annexure D: Performance Security Form (Mandatory if the contract is awarded)</li> <li>• Annexure E: Clientele Information Form</li> <li>• Annexure F: Sample Contract Agreement</li> <li>• Annexure G: Bid Acknowledgement Form</li> <li>• Annexure H: Vendor Information Form</li> <li>• Annexure I: Extended Information Security Schedule</li> <li>• Annexure J: Non-Disclosure Agreement (NDA)</li> <li>• Annexure K: Non-Collusive Affidavit</li> <li>• ANNEXURE L: Data Security Schedule</li> </ul> <p>Local bidders - Affidavit to be signed on an LKR 50 stamp as per the statutory regulations of Sri Lanka</p>
C: Preparation of Bids	
3. Documents Comprising your Bid	<p>3.1 The Bid should comprise the following mandatory documents:</p> <ul style="list-style-type: none"> <li>• Sections IV - Bid Submission Form. (Mandatory with the bid submission)</li> <li>• Annexure A: Technical/General Specifications &amp; Compliance sheet (Mandatory with the bid submission)</li> <li>• Annexure B: Price Schedule Form (Mandatory with the bid submission)</li> <li>• Annexure C: Bid Security Declaration Form (Mandatory with the bid submission)</li> <li>• Annexure D: Performance Security Form (Mandatory with the bid submission)</li> <li>• Annexure E: Clientele Information Form (Mandatory with the bid submission)</li> <li>• Annexure K: Non-Collusive Affidavit (Mandatory with the bid submission)</li> </ul> <p>Local bidders - Affidavit to be signed on an LKR 50 stamp as per the statutory regulations of Sri Lanka</p>

4. Bid Submission Form and Technical/ General Specifications & Compliance form	<p>4.1 The Bidder shall submit the Bids Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format, and no substitutes shall be accepted.</p> <p>All blank spaces shall be filled in with the information requested.</p>
5. Prices	<p>5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form at Annexure B.</p> <p>5.2 The price to be quoted in the Bids Submission Form shall be the total price of the Bids.</p> <p>5.3 Prices quoted by the bidder shall be fixed during the period specified in ITB clause 8.1 and not subject to variation on any account. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.</p> <p>5.4 SLAL has right to decide whether to accept the modules/features mentioned in ANNEXURE A, SECTION 03 or move forward without particular module/features in ANNEXURE A, SECTION 03.</p>
6. Currency	<p>6.1 The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annex B).</p> <p>If the proposal is submitted in foreign currency, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates as published by the Central Bank of Sri Lanka prevailed at the date of closing of bids for comparison &amp; evaluation purposes. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.</p>
7.Document s to Establish the	<p>7.1 The Bidder shall submit an <b>original</b> certificate from the proprietor to demonstrate that it has been duly authorized by the proprietor to supply this Service/solution in Sri Lanka.</p>
8.Period of Validity of bids	<p>8.1 Bids shall remain valid for a period of one hundred eighty (180) days after the bids submission deadline date. If the full validity period is not properly indicated, SriLankan airlines reserves the right to obtain re-confirmation from the bidder that the Bid is valid until the date specified above.</p> <p>8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Airlines may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.</p>

<p>9. Bid Security Declaration</p>	<p>9.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C</p> <p>9.2 Any bid not accompanied by a substantially responsive Bid securing Declaration in accordance with 1TB Sub-clause 8.1, Shall be rejected by Sri Lankan Airlines as non-responsive.</p> <p>9.3 Bid Securing Declaration may be executed:</p> <p>(a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission form, except as provided in 1TB Sub-Clause 8.2 or</p> <p>(b) If a Bidder does not agree to correction of arithmetical errors in pursuant to 1TB Sub-Clause 15.3</p> <p>(c) If the successful Bidder fails to :</p> <p>i) Sign the contract in accordance security with 1TB Sub-Clause 23.3;</p> <p>(ii) Furnish a performance Security in accordance with 1TB Clause 24;</p>
<p>10. Format and Signing of Bids</p>	<p>10.1 The bids shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. Please ensure all documents are duly signed and stamped in the given area when forwarding.</p>
<p><b>D: Submission and Opening of Bids</b></p>	

<p>11. Submission of Bids</p>	<p>11.1 Bidders shall submit their bids by e mail to Secured E-mail address below. <a href="mailto:itproctend@srilankan.com">itproctend@srilankan.com</a></p> <p>11.2 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.</p> <p>11.3 The e mail comprising the bid shall bear the specific identification of this quotation exercise as indicated follows. “Invitation For Bids for Onsite Server Support For Srilankan Airlines For 03 Years - CPIT/LNB/13/2025.</p> <p>11.4 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.</p> <p>11.5. The bidder shall submit their quotations only to the following secure E-mail address <a href="mailto:itproctend@srilankan.com">itproctend@srilankan.com</a> bearing the specific identification of the contract number &amp; item description. Upon successful submission of bid, vendor will receive an auto-generated acknowledgement E-mail certifying the proper delivery of the bid. If the acknowledgement E-mail is not received, please contact the purchaser</p> <p>The Technical proposal(unpriced) should contain:</p> <ul style="list-style-type: none"> <li>• The Technical proposal (un-priced) along with all related technical brochures &amp; supporting documents.</li> </ul> <p>The Financial proposal should contain:</p> <ul style="list-style-type: none"> <li>• The Financial proposal (priced) based on Price Schedule Form at Annex B.</li> <li>• Bid Submission form (Section IV)</li> <li>• Bid Securing Declaration (Annexure C)</li> <li>• Performance Security Form (Annexure D)</li> <li>• Vendor Information form (Annexure H)</li> <li>• Non-Collusive Affidavit (Annexure K)</li> </ul> <p>11.6 If the Bidder wishes to hand deliver the Bids, please contact SriLankan Airlines personnel well in advance, for the arrangement of security clearance. Refer section II, Data Sheet, Clause 16.2 for contact details.</p> <p>Please provide the following details of the participants for the Bid opening, through email: <a href="mailto:harenis@srilankan.com">harenis@srilankan.com</a> by 8.30a.m. on 27 January 2026 Sri Lankan time GMT +5:30 Time Zone) in order to organize the Security passes to enter SriLankan premises:</p> <ol style="list-style-type: none"> <li>1) Company Name:</li> <li>2) Name/NIC No of the participants: (Maximum 01 participant)</li> <li>3) Driver's Name /NIC No (if any):</li> <li>4) Details of the vehicle (if any):</li> <li>5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.</li> </ol>
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12. Deadline for Submission of Bids	12.1 Bids must be received by the Purchaser to the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
13. Late Bids	13.1 The Purchaser shall reject any bids that arrive after the deadline for submission of bids in accordance with ITS Clause 11.1 above.
14. Opening of Bids	<p>14.1 The Purchaser shall conduct the opening of quotation in the Presence of the Suppliers at the address, date and time specified in the Data Sheet.</p> <p>14.2 A representative of the bidders may be present and mark its attendance.</p> <p>14.3 Presence of the supplier will not necessarily ensure the selection of the proposed goods.</p>
<b>E: Evaluation and Comparison of Bids</b>	
15. Non conformity-ties, Errors, and Omission	<p>15.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any non-conformities or omission in the Bid that do not constitute a material deviation.</p> <p>15.2 Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non-conformities of omissions in the bid related to documentation requirements. Such an omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>15.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis:</p> <p>(a) If there is discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of SriLankan Airlines there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit shall be corrected.</p> <p>(b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and</p> <p>(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.</p> <p>15.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid-Securing Declaration shall be executed.</p>

16. Clarifications	<p>16.1 To assist in the examination, evaluation and comparison of the bids, the Purchaser may, at its discretion, ask any Bidder for a clarification of its bids. Any clarification submitted by a Bidder in respect to its bid which is not in response to a request by the Purchaser shall not be considered.</p> <p>16.2 The Purchaser's request for clarification and the response shall be in writing at SriLankan Airlines' address specified in the BDS.</p>
17. Responsiveness of Bids	<p>17.1 The Purchaser will determine the responsiveness of the bids to the documents based on the contents of the bids received.</p> <p>17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.</p>



<p>18.Evaluation and Comparison of bids</p>	<p>18.1 The following factors &amp; methodology will be used for evaluation. Please provide the required information in your proposal covering the below minimum eligibility criteria and evaluation criteria with clear reference (Document/Page /Section).</p> <p><u>Minimum Eligibility Criteria</u></p> <ul style="list-style-type: none"> <li>I. The bidder shall be a legally registered organization with a minimum of five (5) years' experience in providing enterprise IT Infrastructure support services</li> <li>II.</li> <li>III. The bidder should have at least one customer reference in similar or higher scale engagement at enterprise level during last 3 years Complete the Compliance Sheet for all the clauses as requested in Annexure A</li> </ul> <p><u>Evaluation Criteria</u></p> <ul style="list-style-type: none"> <li>I. Inclusion of scope of services as requested under Section 3.0 of Annexure A</li> <li>II. Compliance to provide onsite server support services as described under section 4 and 5 under Annexure A.</li> <li>III. Commitment to meet service level targets and service credit scheme as requested in Section 5.8 and 5.9 of Annexure A</li> <li>IV. Proven experience in delivering onsite server support for enterprise environments. (customer references during last 05 years)</li> <li>V. Ability to provide qualified onsite technical staff with access to experienced L2 support resources as mentioned under section 5.2 in Annexure A. (comprehensive profiles of on-site support and second level support resources )</li> <li>VI. Total final cost for 03 years</li> <li>VII. Credit terms as same as or better than specified</li> </ul> <p>Note - SriLankan Airlines shall consider all bids which are compliant with the minimum eligibility criteria for Technical &amp; Financial evaluation. The Technical evaluation will be based on the above Evaluation criteria and all Bidders who are complaint to the Evaluation criteria will be considered for the financial evaluation stage. The award shall be made to the lowest substantially responsive Bidder for 02 years.</p>
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19. Training and	The successful Vendor should provide all Training related to operating the System on Free of Charge basis.
20. Financial Capability	20.1 The bidder shall furnish documentary evidence that it meets the following financial requirements (s): <b>Audited financial statements for the last 03 years</b>
21. Purchaser's Right to Accept any Bids, and to Reject any or all Bids.	21.1 The Purchaser reserves the right to accept or reject any bids, and to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders.
<b>F: Award of Contract</b>	
22. Acceptance of the Bids	22.1 The Purchaser will accept the bids of the Bidder whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the documents issued.
23. Notification of acceptance	23.1 The Purchaser will notify the successful Bidder, in writing, that its bids has been accepted. 23.2 Within twenty-one (21) days after notification, the purchase shall complete the contract and inform the successful bidder to sign it. 23.3 Within twenty-one (21) days of receipt of such information, the successful bidder shall sign the contract. 23.4 The contract is extendable for a further 01 year period based on mutual agreement under the same terms & conditions and supplier performance.
24. Performance Security	24.1 Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder, shall furnish the Performance Security amounting to a minimum amount of 5% of the agreement. SriLankan Airlines reserves the rights to request a higher valued Performance Security Form is included in Annex D. 24.2 Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or signing the Contract may continue sufficient grounds for the annulment of the award and execution of the Bid- Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

