



**INVITATION FOR BIDS
FOR
PROVISIONING OF FLIGHT DATA MONITORING AND ANALYSING SYSTEM FOR
SRILANKAN AIRLINES**

REFERENCE NO: CPIT/ICB/13/25

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

Dear Sir/Madam,

IFB NO: CPIT/ICB/13/25

INVITATION FOR BIDS FOR PROVISIONING OF FLIGHT DATA MONITORING AND ANALYSING SYSTEM FOR SRILANKAN AIRLINES.

SriLankan Airlines hereby invites tenders for Provisioning of Flight Data Monitoring and Analysis Solution for Sri Lankan Airlines. The bid document is attached herewith.

Bid should be submitted in a **sealed envelope** with the ICB number clearly marked on the top left corner of each envelope addressed to **Senior Manager Commercial Procurement, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka** by 11.00 a.m. (Sri Lankan time: GMT +0530) on 07 April 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 and tharaka.hindurangalage@srilankan.com

Any inquiry/clarification about the Tender should be e-mailed to harenis@srilankan.com and tharaka.hindurangalage@srilankan.com to reach on or before 23 February 2026.

Bids will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 07 April 2026 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. Kindly note that 01 representative per bidding company is permitted to be present at the tender opening. Please contact any of the above, one day in advance to the Bid closing date, for the arrangement of Security clearance.

Yours Faithfully,

**Chairman of Enterprise Procurement Committee,
Ministry of Ports and Civil Aviation
On behalf of SriLankan Airlines Limited**

Section I. Instructions to Bidders (ITB)

| A: General | |
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| 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"> • Section I. Instructions to Bidders • Section II. Data Sheet • Section III. Schedule of Requirements • Sections IV. Bids Submission Form • Section V. General Conditions • Annexure A: Technical/General Specifications & Compliance sheet • Annexure B: Price schedule Form • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form • Annexure E: Clientele Information Form • Annexure F: Sample Contract Agreement • Annexure G: Bid Acknowledgement Form • Annexure H: Vendor Information Form • Annexure I: Extended Information Security Schedule • Annexure J: Non-Disclosure Agreement (NDA) • Annexure K: Non-collusion Declaration • ANNEXURE L: Data Security Schedule |
| 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"> • Sections IV - Bid Submission Form. • Annexure A: Technical/General Specifications & Compliance sheet • Annexure B: Price Schedule Form • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form • Annexure E: Clientele Information Form • Annexure H: Vendor Information Form • Annexure I: Extended Information Security Schedule • Annexure J: Non-Disclosure Agreement • Annexure K: Non-collusion Declaration • ANNEXURE L: Data Security Schedule • Audited financial statements for the last 03 years (Clause 20) |

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| 4. Bid Submission Form and Technical/ General Specifications & Compliance form | 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. All blank spaces shall be filled in with the information requested. |
| 5. Prices | 5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form at Annexure B. 5.2 The price to be quoted in the Bids Submission Form shall be the total price of the Bids. 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. 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. |
| 6. Currency | 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). 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 & evaluation purposes. If this date falls on a public holiday the earliest working day prior to the date shall be applicable. |
| 7. Documents to Establish the Conformity of the Services | 7.1 The Bidder shall submit an original certificate from the proprietor to demonstrate that it has been duly authorized by the proprietor to supply this Service/solution in Sri Lanka. |
| 8. Period of Validity of bids | 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. 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. |

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| <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 (Mandatory).</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 from, except as provided in 1TB Sub-Clause 8.2 or</p> <p>(b) If a Bidder does not agree to correctable 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 align="center">D: Submission and Opening of Bids</p> | |

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| 11. Submission of Bids | <p>11.1 Bidders shall submit their bids by registered post, courier or by hand in a sealed envelope.</p> <p>11.2 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.</p> <p>11.3 The sealed envelope shall bear the specific identification of this quotation exercise as indicated follows. “Bid for the Provisioning of Flight Data monitoring and Analyzing Solution for SriLankan Airlines. CPIT/ICB/13/25</p> <p>11.4 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.</p> <p>11.5 Completed Technical (un-priced) and Financial proposal (priced) should be submitted in two separate sealed envelopes with the tender reference no. CPIT/ICB/13/25 and the Bidding Company’s name and the type of proposal (Technical or Financial) clearly marked on the top left corner of the envelope. Then the separate envelopes containing the Technical and Financial proposals shall be enclosed and submitted in one single sealed envelope.</p> <p>The Technical envelop should contain:</p> <ul style="list-style-type: none"> • The Technical proposal (un-priced) along with all related technical brochures & supporting documents. • Audited financial statements for the last 03 years (Clause 20) <p>The Financial envelop should contain:</p> <ul style="list-style-type: none"> • The Financial proposal (priced) based on Price Schedule Form at Annex B. • Bid Submission form (Section IV) • Bid Securing Declaration (Annexure C) • Vendor Information form (Annexure H) • Non-collusion Declaration (Annexure K) <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, Clouse 16.2 for contact details.</p> <p>Please provide the following details of the participants for the Bid opening, through email: harenis@srilankan.com by 8.30a.m. on 09 September 2024 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"> 1) Company Name: 2) Name/NIC No of the participants: (Maximum 01 participant) 3) Driver’s Name /NIC No (if any): 4) Details of the vehicle (if any): |
| 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. |