## Section II: Data Sheet

ITS Clause Reference	
1.1	<p>The Purchaser is: SriLankan Airlines  Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake</p>
7.1	<p>Proprietor's authorizations (or) Vendor commitment letter for 100% guaranteed product support is required.</p>
9.1	<p>Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required.</p>
12.1	<p>Secured E-mail address for submission of quotations:  <a href="mailto:itproctend@srilankan.com">itproctend@srilankan.com</a></p> <p>The bidder shall submit their quotations only to the following secure E-mail address itproctend@srilankan.com bearing the specific identification of the contract number &amp; item description. Deadline for submission of quotations is before 11:00 hours Sri Lankan time (GMT + 5:30 Time Zone) on 03rd February 2026.</p> <p>The proposals should be submitted by e-mail with the reference no. "CPIT/LNB/13/25" &amp; the name of the bidder's company clearly marked in the subject column of the e-mail. Kindly ensure that you receive the auto generated acknowledgement email signifying proper delivery of your proposal to the e-mail address above.</p> <p>Deadline for submission of bids is on or before 03rd February 2026, 11.00 a.m. Sri</p>
15.2	<p>For <b><u>Clarification of bid purposes</u></b> only, SriLankan Airlines' address is:  Attention: Hareni Madurawala  Address: SriLankan Airlines Limited,  Commercial Procurement Department (IT),  Airline Centre, Bandaranaike International Airport,  Katunayake, Sri Lanka  Telephone: +94 (0) 19733 2870/ +94 (0) 19733 1845  Facsimile number: +94(0) 197335218  Electronic mail address: <a href="mailto:harenis@srilankan.com">harenis@srilankan.com</a>  <a href="mailto:tharaka.hindurangalage@srilankan.com">tharaka.hindurangalage@srilankan.com</a></p> <p>If the Bidder wishes to hand deliver the Bid documents by hand, please provide details (Names/NIC no/passport no/vehicle number) of your representatives one day in advance to the Bid closing date, for the arrangement of security clearance.</p>

### Section III - Schedule of Requirements

Invitation For Bids for Invitation For Bids for Onsite Server Support For Sri Lankan Airlines For 03 Years. CPIT/LNB/13/2025

Line Item #	Description of Goods/service	Qty	Unit of Measure	Final Destination	Delivery Date
01	Invitation For Bids for Onsite Server Support For Srilankan Airlines For 03 Years	1	Each	Airline Operations Control Centre, SriLankan Airlines	Based on the renewal timelines

## Section IV - Bid Submission Form

### Invitation For Bids for Invitation for Bids for Onsite Server Support For Srilankan Airlines For 03 Years. CPIT/LNB/13/2025

**THIS IS A COMPULSORY FORM. NON-SUBMISSION OF DULY FILLED/SIGNED FORM SHALL RESULT IN REJECTING THE BID.**

[The Bidder shall fill in this Form in accordance with the instructions indicated no alterations to its format shall be permitted and no substitutions will be accepted.]

Date:

To: SriLankan Airlines

We, the undersigned, declare that:

- (a) We have read and have no reservations to the document issued;
- (b) We agree to supply conforming to the documents issued and in accordance with the Schedule of Requirements of the following Service/solution [insert a brief description of the System/solution];
- (c) The total price of our Bid without Tax, including any discounts offered for 03 years is:  
[insert the All-inclusive total project cost without Tax for 03 years in words and figures];
- (d) The total price of our Bid including Tax, and any discounts offered for 03 years is:  
[insert the All-inclusive total project cost with Tax for 03 years in words and figures];

Note: Please note that the prices indicated in this Bid submission form should be same as the All-inclusive total project cost for 3 years indicated in the below Price schedule forms referred as Annex B.

- (e) Our bid shall be valid for the time specified in ITB Clause 8.1
- (f) We understand that our bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (g) We understand that you are not bound to accept the lowest recommended bid or any other bids that you may receive.

Signed: [insert signature of the duly authorized person]

Name: [insert complete name of person signing the Bid Submission Form]

Date

## **Section V - General Conditions**

- I. Bidder” means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the bidder is an authorized distributor, it is mandatory that an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the bid to avoid rejection of the bid.
- II. If required, SriLankan Airlines requires to inspect the product at the evaluation stage by SriLankan Airlines’ personnel (minimum 2 pax), same has to be arranged by the bidder at a client site to inspect the proposed product. All applicable expenses shall be borne by the bidder.
- III. All on-site & off-site expenses including incidental expenses related to the project implementation, training, maintenance & support etc. within the 03 year contract period, including Airfare should be borne by the bidder.
- IV. If accepted, it is mandatory that the bidder signs a Contract based on the Draft Agreement at Annexure F.
- V. In order to ensure continuity of supply of Service/solution to SriLankan Airlines in the event of a disruption to bidder’s operations, please provide details of alternative arrangements available within the agreed cost and specifications of product.
- VI. If SriLankan Airlines find that the delivered service/solution does not comply with the Specifications stated in this Agreement, SriLankan Airlines in its discretion has the right to either reject or request modification to the service/solution to compliance with the Specifications. Modification will not affect the Warranty/ Service Levels provided hereunder. If the service/solution is rejected SriLankan Airlines shall recover any and all money paid and any service penalties incurred due to rejection of the system/solution.
- VII. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Solution and services to be procured under this bid exercise. If so please submit a separate bidder information form including the information of local agent.
- VIII. Advance payment is not acceptable. 45 days credit from the date of commissioning and acceptance by SriLankan Airlines is required.

## ANNEXURE A: Technical/General Specifications & Compliance Sheet

### Invitation For Bids for Invitation for Bids for Onsite Server Support for Srilankan Airlines For 03 Years. CPIT/LNB/13/2025

Name of the Bidder & Address : .....  
Name of the Principal : .....  
Name of the Manufacturer : .....  
Brand : .....  
Model : .....

- Solution and its' components SHALL include the following general & technical characteristics at the time of proposal submission.
- Submission of these compliance forms (checklist 1 and 2) are mandatory.
- Interested Parties are expected to provide a Point-by-Point compliance statement for Objectives, General, Technical & Functional Requirements, with reference to detailed elaborations in the proposal in tabular form as seen below.

Note - This PART of the proposal is **STRICTLY CONFIDENTIAL ONCE COMPLETED** by respective bidders.  
All the columns are mandatory.

#### 1. BACKGROUND

SriLankan Airlines Limited (SLAL) operates mission-critical IT infrastructure hosted within its Data Center. This environment consists of a combination of virtualized platforms—primarily VMware and Hyper-V—as well as standalone Linux and Windows servers. These systems are tightly integrated with enterprise backup platforms and SAN storage solutions to ensure high availability, reliability, data protection, and disaster recovery readiness.

For more than 20 years, SLAL has maintained an Onsite Server Support agreement to ensure the continuous operation, monitoring, management, and maintenance of these environments. As this infrastructure underpins business-critical and operational applications essential for daily airline operations such as oracle EBS, Airfase, flight planning system, corporate web site, and etc, uninterrupted support with clearly defined service levels is mandatory to maintain business continuity, system reliability, and adherence to industry-specific regulatory and compliance standards.

The existing Onsite Server Support agreement, which ensures continuous monitoring, operation, management, and maintenance of these environments, is set to expire on 28th February 2026. Retendering of this contract is a continuation of a long-standing operational requirement that ensures consistency, stability, and compliance across the IT environment.

#### 2. PURPOSE

The retendering of the Onsite Server Support service aims to:

- Ensure continuous operation, proactive monitoring, and maintenance of SLAL's server infrastructure.
- Facilitate timely detection and resolution of issues across both virtualized and standalone environments.

- Manage corporate backup systems and SAN storage integrations to safeguard data integrity, availability, and regulatory compliance.
- Uphold Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) to minimize downtime and enhance operational efficiency.
- Engage a qualified vendor capable of meeting SLAL's technical, service, security, compliance, and performance requirements for the next three-year period (1st March 2026 to 29th February 2029).

This retendering is critical to sustaining SLAL's resilient IT ecosystem, supporting essential airline operations, and ensuring a secure, high-performing, and continuously available server environment by maintaining the regulatory and compliance requirements.

### 3. SCOPE

Srilankan Airlines desire to provide reputed external institutions with an opportunity to bid for Onsite Server Support for the existing Datacenter infrastructure. Overall summary of the scope is listed below.

- Provide 24x7 onsite support related to installation, operations, maintenance and support of the server infrastructure including hardware, firmware and Operating System(OS). The server infrastructure consists of standalone servers, virtualized servers, blade enclosures and accessory cards, storage, tape drives and library etc.
- Managing and troubleshooting issues related to Virtualized Server Environments (VMware and Hyper-V)
- Deliver enterprise data backup operations, backup job monitoring and restorations.
- Managing up-to-date documentation related to server infrastructure and software including inventory.

### 4. OBJECTIVES

The retendering of the Onsite Server Support aims to ensure uninterrupted operations of SriLankan Airlines' server infrastructure through proactive monitoring, maintenance, and management of both virtualized and standalone environments.

### 5. TECHNICAL SPECIFICATIONS

5.1	Bidder's Profile	<p>5.1.1 Supplier shall be an established organization providing Information Technology support service for the enterprises at least for a period of 5 years prior to the RFP release date. Supplier shall submit the comprehensive information of the company profile together with their proposal.</p> <p>5.1.2 Supplier shall have minimum 4 number of qualified and experienced System Support technical staff to be deployed for onsite operations. Additionally, supplier shall have a team of senior engineers qualified and experienced in relevant technical domains for 2nd level support.</p> <p>5.1.3 Supplier shall submit the industry references of similar or higher scale engagement at enterprise level during last 3 years including reference contact(s) for verification</p>
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5.2	<b>Profile of Technical Resources</b>	<p>5.2.1 Minimum 3 years of experience in enterprise level Server Administrator roles</p> <p>5.2.2 Excellent knowledge regarding VMware, Microsoft Hyper V virtualization platforms.</p> <p>5.2.3 Clear understanding of Windows, Linux OSes including hands on experience in administrating, upgrading and monitoring Windows and Linux servers.</p> <p>5.2.4 Strong analytical and troubleshooting skills.</p> <p>5.2.5 Knowledge and experience in handling Enterprise level backup operations including agent installation, restorations, monitoring and 1st level troubleshooting.</p> <p>5.2.6 Relevant HP, Microsoft and/or VMware certifications active as of the service commencement.</p> <p>5.2.7 Ability to manage multiple priorities with limited supervision.</p> <p>5.2.8 Work experience in environments certified for standards such as ISO 27001, ISO20000 and environments following industry best practices such as ITIL.</p> <p>5.2.9 Supplier shall submit the comprehensive profiles of on-site support and second level support resources including educational qualifications, professional qualifications, and industry experience.</p> <p>5.2.10 Supplier shall facilitate evaluation of on-site support resources by SriLankan Airlines Limited (SLAL) personal at the commencement of services. Supplier shall agree to replace any on-site support resource on the request of SLAL at commencement and during operations throughout the contract period.</p>
5.3	<b>Scope of Services and Support</b>	<p>5.3.1 Hardware Support</p> <p>In the event that any hardware failure is identified by Supplier through monitoring procedures the incident shall be attended by the supplier adhering to the defined service levels. Additionally, Supplier shall attend to the service incidents assigned by SLAL using the standard service request procedure of SLAL and Supplier shall meet the defined service levels. The server infrastructure consists of standalone servers, virtualized servers, blade enclosures and accessory cards, storage, tape drives and library etc.</p> <p>5.3.2 Software support</p> <p>Supplier is responsible for the restoration of System Software for the Physical and Virtualized Server infrastructure. SLAL is responsible for the restoration of the End User Application Software. However, Supplier shall provide support in the recovery of application software if such a requirement is prompted by hardware failure.</p>

		<p>5.3.3 Provide hardware monitoring and support for Server Infrastructure The Supplier shall provide support on monitoring and alert configuration for Servers, Storage, Tape Library and related peripherals, blade enclosures and related accessories etc. in the server setup. The Supplier shall inform and provide details of any power recycle requirements for operations, incident handling and/or change management requirements. The maximum downtime requests for scheduled maintenance activities in each calendar month shall be 2 hours or less.</p> <hr/> <p>5.3.3.1 PROVIDE ONSITE SUPPORT TO REPORTED ISSUE BY SLAL</p> <p>5.3.3.2 IDENTIFY AND MAKE NECESSARY STEPS TO ESCALATE HARDWARE RELATED FAULTS SLAL.</p> <hr/> <p>5.3.3.3 MANAGE AND MAINTAIN SYSTEM HEALTH USING MANAGEMENT SOFTWARE (EG. HP SIM CONFIGURING ALERTS AND TIMELY MONITORING). MANAGE AND AUTOMATES THE PROCESS OF DEPLOYING AND PROVISIONING SERVER SOFTWARE USING REMOTE DEPLOYMENT PACK (RDP) AND OTHER RELEVANT SOFTWARE.</p> <p>Managing the operating systems of servers.</p> <p>5.3.3.3.1 Installation of Server OS (Windows, Linux, VMware ESXi, etc.), Installation of virtualization services and other Microsoft, VM-Ware and Oracle related services, identifying System Administration functions and monitoring server health.</p> <p>5.3.3.3.2 Management of the critical OS patches/upgrades and their deployments as requested by SLAL (SriLankan Airlines will provide the relevant licenses and subscriptions).</p> <p>5.3.3.3.3 Presently the Microsoft Windows update is processing through a Software center server.. In every 3rd week of the month, updates are pushed to the server. Supplier should install the windows updates and restart the servers according to the schedule given by SLAL</p> <p>5.3.3.3.4 1st level diagnostics of OS related issue</p> <p>5.3.3.3.4.1 IF THERE ARE ANY KNOWLEDGE BASE ARTICLES AVAILABLE RELATED TO THE ISSUES PROMPT UP, THEN BASED ON THE SLAL CONFIRMATION SUPPLIER WILL CARRY OUT THE WORKAROUNDS TO SOLVE IT.</p> <p>5.3.3.3.4.2 IF THERE ARE NO SUCH KNOWLEDGE BASE ARTICLES OR WORKAROUNDS FOR THE RELATED ISSUES, SUPPLIER SHALL</p>
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		<p>ESCALATE TO SLAL TEAM TO GET THE SUPPORT FROM THE RELATED VENDOR.</p> <hr/> <p>5.3.3.4 ESCALATION OF PROBLEMS TO RELEVANT PARTIES.</p> <p>5.3.3.5 HYPER-V MANAGEMENT</p> <p>5.3.3.5.1 CREATING VIRTUAL SERVERS AND OS INSTALLATION BASED ON SLAL TEAM REQUEST.</p> <p>5.3.3.5.2 MODIFICATION OF VIRTUAL SERVER SETTINGS AS PER THE CHANGE REQUESTS SUBMITTED BY SLAL TEAM</p> <p>5.3.3.5.3 CONFIGURING ALERTS FOR HEALTH OF HOST, VIRTUAL MACHINES AND RESOURCE UTILIZATION AND CONTINUOUS MONITORING.</p> <p>5.3.3.5.4 P2V &amp; V2V CONVERSIONS WHICH IS RECOMMENDED BY MICROSOFT.</p> <p>5.3.3.5.5 MANAGEMENT OF SCVMM SERVER.</p> <hr/> <p>5.3.3.6 VMWARE MANAGEMENT</p> <p>5.3.3.6.1 CREATING VIRTUAL SERVERS AND OS INSTALLATION BASED ON SLAL TEAM REQUEST.</p> <p>5.3.3.6.2 MODIFICATION OF VIRTUAL SERVER SETTINGS AS PER THE CHANGE REQUESTS SUBMITTED BY SLAL TEAM.</p> <p>5.3.3.6.3 CONFIGURING ALERTS FOR HEALTH OF HOST, VIRTUAL MACHINES AND RESOURCE UTILIZATION AND CONTINUOUS MONITORING.</p> <p>5.3.3.6.4 P2V &amp; V2V CONVERSIONS WHICH IS RECOMMENDED BY VMWARE.</p> <p>5.3.3.6.5 MANAGEMENT OF V-CENTER SERVER.</p> <hr/> <p>5.3.3.7 ORACLE VM AND LINUX OS</p> <p>5.3.3.7.1 CREATING VIRTUAL SERVERS AND OS INSTALLATION BASED ON SLAL TEAM REQUEST.</p> <p>5.3.3.7.2 MODIFICATION OF VIRTUAL SERVER SETTINGS AS PER THE CHANGE REQUESTS SUBMITTED BY SLAL TEAM.</p>
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		<p>5.3.6 Management of the critical OS patches and their deployment</p> <hr/> <p>5.3.6.1 MONITOR THE CRITICAL AND SECURITY UPDATES THROUGH THE SOFTWARE CENTER CONSOLE IN EVERY 3RD WEEK OF THE MONTH.</p> <p>5.3.6.2 APPROVING THE APPROPRIATE UPDATES TO THE SERVER IN THE TEST GROUP PRIOR TO RELEASING TO THE PRODUCTION GROUP.</p> <p>5.3.6.3 AFTER TESTING THE UPDATES IN THE TESTING GROUP APPROVE THE SAME UPDATES TO THE PRODUCTION GROUP WITH THE SCHEDULE GIVEN BY SLAL.</p> <p>5.3.6.4 PERIODICALLY GET A REPORT ON THE STATUS OF THE UPDATES, IDENTIFY AND FORWARD THE SERVER WHICH HAS NOT BEEN PROPERLY UPDATED TO THE SLAL TEAM ON WEEKLY/MONTHLY OR ON REQUEST BASIS.</p> <p>5.3.6.5 NECESSARY FOLLOW-UP AND ACTIONS UNTIL ALL UL NETWORK IS UPDATED WITH LATEST UPDATES, COORDINATING WITH SLAL TEAM.</p> <p>5.3.6.6 REVIEW THE MICROSOFT WEBSITE TO IDENTIFY URGENT SECURITY AND CRITICAL UPDATES AND TIMELY APPROVAL OF THE SAME WITH THE COORDINATION OF THE SLAL TEAM.</p> <p>5.3.6.7 MAINTAIN AND MONITOR THE HEALTH OF THE SYSTEM CENTER SERVER (INCLUDING DISK SPACE, EVENT LOG, WINDOWS UPDATES, VIRUS DEFINITION UPDATE, ETC.)</p> <p>5.3.7 Management of the Antivirus and 'Safe' Computing practices as stipulated by the customer</p> <hr/> <p>5.3.7.1 ANTI-VIRUS SOFTWARE SYSTEM OPERATIONS</p> <p>5.3.7.2 INSTALLING THE ANTIVIRUS SOFTWARE DURING THE CREATION/CONFIGURATION OF VIRTUAL SERVERS/ PHYSICAL SERVERS. GENERATING PERIODIC REPORTS ON ANTIVIRUS UPDATE STATUS. (WEEKLY/MONTHLY)</p> <p>5.3.7.3 GENERATING CUSTOMIZED REPORTS AS AND WHEN NEEDED.</p> <p>5.3.8 Execution of monitoring and basic functions at data center.</p> <hr/> <p>5.3.8.1 SUPPORT BASIC SYSTEM ADMINISTRATION WORK TO ENSURE SYSTEM AVAILABILITY AND ACHIEVE RESOLUTION TARGETS.</p>
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5.4	<b>Documentation of reported problems and related issues</b>	All issues escalated to and Attended by SUPPLIER staff will be logged through SriLankan Airlines Incident/Problem Management System (SARA) and periodical analysis of the incidents/requests shall be conducted by Srilankan Airlines. These analyses could be utilized to measure the performance of the support services as well as to improve the quality of the SUPPLIER.
5.5	<b>Problem Reporting</b>	<p>SLAL Service Desk (SLALSD) personnel, network / systems engineering team, and data center staff will be the official contacts for problem reporting to SUPPLIER</p> <p>5.5.1 SLALSD and SLAL will report the relevant incident &amp; request to Onsite SUPPLIER through phone, email and using the SriLankan Airlines Incident/Problem Management System (SARA).</p> <p>5.5.2 SUPPLIER shall acknowledge receipt of reported issue and attend to it within the agreed fault response times.</p> <p>5.5.3 SUPPLIER, once the reported issue is resolved, shall inform the closure of the fault to SLALSD and this shall be confirmed by the SLAL</p>
5.6	<b>Maintenance</b>	<p>5.6.1 Preventative &amp; Routine</p> <p>SUPPLIER will advise SLAL technical staff on any recommended preventative or routine maintenance procedure for server infrastructure. This is to be incorporated to the internal workflow system to be accessed both by SLAL and SUPPLIER.</p>

		<p><b>5.6.2 Non-Routine Maintenance</b>  SUPPLIER will advise Srilankan of any non-routine maintenance procedure to be done on a virtual machines/host at the earliest opportunity to facilitate the scheduling of possible outage.</p> <p><b>5.6.3 Training and Documentation</b></p> <p>5.6.3.1 Training (leading to certification from principle) at a certified training center for all relevant technical areas (hardware, software, virtualization) for minimum three engineers of SLAL.</p> <p>5.6.3.2 SLAL Engineers and Technical Staff should be getting involved in server support tasks for hands-on experience.</p> <p>5.6.3.3 Onsite technical training (for carrying out day to day operations &amp; monitoring and first level troubleshooting) shall be provided by the SUPPLIER's implementation team on OS configuration, virtualization, hardware installation and configuration.</p> <p>5.6.3.4 SUPPLIER shall make arrangements for SLAL Engineers to take part in vendor technical forums for gaining latest technical knowledge, features, guidelines and recommendations for secure, efficient and high-available usage of the systems.</p> <p>5.6.3.5 Appropriate training and training materials will be provided annually by SUPPLIER to SLAL for all maintenance activities.</p> <p>5.6.3.6 All documentation and procedures will be provided to SLAL for maintenance activities.</p>
<b>5.7</b>	<b>Reporting</b>	<p>SUPPLIER should provide the following reports on a monthly basis to SLAL for the monthly service review meeting with SUPPLIER.</p> <p>5.7.1 Incident Management, Request Management, Performance Management, Capacity management, Inventory Management and submit report monthly basis.</p> <p>5.7.2 Up to date hardware inventory list. All the changes to be updated on time.</p> <p>5.7.3 Report including the status of incidents/requests with SLA timings, etc.</p> <p>5.7.4 A report of all maintenance (routine or preventative) carried out on server consolidated systems and hardware.</p> <p>5.7.5 A list of instances/difficulties encountered by SUPPLIER.</p> <p>5.7.6 Status Report of Monthly backup jobs.</p>
<b>5.8</b>	<b>Service Levels</b>	<p>Fault severity will be categorized based on the extent to which the fault affects the smooth operation of mission critical business applications. The severity levels (1,2 or 3) are defined in section 4.3 below and the target service levels will depend on the severity level</p>

### 5.8.1 Fault Reporting Windows

Reporting for Severity 1 & 2: 24 Hrs. per day / 7 days a week / 365 days a year.

### 5.8.2 Fault Resolution times

Clock starts as soon as the alert is generated by system(s) or the incident is reported to the SUPPLIER, whichever occurs first.

Severity 1: Target time for resolution = within 2 Hrs (24x7)

Severity 2: Target time for resolution = within 3 Hrs (24x7)

Severity 3: Target time for resolution = within 8 Hrs (Normal Business Hours)

### 5.8.3 Fault escalation and notification procedure

	Reporting window	Response time	Resolution time
Severity 1	24 x 7	Immediate	2 Hour
System malfunction, performance degrade, a complete failure of critical system with no temporary workaround	If no response within Response time, notification as follows: <ul style="list-style-type: none"><li>The vendor: TBD</li><li>SLAL: TBD</li></ul>		If no resolution within Resolution time, notification as follows: The vendor: TBD SLAL: TBD

	Reporting Window	Response time	Resolution time
Severity 2	24 x 7	1 Hour	3 Hours
A partial failure with a temporary workaround is available	If not resolved within resolution time, notification as follows: <ul style="list-style-type: none"><li>The vendor: TBD</li><li>SLAL: TBD</li></ul>		

	Reporting Window	Response time	Resolution time
Severity 3	8 x 5	2 Hours	8 Hours
Other issues	If not resolved within resolution time, notification as follows: <ul style="list-style-type: none"><li>The vendor: TBD</li><li>SLAL: TBD</li></ul>		



		<table><tr><td>99.95% Availability</td><td>99.95% measured over a calendar month on per server, on per devices externally connected to the server.</td></tr><tr><td>Change request/New request - Critical (Major business or operational impact if not implemented immediately)</td><td>Complete within 1 hour</td></tr><tr><td>Change request/New request - Normal</td><td>Complete within 4 hour or mutually agreed target</td></tr></table>	99.95% Availability	99.95% measured over a calendar month on per server, on per devices externally connected to the server.	Change request/New request - Critical (Major business or operational impact if not implemented immediately)	Complete within 1 hour	Change request/New request - Normal	Complete within 4 hour or mutually agreed target
99.95% Availability	99.95% measured over a calendar month on per server, on per devices externally connected to the server.							
Change request/New request - Critical (Major business or operational impact if not implemented immediately)	Complete within 1 hour							
Change request/New request - Normal	Complete within 4 hour or mutually agreed target							
5.9	Service Credit Scheme	<p>In view of service not available as agreed within this SLA, SUPPLIER shall provide SLAL the following service credits. The measurement will be based on occurrences and will be affected on a monthly basis.</p> <p>5.9.1 Minimum service credit terms</p> <ul style="list-style-type: none"><li>• US\$ 200 per hour or part of it exceeding the availability target</li><li>• US\$ 200 per hour or part of it exceeding the resolution target for Severity1 incidents</li><li>• US\$ 50 per hour or part of it exceeding the resolution target for Severity 2 incidents</li></ul> <p>5.9.2 Service credit terms of Severity 2 incidents is applicable for change request and new request targets.</p> <p>5.9.3 Additional US\$ 500 Service Credit is applied for every repeated incident during the month, if the identified root cause relates to a lapse in the maintenance &amp; support scope of the RFP.</p>						
5.10	Entry passes for Srilankan Airline Ltd	Prerequisites, for obtain entry passes for the vendor personnel to respective UL premises will be the responsibility of the vendor. SLAL will take the responsibility of processing the required Entry Passes provided required documentation is made available in advance. It is the responsibility of the vendor to request SLAL in advance for entry passes for those who will be assigned to provide maintenance activities to SriLankan Airlines.						
5.11	Business continuity	In case vendor is unable to continue the support due to whatever reason during the service period, a mechanism should be proposed to ensure business continuity either by having an agreement with another service provider with sufficient capabilities and resources or handing over support component to the principle if possible. Please provide the details of proposed mechanism and relevant documents for the proof.						
5.12	General	5.12.1 All proposals must include a comprehensive compliance check list with adequate details for any partial compliance to be eligible for consideration. This is a mandatory requirement and prospective vendors are required to submit a compliance check list in the format of section 9 under Annexure A. Failure to submit a duly						

		<p>filled compliance check list will disqualify the proposal from evaluation.</p> <p>5.12.2 Supplier and the support personals should agree and sign the NDAs attached in section 10 under Annexure A.</p>
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## 6. DELIVERABLES

- Provide 24x7 onsite support related to installation, operations, maintenance and support of the server infrastructure including hardware, firmware and Operating System (OS). The server infrastructure consists of standalone servers, virtualized servers, blade enclosures and accessory cards, storage, tape drives and library etc.
- Managing and troubleshooting issues related to Virtualized Server Environments (VMware and Hyper-V)
- Deliver enterprise data backup operations, backup job monitoring and restorations.
- Managing up-to-date documentation related to server and related infrastructure inventory.

## 7. Compliance check list

Onsite Server Support Specifications		
Clause reference	Fully Complied/ Partially Complied / Not complied	Remarks
3		
4		
5.1.1		
5.1.2		
5.1.3		
5.2.1		
5.2.2		
5.2.3		
5.2.4		
5.2.5		
5.2.6		
5.2.7		
5.2.8		
5.2.9		
5.2.10		

Onsite Server Support Specifications		
Clause reference	Fully Complied/ Partially Complied / Not complied	Remarks
5.3.1		
5.3.2		
5.3.3		
5.3.3.1		
5.3.3.2		
5.3.3.3		
5.3.3.3.1		
5.3.3.3.2		
5.3.3.3.3		
5.3.3.3.4.1		
5.3.3.3.4.2		
5.3.3.4		
5.3.3.5.1		
5.3.3.5.2		
5.3.3.5.3		
5.3.3.5.4		
5.3.3.5.5		
5.3.3.6.1		
5.3.3.6.2		
5.3.3.6.3		
5.3.3.6.4		
5.3.3.6.5		
5.3.3.7.1		
5.3.3.7.2		
5.3.3.7.3		
5.3.3.7.4		
5.3.4		
5.3.4.1		
5.3.4.2		
5.3.4.3		
5.3.4.4		
5.3.4.5		
5.3.4.6		
5.3.4.7		
5.3.5		
5.3.5.1		
5.3.5.2		
5.3.5.3		

Onsite Server Support Specifications		
Clause reference	Fully Complied/ Partially Complied / Not complied	Remarks
5.3.5.4		
5.3.5.5		
5.3.5.6		
5.3.6		
5.3.6.1		
5.3.6.2		
5.3.6.3		
5.3.6.4		
5.3.6.5		
5.3.6.6		
5.3.6.7		
5.3.7		
5.3.7.1		
5.3.7.2		
5.3.7.3		
5.3.8		
5.3.8.1		
5.3.8.2		
5.3.8.3		
5.3.8.4		
5.4		
5.5		
5.5.1		
5.5.2		
5.5.3		
5.6.1		
5.6.2		
5.6.3.1		
5.6.3.2		
5.6.3.3		
5.6.3.4		
5.6.3.5		
5.6.3.6		
5.7		
5.7.1		
5.7.2		
5.7.3		
5.7.4		

Onsite Server Support Specifications		
Clause reference	Fully Complied/ Partially Complied / Not complied	Remarks
5.7.5		
5.7.6		
5.8		
5.8.1		
5.8.2		
5.8.3		
5.9		
5.9.1		
5.9.2		
5.9.3		
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5.11		
5.12.1		
5.12.2		

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## 10. NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (“the Agreement”) made and entered into on the day of last party signing this Agreement (“the Effective Date”), by and between

**SRILANKAN AIRLINES LIMITED** a Company duly incorporated under the laws of Sri Lanka bearing Company Registration No. PB 67 and having its registered address and principal business at the Airline Centre, Bandaranaike International Airport, Katunayake in the Democratic Socialist Republic of Sri Lanka (hereinafter referred to as the “**SLA** ” which term shall where the context so requires mean and include the said SRILANKAN AIRLINES LIMITED, its successors and permitted assigns) of the First Part, and;

**XXXXXXXXXX** a company duly incorporated under the laws of Sri Lanka bearing company registration number **XXXXXXXX** and having its registered office at **XXXXXXXXXX** (hereinafter referred to as “ **Company**” which term shall where the context so requires mean and include the said **XXXXXXXXXX** , its successors and permitted assigns) of the Second Part; and  
(SLA and Company are collectively referred to as the “Parties” and individually referred to as a “Party”)

**WHEREAS** the Company is the **XXXXXXXXXXXXXXXXXXXX** Provider;

**WHEREAS** SLA is an international commercial airline registered in Sri Lanka;

**WHEREAS** the Company and SLA are in discussions to automate the manual business processes of SLA with WorkHub24 platform (the “Purpose”) and both parties agree that in order to discuss, negotiate the Purpose each of the Company and SLA may disclose to the other information of confidential private and proprietary nature

**AND WHEREAS** in view of the confidential private and proprietary nature of information to be disclosed and exchanged between the Parties, IT IS HEREBY AGREED AS FOLLOWS:

1. All information provided by each Party to the other to facilitate discussions and meetings between the Parties with respect to the Purpose, whether it be transmitted orally, electronically or in writing, information relating to either Party, shall be considered as “Confidential Information”. In relation to the Purpose, the Parties in particular agree and acknowledge that the following information are Confidential Information.

Technical and business information relating to airline business information systems, existing and/or contemplated products and services, proprietary ideas and inventions, trade secrets, drawings and/or illustrations, research and development, financial information and financial projections, customers, clients, marketing, and current or future business plans and models, specifications, records, data, computer programs, drawings, schematics, know-how, notes, models, reports, samples or other forms of copies, derivations, analyses, compilations, studies, memoranda, notices and other materials designated as “Confidential Information” at the time of its disclosure.
2. Each Party acknowledges and agrees:
  - 2.1 that all Confidential Information received by either Party (“Receiving Party”) from the other Party (“Disclosing Party”) shall be and shall remain the exclusive property of the Disclosing Party and no title to or other interest in the Confidential Information is granted or transferred to the Receiving Party by this Agreement.
  - 2.2 to receive in confidence any Confidential Information and to limit access to such Confidential Information to the Authorized Representatives who have a need to know the Confidential Information on behalf of a Party in order for the Party to engage in the Purpose;
  - 2.3 to not disclose the Confidential Information to third parties other than Authorized Representatives or authorize other personnel to discuss such Confidential Information with others without the prior written approval of the Disclosing Party.
  - 2.4 the disclosure of the Confidential Information by any Authorized Representatives in a manner inconsistent with any of the terms hereof shall be deemed to be a breach of this Agreement by Receiving Party for all purposes of this Agreement.
  - 2.5 to use the Confidential Information only for the Purpose, services or analysis related to the Purpose. If a Party seeks any other use, it must seek the written agreement of the Disclosing Party who may refuse so for any reason whatsoever;
  - 2.6 to return promptly to the Disclosing Party, or to destroy any copies of such Confidential Information in written, graphic or other tangible form at the Disclosing Party’s request including all copies and notes thereof and including Confidential Information incorporated into analyses, compilations, studies or other documents prepared by the Receiving Party with destruction being certified in writing by an officer of the Receiving Party. The Receiving Party shall not be obligated to erase the Confidential Information that is contained in an archived computer system backup in accordance with its security or disaster recovery procedures, all of which shall continue to be held by the Receiving Party and kept confidential and subject to the terms of this Agreement.
  - 2.7 Neither disclosure of Confidential Information nor this Agreement shall be construed as a license to make, use or sell the Confidential Information to products derived there from.
  - 2.8 For the purposes of this Agreement, “Authorized Representatives” mean the officers, shareholders, directors, employees, agents or professional advisers of the Receiving Party; who (i) are directly involved in the Purpose; and (ii) are obligated to protect the Confidential Information in accordance with the terms hereof and limit its use to evaluation the Purpose.

3. These obligations do not apply to Confidential Information which:
- 3.1 As shown by reasonably documented proof, was in the other's possession prior to receipt thereof from the disclosure; or
- 3.2 As shown by reasonably documented proof, was received by either of the Parties in good faith from a third party not subject to a confidential obligation under any other agreement; or
- 3.3 Now is or later becomes publicly known through no breach of confidential obligation by SLA or the Company as the case may be.
- 3.4 Is disclosed pursuant to a requirement imposed by a government agency having a regulatory authority over the relevant Party or is otherwise required to be disclosed by operation of law;
- 3.5 Was developed by either Party independently without using any of the Confidential Information received from the other Party; or
- 3.6 Is authorized in writing by the other Party to be released or is designated in writing by that other Party as no longer being confidential or proprietary; or
- 3.7 Is being used to enforce its legal rights against the other Party
4. Nothing contained in this Agreement shall act to prevent any one or all of the Parties hereto from concurrently or otherwise discussing or planning or initiating similar projects with non-parties to this Agreement so long as the nondisclosure aspects of this Agreement are not violated. Neither Party shall discuss or disclose in writing or by any other means to any third party, any information knowingly allusive to any Confidential Information.
5. The Receiving Party shall be responsible for any breach of this Agreement by the Receiving Party or any Authorized Representative and shall defend, indemnify and hold harmless the Disclosing Party from and against all manner of actions, causes of actions, proceedings, claims, demands, damages, losses, expenses, penalties, fines, costs, that the Disclosing Party suffered, incurred, may suffer or may incur as a result of or in connection with any breach of this Agreement by the Receiving Party and/or the Authorized Representative.
6. It is agreed that a violation of any of the provisions of this Agreement may cause irreparable harm and injury to the non-violating Party and that Party shall be entitled, in addition to any other rights and remedies it may have at law or in equity, to an injunction enjoining and restraining the violating Party from doing or continuing to do any such act and any other violations or anticipatory violations of this Agreement. Except in showing of willful violation of this Agreement, neither Party shall be liable to the other, whether in contract or in tort or otherwise, for special, indirect, incidental or consequential damages.
7. Neither this Agreement nor provision of Confidential Information pursuant to it shall be construed as an offer, acceptance, agreement, commitment, promise or representation by either Party to do business or to enter into any transaction with the other Party.
8. This Agreement shall be construed in accordance with the laws of Sri Lanka and shall be subject to the exclusive jurisdiction of the Courts in Sri Lanka.
9. This Agreement is the entire agreement between the Parties with respect to nondisclosure of Confidential Information pertaining to the Purpose and supersedes all prior agreements and understanding with respect to this subject. This Agreement may be amended only by written agreement executed by both Parties. This Agreement shall not be assigned or transferred by either Party without the prior written consent of the other. This Agreement shall be binding on agents, successors and permitted assigns of the Parties.

10. This Agreement shall remain valid until it is terminated by either Party with 30 days' prior written notice. However, the obligations of the Parties accrued and arisen hereunder shall survive the termination of this Agreement.

**IN WITNESS WHEREOF** the authorized signatories of SRILANKAN AIRLINES LIMITED and [incorporated name of the company ] have placed their respective hands hereto and to one other of the same tenor.

FOR AND ON BEHALF OF  
**SRILANKAN AIRLINES LIMITED**

-----  
Name:

Designation:

Date:

FOR AND ON BEHALF OF

XXXXXXXXXX

-----  
Name: xxxxxxxx

Designation: xxxxxxxx

Date:

## 11. Infrastructure Profile

No	Item	Description
01	VMware hosts	26+ hosts 290 + Virtual machines
02	HyperV hosts	10+ hosts 65+ virtual machines
03	Standalone servers	37 servers
04	Tape Library	1 library 4 tape drivers
05	Disk Backup recovery	Backup configuration support Job monitoring (1 <sup>st</sup> level troubleshooting and escalation) Restoration
07	Storage	Local storage, SAN



### ANNEXURE B: Price Schedule Form

#### Invitation For Bids for Invitation For Bids for Onsite Server Support For Srilankan Airlines For 03 Years - CPIT/LNB/13/2025

Name of the Bidder & Address : .....

Name of the Principal : .....

Name of the Manufacturer : .....

Description	Unit Price (If applicable)	Cost for the 1st year	Cost for the 02 <sup>nd</sup> year	Cost for the 03rd year	Remarks
Onetime Cost					
Recurrent cost					
Any other costs					
Total Cost per annum					
Total cost for the project for 03 years					

**Payment terms: Quarterly in arrears with 45 days credit from the invoice date.(Advance payments are NOT accepted)**

Company Seal & Signature:

Date:

Please submit your proposal in LKR.

Above format is for your guidance only, you may add on any additional requirements to the above schedule.

Price schedule table must be completed without any alterations to its format, and no substitutes shall be accepted

Preferred payment term: Quarterly in arrears with 45 days credit from the date of the receipt of the invoice for each price component indicated in the above Price Schedule Form. **Advance payment is not acceptable.**

**Note:** Please indicate the Payment term relevant to each price component indicated in the above Price Schedule Form. The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the Price Schedule Form for payment in LKR.

Performance security: A bank guarantee (unconditional, irrevocable and on first written demand) of 10% of the total order value shall provide to cover both the warranty period and contract period)

**Note:** Please submit your financial proposal on your Company Letter Head based on the above price formats & complete all the cells with required information (Eg. Indicate the Price/Not Applicable or Included etc). Please submit your Best and Final Offer (BAFO) for evaluation.

Bid Validity:.....

Bid Security declaration: Yes/ No (to be attached with financial bid)

Acceptance on 5% performance security:.....

Implementation lead time: .....

Available locations for inspection of the proposed solution/service - .....

Method of payment :

Bank details :

Head Office :

Account Name :

Period of Agreement : \_\_\_\_ years commencing from \_\_\_\_ until \_\_\_\_ Price shall be fixed for the Term of the Agreement

..... [signature of person signing the Bid]

.....[designation of person signing the Bid with frank]

Date : ..... [insert date]

## ANNEXURE C: Bid Security Declaration Form

### Invitation For Bids for Invitation For Bids for Onsite Server Support For Srilankan Airlines For 03 Years. CPIT/LNB/13/2025

**THIS IS A COMPULSORY FORM. NON-SUBMISSION OF DULY FILLED/SIGNED FORM SHALL RESULT IN REJECTING THE BID.**

[The Bidder shall fill in this form in accordance with the instructions indicated in brackets]

Date: -----[insert date by bidder]

\*Name of contract -- [insert name]

\*Contract Identification No: -----[insert number]

\*Invitation for Bid No.: ----- insert number]

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

1. We understand that, according to instructions to bidders (hereinafter “the ITB”), bids must be supported by a bid-securing declaration;
2. We accept that we shall be suspended from being eligible for contract award in any contract where bids have being invited by SriLankan Airlines, for the period of time of one year starting on the latest date set for closing of bids of this bid, if we:
  - (a) withdraw our Bid during the period of bid validity period specified; or
  - (b) do not accept the correction of errors in accordance with the Instructions to Bidders of the Bidding Documents; or
  - (c) having been notified of the acceptance of our Bid by you, during the period of bid validity, (i) fail or refuse to execute the Contract Form, if required, or (ii) fail or refuse to furnish the performance security, in accordance with the ITB.
3. We understand this bid securing shall expire if we are not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the bidder was unsuccessful; or (ii) twenty-eight days after the expiration of our bid.
4. We understand that if we are a Joint Venture (JV), the Bid Securing Declaration must be in the Name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Securing Declaration shall be in the names of all future partners as named in the letter of intent.

Signed [insert signature(s) of authorized representative] In the Capacity of [insert title]

Name [insert printed or typed name]

Duly authorized to sign the bid for and on behalf of [insert authorizing entity]

Dated on [insert day] day of [insert month], [insert year]

#### ANNEXURE D: Performance Security Form

**THIS IS A MANDATORY REQUIREMENT IF YOUR PROPOSAL IS SELECTED FOR THE AWARD. NON-ACCEPTANCE TO SUBMIT THE PERFORMANCE SECURITY SHALL RESULT IN REJECTING THE BID.**

[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

-----[Issuing Agency's Name, and Address of Issuing Branch or Office]-----

Beneficiary: SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka

Date: -----

PERFORMANCE GUARANTEE No: -----

We have been informed that -----[name of Bidder](hereinafter called "the Bidder") has entered into Contract No. -----[reference number of the contract] dated ----- with you, for the -----Supply of -----[name of contract and brief description] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Bidder, we -----[name of Agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of -----[amount in figures](----- ---) [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the --- day of ----,20..[insert date,28 days beyond the scheduled completion date including the warranty period] and any demand for payment under it must be received by us at this office on or before that date.

\_\_\_\_\_  
[signature(s)]

### ANNEXURE E: Clientele Information Form

Company Name	Company Representative's Contact Details (Please state name, official email address and telephone number)	System/ solution implemented	Implementation date	Present status
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

**Note:** Please mention the users of the **same service/solution proposed** to SriLankan Airlines.  
In addition to above information please provide your clientele of **other** systems/solutions implemented.

## ANNEXURE F: Sample Contract Agreement

### **AGREEMENT FOR PROVISION OF SERVICE/SOLUTION**

The Agreement for Provision of service/solution (hereinafter referred to as "Agreement") is made and entered into on this \_\_\_\_ day of \_\_\_\_\_

Between;

**SRILANKAN AIRLINES LIMITED** a company incorporated in Sri Lanka (Company Registration PB 67) and having its registered office at "Airline Centre", Bandaranaike International Airport, Katunayake, Sri Lanka, (hereinafter called and referred to as "**SriLankan Airlines**" which term or expression shall where the context so requires or admits mean and include the said **SriLankan Airlines Limited**, its successors, assignees and representatives) of the **One Part;**

And

\_\_\_\_\_ a company incorporated in \_\_\_\_\_ (Company Registration No. \_\_\_\_\_) and having its registered office at \_\_\_\_\_ (hereinafter called and referred to as the "**Contractor**" which term or expression shall where the context so requires or admits mean and include the said \_\_\_\_\_ its successors, assignees and representatives) of the **Other Part.**

**WHEREAS** SriLankan Airlines is desirous of procuring \_\_\_\_\_ (hereinafter referred to as "service/solution") as per the specifications and estimated quantities provided in Schedules attached herewith to the Agreement.

**WHEREAS** the Contractor is engaged in supply of \_\_\_\_\_ and desirous of supplying the Service/solution to SriLankan Airlines on a non-exclusive basis according to the specifications and estimated quantities mentioned herein and communicated by SriLankan Airlines from time to time in the future;

**WHEREAS** the Contractor has expressed its offer to provide SriLankan Airlines with the service/solution according to the terms and conditions provided herein and which offer has been accepted by SriLankan Airlines;

**WHEREAS** prior to the said offer and the execution of the Agreement, the Contractor has been apprised of the requirements and specification required by SriLankan Airlines for the supply and delivery of service/solution and to all other matters which might have influenced the Contractor in making its bids and has agreed to supply and deliver the Service/solution to SriLankan Airlines pursuant to the said requirements and specifications set forth in the Invitation for Bids document;

**WHEREAS** the Contractor has expressed its desire to provide SriLankan Airlines with Service/solution according to the terms and conditions provided herein.

### **IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS:**

#### **1. OBLIGATIONS OF THE CONTRACTOR:**

1.1 The Contractor shall:

- 1.1.1 Deliver Service/solution as more fully described in the Schedule A in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule A, to the locations more fully described in Schedule B hereto according to the specifications provided in Annex ..... (such schedules and annexes to be part and parcel of this Agreement) on non-exclusive basis on the terms and conditions set out herein.
- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
  - a) be in accordance with the specifications set out in Annex ....;
  - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
  - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule B in quantities mentioned in Annex ..... The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule B of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause 3 and Schedule C).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule C if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.
- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and

the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).

- 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.
- 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.
- 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.
- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.
- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule B or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.
- 1.5 The contractor shall provide a comprehensive unconditional warranty of ... years from the date mentioned in the Commissioning and Acceptance Form in Annex .... for manufacturing defects of the Service/solution except ware and tare.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedule A without any cost to SriLankan Airlines.

## **2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:**

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause 3 and Schedule C hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance to the same rates as specified under Schedule .....
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors provided in Schedule C where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.
- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the



Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.

- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution ' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.
- 2.5 When the Service/solution are received to SriLankan Airlines stores , SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed and other required items/Service/solution specified in Schedule A are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to vendor within 5 working days of receipt of shipment to stores.
- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.
- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.
- 2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution ; and
  - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
  - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

### **3. INVOICING & PAYMENT:**

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule C hereto.
- 3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.
- 3.3 Subject to Clause ....., SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within ..... days from the date of Commissioning and Acceptance in Annex ..... . The invoice will be raised at the time of departure of the Service/solution

from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.

- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause ..... hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favour, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.
- 3.5 SriLankan Airlines shall be entitled to withhold any payments due to the Contractor under this Agreement and any sums of money required to be withheld by SriLankan Airlines under any law or regulation for the time being in force and/or pursuant to this Agreement.
- 3.6 Payment shall be made in according to the payment details provided in Schedule C.
- 3.7 Invoices to be addressed to: Manager Financial Services, SriLankan Airlines Ltd, Airlines Centre, BIA, Katunayake, Sri Lanka and/or email to: zaroosha.farook@srilankan.com

#### **4. LIABILITY & INDEMNITY:**

- 4.1 The Contractor shall indemnify and hold harmless SriLankan Airlines free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities, to SriLankan Airlines, its officers, agents, employees, representatives or any third parties and/or any property, that may arise pursuant to this Agreement, in particular pursuant to (but not limited to) any:
  - a) Claim in respect of any workers of the Contractor under the Workman's Compensation laws or any other law;
  - b) Accident, injury or death caused to any person by negligence or willful misconduct of the Contractor, its servants, agents employees or representatives;
  - c) Acts of theft, pilferage, damage of property caused by the Contractor or its servants, agent s employees or representatives;
  - d) Any losses, damages, injuries, illness or death incurred due to manufacturing defects, nonperformance and or malfunction of the Service/solution procured under this agreement by SriLankan Airlines;
  - d) if the Service/solution provided to SriLankan Airlines are not suitable for the use intended and/or does not meet the specifications set out in this Agreement including alleged illness, injury, death or damage as a result of the use of any the Service/solution produced, packaged, stored or shipped by Contractor;
  - d) violation of any laws, regulations or intellectual property rights of any party;
  - e) breach of any obligations, representations, warranties or covenants in the Agreement by the Contractor;
- 4.2 SriLankan Airlines shall indemnify and hold harmless the Contractor free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities that may arise pursuant to the

death or injury of a worker of the Contractor or damage to the Contractor's (or its workers) property caused by SriLankan Airlines' negligence or willful misconduct.

## **5. INSURANCE:**

5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These insurances will include but not limited to;

- a) Workmen's Compensation Insurance or employer's liability insurance for all employees of the contractor or their representatives involved with performance of this contract. The policy shall include extensions for riot and terrorism.

5.2 Such insurances as aforementioned incorporate the following provisions in respect of liability assumed by the Contractor under this Agreement (unless otherwise specified by SriLankan Airlines):

- a) Name SriLankan Airlines, its successors and assigns, directors, officers, servants, employees, agents and contractors as additional assureds.
- b) A severability of interest clause, where the insurances (except with regard to the limits of liability) will operate in all respects as if there were a separate policy covering each assured.
- c) Confirm that such insurances shall be primary without right of contribution from any other insurance carried by SriLankan Airlines.
- d) Provide that the cover afforded to SriLankan Airlines shall not be invalidated by act or omission by the Contractor or by any other person and shall remain valid regardless of any breach or violation by the Contractor or any other person of any warranty, declaration or condition contained in such insurances.
- e) The Insurer (of the insurances) will provide 15 days prior written notice to SriLankan Airlines of any material change of the insurances affected pursuant to this Clause.

5.3 The Contractor shall also within 15 days of the execution of this Agreement and at each consequent renewal (or renewal of insurances whichever shall occur first) produce an Insurance Policy/Certificate/Endorsement evidencing coverage as per the requirements of Clause 5.1.

5.4 In the event the Contractor defaults and/or fails to comply with any of its obligations under this Clause, SriLankan Airlines may (without prejudice to any other remedy available under this Agreement) pay any premiums that may remain due and unpaid provided that SriLankan Airlines shall be entitled to deduct or charge the Contractor any such amounts expended by it to pay such aforementioned unpaid premiums.

5.5 The insurance coverage required by Clause 5.1 and 5.2 shall at all times be valid and adequate to meet all the obligations set out above and any other obligations required by law. Failure to maintain insurance coverage to the required level will be considered by SriLankan Airlines as a fundamental breach of this Agreement.

## **6. NON-COMPLIANCE:**

6.1 In the event of the non-compliance or breach by the Contractor of any of its obligations contained in this Agreement, SriLankan Airlines may at its discretion, without prejudice to any of its rights under this Agreement:

- a) Terminate this Agreement as per Clause 7 below:
- b) Charge the Contractor liquidated damages at the rate specified in Schedule C of the estimated amount of the monies payable for the relevant Service/solution for the relevant period of non-compliance or breach; and/or
- c) Obtain the Service/solution from another contractor provided however, that in the event any money is expended by SriLankan Airlines on account of the Contractor's non-compliance or breach of its duties, such said expenditure shall be re-charged to the Contractor.

The Contractor shall in the aforementioned instances make good the irregularity, breach and/or lapse as soon as possible to the satisfaction of SriLankan Airlines and shall reimburse SriLankan Airlines any expenses incurred by it in such said instances.

## **7. TERM & TERMINATION:**

7.1 This Agreement shall be valid for a period of \_\_ years commencing from \_\_\_\_ until \_\_\_\_ unless terminated earlier and shall automatically stand terminated upon the expiry of the Agreement. Notwithstanding the above, the Parties may extend the Term of this Agreement upon the expiry of the Term for a further period of 1 year by written mutual agreement on the same terms and conditions of this Agreement; provided however that such extension shall be subject to the Contractor's satisfactory performance of the Agreement decided at the sole discretion of SriLankan Airlines.

7.2 Notwithstanding Clause 7.1, SriLankan Airlines may terminate this Agreement at any time, without assigning any reasons whatsoever, by giving the Contractor 90 days' written notice of termination without any liability to pay compensation and such termination shall take effect on the expiry of the said 90 days' notice period.

7.3 SriLankan Airlines may terminate this Agreement forthwith in writing in the event the Contractor does not:

- a) provide the Service/solution at the time, manner and/or to the specifications/ quality required by SriLankan Airlines pursuant to this Agreement;
- b) comply with the requirements and/or notices of SriLankan Airlines; and/or
- c) Perform, fails or is failing in the performance of any of its obligations under this Agreement.

7.4 Subject to Clause 7.3 hereof, either party shall have the right to terminate this Agreement forthwith at any time by giving written notice to the other upon the happening of any of the following events:

- a) if the other party is in breach of any of the terms or conditions of this Agreement and fails to rectify same within 30 days of the written notice of the breach to the defaulting party or immediately if the breach is incapable of remedy;
- b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme

of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or

- d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.
  - e) Disruption to the performance of the Agreement for a period of more than 60 days due to force majeure event.
- 7.5 Expiration or termination of this Agreement pursuant to the provisions of this Clause shall be without prejudice to the accrued rights and liabilities of either party.
- 7.6 On termination of this Agreement the Contractor shall only be entitled to receive the payment of monies (less any monies as SriLankan Airlines is entitled to deduct/set-off under this Agreement) for Service/solution duly provided in accordance with the terms of this Agreement. The Contractor shall not be entitled to any further costs, remuneration consequential or special damages, loss of profits or revenue claimed to have been suffered by the Contractor (including its agents, employees and representatives) as a result of this Agreement.
- 7.7 In the event SriLankan Airlines terminates this Agreement in whole or in part, pursuant to 7.3 a), b) or c) of the Agreement, SriLankan Airlines may procure upon such terms and in such manner as it deems appropriate, Service/solution, as the case may be, similar to those undelivered under the Agreement, and the Contractor shall be liable to SriLankan Airlines for any excess costs for such similar Service/solution procured by SriLankan Airlines. However, the Contractor shall continue performance of the Agreement to the extent not terminated herein.

## **8. BANK GUARANTEE:**

- 8.1 Upon the execution of this Agreement, the Contractor shall furnish SriLankan Airlines a bank guarantee for the sum as set forth under Clause 2.1 of Schedule C, as an irrevocable and unconditional bank guarantee drawable on demand in Sri Lanka from a bank acceptable to SriLankan Airlines, in a form and substance satisfactory to SriLankan Airlines as security for the due and proper performance by the Contractor of its obligations under this Agreement. All applicable bank charges (including any charges at the time of encashment) on such bank guarantee shall be borne by the Contractor). The said bank guarantee shall remain in force for the duration of this Agreement and 90 days thereafter.
- 8.2 The proceeds of the Bank Guarantee shall be payable to SriLankan Airlines as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Agreement.
- 8.3 The Bank Guarantee will be discharged by SriLankan Airlines and returned to the Contractor within 90 days of the expiry of this Agreement or within 90 days following the date of completion of Contractor's obligations under the Agreement, whichever is later, less monies due to SriLankan Airlines and/or as SriLankan Airlines is entitled to deduct/set-off under this Agreement.
- 8.4 In the event, that the Contractor fails to pay any monies due to SriLankan Airlines (or any part thereof) as and when the same become payable under this Agreement, SriLankan Airlines shall be entitled to adjust or deduct any monies due to SriLankan Airlines from the Bank Guarantee accordingly. In the event of an adjustment or deduction of the Bank Guarantee by SriLankan Airlines against any sums due from the Contractor, the Contractor shall immediately submit to SriLankan Airlines the amount adjusted or deducted by SriLankan Airlines and restore the Bank Guarantee to its original amount.
- 8.5 SriLankan Airlines shall not make any payments under this Agreement to the Contractor until SriLankan Airlines has received the Bank Guarantee as stipulated under Clause 8 hereof.

- 8.6 SriLankan Airlines' rights with respect to the Bank Guarantee shall be in addition to any other rights or remedies available to SriLankan Airlines.

**9. GOVERNING LAW:**

- 9.1 This Agreement shall be governed by the laws of Sri Lanka and subject to the jurisdiction of the courts in Sri Lanka.

**10. FORCE MAJEURE:**

- 10.1 In the event that either party shall be wholly or partly unable to carry out its obligations under this Agreement by reasons or causes beyond its control, including by way of illustration Acts of God or the public enemy, fire, floods, explosions, epidemics, insurrection, riots or other civil commotion, war, Government order or by any other cause (excluding, however, strikes, lockouts or other labour troubles), which it could not be reasonably be expected to foresee or avoid, then the performance of its obligations in so far as they are affected by such cause shall be excused during the continuance of any inability so caused. Such cause(s) shall however as far as possible be remedied by the affected party with all reasonable dispatch.
- 10.2 Notwithstanding the above each party shall give the other as soon as possible notice of the occurrence or imminent occurrence of an event as indicated above and where such notice is given verbally it shall be followed immediately in writing.
- 10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance to the time schedule as specified in the respective Purchase Order(s) due to any of the force majeure event mentioned above, the time schedule for the delivery of Service/solution shall be extended accordingly.

**11. GENERAL:**

- 11.1 This Agreement shall constitute the entire agreement and understanding of the parties and shall supersede all prior agreements, whether written or oral between the parties hereto concerning the subject matter hereof.
- 11.2 In the event of a conflict between this Agreement and its Schedules, the Schedules shall take precedence over this Agreement in respect of the subject matter thereof. In the event of a discrepancy between Purchase Order and the Agreement, the Purchase Order will take precedence over this Agreement in respect of the subject matter thereof.
- 11.3 In the event that either party shall be rendered wholly or partly unable to carry out its obligations under this Agreement as a result of strikes, lockouts and labour troubles, then such party so incapacitated shall compensate such other for damage and/or loss suffered by such other as a result of such strike, lockout or labour trouble.

- 11.4 At all times the Contractor (together with its workers) will be deemed to be an independent contractor and shall not under any circumstances be considered an employee, representative or agent of SriLankan Airlines.
- 11.5 The right and remedies of SriLankan Airlines against the Contractor for the breach of any condition and for obligations undertaken by the Contractor under this Agreement shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of SriLankan Airlines.
- 11.6 Nothing in this Agreement shall prevent SriLankan Airlines from availing itself of any remedies provided under the general law in addition to the remedies stipulated in this Agreement.
- 11.7 Except to the extent as amended under the Purchase Order(s), this Agreement shall not be varied or modified otherwise than by an instrument in writing of even date herewith or subsequent hereto executed by or on behalf of SriLankan Airlines and the Contractor by its duly authorized representatives.
- 11.8 If any provision of this Agreement should become or be adjudged invalid or unenforceable for any reason whatsoever, such invalidity or unenforceability shall not affect any other part of this Agreement and all other provisions shall remain valid and in full force and effect.
- 11.9 The titles to the clauses in the Agreement are for convenience of reference only and do not form part of this Agreement and shall not in any way affect the interpretation thereof.
- 11.10 SriLankan Airlines does not grant the Contractor any right, title or interest in any of its designs, labels, know-how, trade names, trademarks, service marks, logos and other distinctive brand features or business identifiers, logo, copyright or any other intellectual property rights of SriLankan Airlines ("Intellectual Property Rights") except as expressly authorized in writing by SriLankan Airlines and the Contractor shall not have any right, title or interest in the said Intellectual Property Rights of SriLankan Airlines other than the right to use it for purposes of this Agreement for the Term hereof only with the express written consent of the SriLankan Airlines.
- 11.11 The Contractor shall not issue any press release or other public announcement related to this Agreement, written or oral, without the prior written consent of SriLankan Airlines, except as required by law or a court order. For avoidance of any doubt, the Contractor shall not make, give or issue any press release or other press activity involving or referring to SriLankan Airlines or any of its affiliates or their services or operations, without SriLankan Airlines prior written approval.
- 11.12 The Contractor expressly assures and warrants that it has all the necessary approvals, authorizations and licenses to enter into this Agreement and to provide the Service/solution envisaged under this Agreement.
- 11.13 Any notice or other communication required or authorized by this Agreement to be served or given by either party to the other shall be deemed to have been duly served or given if in writing and
- (a) left at or sent by prepaid registered post to the last known place of business of that; or
  - (b) sent by fax or e-mail to such place of business and confirmed by prepaid registered post, similarly addressed, within 24 hours of the dispatch of such fax or e-mail.

In the case of SriLankan Airlines to –  
SriLankan Airlines Limited  
Bandaranaike International Airport,  
Katunayake

Sri Lanka  
 Fax :  
 E-mail:  
 Attention:

In the case of the Contractor to –

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

## 12. SERVICE LEVELS AND OTHERS

Fault severity will be categorized based on the extent to which the fault affects the smooth operation of mission critical business applications. The severity level (1, 2 or 3) will be identified by IT Service Desk (ITSD) of SLAIT when the fault call is reported to the vendor. The target service levels will depend on the severity level. This SLA incorporating service level targets as mentioned here is a mandatory requirement for the contract execution.

### 4.2 Fault severity and resolution times

Severity 1: Target time for resolution = within 2 Hrs

Severity 2: Target time for resolution = within 4 Hrs

Severity 3: Target time for resolution = within 8 Hrs

#### Fault escalation and notification procedure

4.2.1	Reporting window	Response time	Resolution time
<b>Severity 1</b>	24 x 7	5 min	2 Hour
System malfunction, performance degrade, a complete failure of critical system with no temporary workaround	If no response within Response time, notification as follows: <ul style="list-style-type: none"> <li>The vendor: TBD</li> <li>SLAIT: TBD</li> </ul>		If no resolution within Resolution time, notification as follows: The vendor: TBD SLAIT: TBD

4.2.2	Reporting Window	Response time	Resolution time
<b>Severity 2</b>	24 x 7	10 min	4 Hour
A partial failure with a temporary workaround is available	If not resolved within resolution time, notification as follows: <ul style="list-style-type: none"> <li>The vendor: TBD</li> <li>SLAIT: TBD</li> </ul>		

4.2.3	Reporting Window	Response time	Resolution time
<b>Severity 3</b>	24 x 7	15 min	8 Hours
Other issues	If not resolved within resolution time, notification as follows: <ul style="list-style-type: none"> <li>The vendor: TBD</li> <li>SLAIT: TBD</li> </ul>		

4.2.4	
<b>99.95% Availability</b>	99.99% measured over a calendar month on per server, on per devices externally connected to the server.



#### 4.3 Service credit

In view of service not available as agreed within this SLA, the vendor shall incur the following service credits. The measurement will be based on occurrences and will be effected on a **monthly** basis. Service credits must be settled within 30 days.

- 4.3.1 Severity 1: US\$ 200/- per hour or part of it for the total duration exceeding resolution target
- 4.3.2 Severity 2: US\$ 50/- per hour or part of it for the total duration exceeding resolution target
- 4.3.3 99.99% Availability: US\$ 100/- per 0.01% reduction. Approved planned downtime with 48 hours advance notice will be excluded for this calculation. SLAIT has the full right to reject the downtime request.
- 4.3.4 Additional US\$ 100/- for every repeated failure of the same machine after a 2<sup>nd</sup> failure during a calendar month.

**IN WITNESS WHEREOF** the parties hereto have caused their authorized signatories to place their hands hereunto and to one other of the same tenor on the date first referred to above in:

For and on behalf of  
**SRILANKAN AIRLINES LIMITED**

For and on behalf of

\_\_\_\_\_  
Name:  
Designation:

\_\_\_\_\_  
Name:  
Designation:

\_\_\_\_\_  
Witness:

\_\_\_\_\_  
Witness:

Name:  
Designation:

Name:  
Designation:

**ANNEXURE G : Bid Acknowledgement Form**

**IMPORTANT**

**All Bidders should confirm the intention to submit a Bid by forwarding the duly completed Bid Acknowledgement form given below, 14 working days prior to the Bid closing date.**

**RECEIPT OF THE BID DOCUMENTS**

**Receipt of your Bid invitation document no. CPIT/LNB 13/2025 is hereby acknowledged**

☐

You may expect to receive our proposal on or before.....

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

☐

We do not intend to bid because .....

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

Signed : .....

Title : .....

Company : .....

Date : .....

**ANNEXURE H: Vendor Information Form**

<b>Section A - <i>Basic information of the vendor</i></b>	
1. Registered Name of the Vendor :	
2. Date of Incorporation:	
3. Country of Incorporation:	
4. Nature of business :	5. Company type :
6. Telephone & Fax numbers : Tel:                      Fax:	7. E-mail address :
8. Registered address :	
9. Other contact details (if any) :	
10. Registered Name and address of the agent (if any)	

Section B - <i>Details of Directors, Shareholders and related parties</i>	
1. Name(s) of Directors	
2. Name(s) of Shareholders	
3. If the Shareholders are incorporated entities, please state the shareholders of such entities	
4. If the Shareholders are equity funds, please state the owners of such funds	
5. Name (s) of Directors of Parent/Subsidiary who are also Directors of SriLankan Airlines	
6. Name(s) of Directors of Parent/Subsidiary who are also Employees of SriLankan Airlines	
7. Names of Close Family Members who are either Directors/Employees of SriLankan Airlines	

**\*Please note that the copies of passports and proof of residence of the above mentioned Shareholders / Directors / Owners of funds shall be submitted by the vendor upon the request of SriLankan Airlines.**

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:

<b>Section C -Business verification : Duly signed and stamped copy of above document to be supported by the following documents</b>	
✓ 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)

## ANNEXURE I: Extended Information Security Schedule

### CHECK LIST 2

This Data Security Schedule is for service providers, contractors, and other interested third parties (hereafter referred to as the Service Provider) "Services/Solution" means the scope of work covered in the respective Request for Proposals (RFP).

Name of the Bidder & Address : .....  
Name of the Principal : .....  
Name of the Manufacturer : .....  
Brand : .....  
Model : .....



Extended  
Information Security

## **ANNEXURE J: Non-disclosure Agreement**

It is understood and agreed to that the below identified discloser of confidential information may provide certain information that is and must be kept confidential. To ensure the protection of such information, and to preserve any confidentiality necessary under patent and/or trade secret laws, it is agreed that

The Confidential Information to be disclosed can be described as and includes:

Technical and business information relating to airline business information systems, existing and/or contemplated products and services, proprietary ideas and inventions, trade secrets, drawings and/or illustrations, research and development, financial information and financial projections, customers, clients, marketing, and current or future business plans and models, specifications, records, data, computer programs, drawings, schematics, know-how, notes, models, reports, samples or other forms of copies, derivations, analyses, compilations, studies, memoranda, notices and other materials regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.

All Confidential Information received by Receiving Party from the SriLankan Airlines Limited (hereinafter referred as 'Disclosing Party') shall remain the exclusive property of the Disclosing Party and no title to or other interest in the Confidential Information is granted or transferred to the Receiving Party by this Agreement.

To return promptly to the Disclosing Party, or to destroy any copies of such Confidential Information in written, graphic or other tangible form at the Disclosing Party's request including all copies and notes thereof and including Confidential Information incorporated into analyses, compilations, studies or other documents prepared by the Receiving Party with destruction being certified in writing by an officer of the Receiving Party.

The Recipient agrees not to disclose the confidential information obtained from the Disclosing Party to anyone unless required to do so by law.

This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.

This Agreement shall commence on the date first written and signed below and shall continue thereafter for a period of 3 years, unless and until terminated by providing 30 days' notice in writing to the Disclosing Party. Notwithstanding the termination, the obligations and limitations with respect to protection, use, disclosure and return or destruction of Proprietary Information shall survive such termination and shall continue until such time the Parties hereto mutually agree in writing that such treatment is no longer warranted.

This Agreement shall be construed in accordance with the laws of Sri Lanka and shall be subject to the exclusive jurisdiction of the Courts in Sri Lanka.

WHEREFORE, the parties acknowledge that they have read and understood this Agreement and voluntarily accept the duties and obligations set forth herein.

Recipient of Confidential Information

Organization Name :

Business Registration :

Organization Address :

Authorized Signatory :

Designation :

Signature :

Date :



#### ANNEXURE K: Non-collusion Affidavit

**THIS IS A COMPULSORY FORM. NON-SUBMISSION OF DULY FILLED/SIGNED FORM SHALL RESULT IN REJECTING THE BID.**

The undersigned bidder or agent, hereby solemnly, sincerely, and truly declares and affirms/makes an oath that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation, or partnership represented by him/her, entered into any combination, collusion, or agreement with any person relative to the price to be bid by anyone at such letting, nor to prevent any person from bidding, nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding, or combination with any other person in reference to such bidding.

He/she further states that no person, firm, or corporation has received or will receive, directly or indirectly, any rebate, fee, gift, commission, or thing of value on account of such procurement.

The bidder accepts full responsibility for ensuring the absence of collusion and pledges to abide by fair and ethical competition practices throughout the procurement process.

I hereby affirm, under the penalties for perjury, that the facts and information contained in the foregoing bid for public works are true and correct.

The foregoing Affidavit having been duly read over and explained by me to the Affirmant above named and he/she having understood the contents therein and admitted to be correct, affirmed and set his/her signature hereto before me) on this .... day of ... at ...

BEFORE ME,

*1)For Local bidders - Justice of Peace or Commissioner of Oaths.*

*2)For Foreign Bidders - Competent Person/Institution Duly Authorized Under the Laws of the Respective Country.*

### ANNEXURE L: Data Security Schedule

This Data Security Schedule is for service providers, contractors, and other interested third parties (hereafter referred to as the Service Provider) "Services/Solution" means the scope of work covered in the respective Request for Proposals (RFP).

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
<b>1</b>	<b>Privacy Policies</b>		
<b>1.1</b>	Service Provider shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as morefully set out in [ <a href="https://gdpr.eu/tag/gdpr/">https://gdpr.eu/tag/gdpr/</a> ] in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines.		
<b>1.2</b>	Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.		
<b>1.3</b>	Service Provider shall have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing of Personal Data, such measures shall be appropriate to protect against accidental or unlawful destruction, loss, alteration, or unauthorized disclosure of or access to Personal Data.		
<b>1.4</b>	Service Provider shall notify SriLankan promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal fine; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.		
<b>1.5</b>	Service Provider shall not engage any third-party provider or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such service . The Service Provider shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	and organizational measures to ensure a level of security commensurate with the risks associated with the Processing.		
<b>2</b>	<b>Security Governance</b>		
<b>2.1</b>	Solution and the Service Provider shall be at least compliant (preferably certified) with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard.		
<b>2.2</b>	Service Provider shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.		
<b>3</b>	<b>Security Risk and Compliance</b>		
<b>3.1</b>	Service Provider shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.		
<b>3.2</b>	Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.		
<b>3.3</b>	Service Provider shall notify SriLankan Airlines where sub-contractor is engaged to provide services and shall ensure that sub- contractor also abides by this policy.		
<b>3.4</b>	Service Provider shall abide by the contractual agreements put in place with respect to SriLankan Airlines requirements which includes but not limited to data ownership and intellectual property rights.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
3.5	<p>Service Provider agreed that SriLankan Airlines may perform periodic assessment of the Service Provider's publicly visible security posture where necessary and the results will be:</p> <ul style="list-style-type: none"> <li>a) Shared with the Service Provider and the Service Provider shall take reasonable action to fix the anomalies/vulnerabilities within an agreed timeline by both parties.</li> <li>b) Considered in the future engagement with the SriLankan Airlines.</li> </ul>		
<b>4</b>	<b>Personnel and Physical Security</b>		
4.1	Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.		
4.2	Service Provider shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.		
<b>5</b>	<b>Security in Applications, Systems and Networks</b>		
5.1	Service Provider shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.		
5.2	Service Provider shall design, implement, and operate suitable controls to ensure continuity of services in accordance with system uptime and performance requirements, Recovery Time Objective and Recover Point Objective.		
5.3	Service Provider shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.		
5.4	Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services, and devices.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
5.5	Service Provider shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.		
5.6	Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.		
5.7	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.		
5.8	Service Provider should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities.		
6	<b>Security in System Delivery Lifecycle</b>		
6.1	Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.		
6.2	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.		
6.3	Service Provider ensure that access to program source code is restricted and strictly controlled.		
6.4	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	<b>Data Security</b>		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
7.1	Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels in liaison with SriLankan Airlines.		
7.2	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.		
7.3	Service Provider shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.		
7.4	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan/service-related data.		
7.5	<b>SriLankan Data in Cloud Environment:</b> The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.		
7.6	<b>SriLankan Data in Cloud Environment:</b> SriLankan data and application environment must be segregated from other entities' environments.		
8	<b>Authentication &amp; Password Compliance</b>		
8.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age – 90 Days, Minimum password length – 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history – 8 passwords)		
8.2	The Service Provider shall transfer Authentication information through secure protocols.		
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
<b>9</b>	<b>Audit &amp; Event Logs</b>		
<b>9.1</b>	Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.		
<b>9.2</b>	The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.		
<b>9.3</b>	Solution and/or Service Provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Airlines on demand.		
<b>10</b>	<b>Encryption &amp; Anonymization</b>		
<b>10.1</b>	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
<b>10.2</b>	Data anonymization minimizes the risk of information leaks. Service Provider shall deploy Data Anonymization technologies to personally identifiable data and any other applicable data set.		
<b>11</b>	<b>Connectivity and Access Control</b>		
<b>11.1</b>	The solution should be enabled with current TLS version certificates.		
<b>11.2</b>	The Service Provider shall protect Remote diagnostic and configuration ports.		
<b>11.3</b>	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		
<b>12</b>	<b>Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)</b>		
<b>12.1</b>	Availability - 99.95% or higher		
<b>12.2</b>	Recovery Time Objective - 1 hour or less		
<b>12.3</b>	Recovery Point Objective - 1 hour or less		
<b>13</b>	<b>Right to Audit &amp; Monitor</b>		
<b>13.1</b>	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.		
<b>14</b>	<b>Legislative, Standards &amp; Regulatory Compliance</b>		
<b>14.1</b>	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
14.2	Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
14.3	In the event the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		
14.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on <a href="https://www.icta.lk/act/">https://www.icta.lk/act/</a> ), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.		
15	<b>Evaluation of The Service Provider/Cloud Service Provider (CSP)</b>		
15.1	Service Provider agrees that SriLankan may perform periodic assessment of the CSP's security posture where necessary with advance notice.		
15.2	The Service Provider/CSP hosting SriLankan data shall maintain certification in good standing with an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.		