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| 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> |
| E: Evaluation and Comparison of Bids | |
| 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 dis qualified 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

17.1 The Purchaser will determine the responsiveness of the bids to the documents based on the contents of the bids received.

17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.

18.Evaluation and Comparison of bids

18.1 The following factors & 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).

Minimum Eligibility Criteria

- i. The bidding company must demonstrate a successful track record in the international airline industry by providing references or verifiable evidence from at least three reputable current customers who are actively using the proposed solution. These references must clearly establish the bidder's experience, technical capability, and reliability in successfully delivering, implementing, and maintaining similar or higher-scale solutions within the international airline sector. Additionally, the bidder must have deployed at least one such solution within the past three (03) years
- ii. Providing the proposal covering all the clauses of this RFP with a completed compliance sheet as in Annexure A (checklist 1) and Annexure I (Checklist 2)
- iii. Provide the signed Non-Disclosure Agreement (NDA) attached in Annexure J

Evaluation Criteria

The proposed service/solution will be subjected to a Technical Committee evaluation based on the following criteria:

- iv. Compliance with all the requirements under Annexure A (checklist 1) and Annexure I (Checklist 2).
- v. Service levels equal or better than specified in Annexure A, section 8.
- vi. Proposed solution capabilities/performance equal or better than specified in Annexure A.
- vii. Implementation lead time 03 months or better.
- viii. Execution of comprehensive technical proof of concept (POC).
- ix. The total final cost of the project for 3 years.
- x. Credit terms better than specified.
- xi. Customer feedback in relation to 3 ongoing airlines on similar systems implemented at the enterprise level.
- xii. System demonstration to verify specifications and performance.
- xiii. Technical competencies of the Bidder's staff supporting the system and availability of the required resources and facilities for 3 years.
- xiv. Compliance with applicable legislative and regulatory requirements.
- xv. The Bidder shall provide proof of financial and economic capacity. This should include audited financial statements for the past three years. Submission of these financial documents is mandatory

The solution/platform compliance with relevant industry standards and regulations, in line with ISO/IEC 27000 standards including but not limited to ISO/IEC 27001 and other applicable legislative and regulatory requirements. Evidence of adherence to these standards and regulations should be provided as part of the bid submission, showcasing the bidder's commitment to information security and legal compliance.

Note - SriLankan Airlines shall consider all bids which are compliant with the minimum eligibility criteria for Technical & Financial evaluation. The Technical evaluation will be based on the above Evaluation criteria and all Bidders who are compliant to the Evaluation criteria will be considered for the

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| 19. Training and Development | 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): Audited financial statements for the last 03 years (mandatory) |
| 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. |
| F: Award of Contract | |
| 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 10% of the agreement. SriLankan Airlines reserves the rights to request for 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 sign 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 | The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake |
| 7.1 | Proprietor's authorizations (or) Vendor commitment letter for 100% guaranteed product support is required. |
| 9.1 | Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required. |
| 12.1 | <p>The address for submission of Bids is :</p> <p>Attention : Ms. Niroshi Jayasuriya</p> <p>Address : Manager Commercial Procurement Commercial Procurement Department, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone : +94 197731845</p> <p>Deadline for submission of bids is on or before XX XXXX 2025, 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)</p> |
| 15.2 | <p>For <u>Clarification of bid purposes</u> only, SriLankan Airlines' address is:</p> <p>Attention: Hareni Madurawala</p> <p>Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka</p> <p>Telephone: +94 (0) 19733 2870/ +94 (0) 19733 1845</p> <p>Facsimile number: +94(0) 197335218</p> <p>Electronic mail address: harenis@srilankan.com tharaka.hindurangalage@srilankan.com</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
Provisioning of Aircraft Messaging and Flight Tracking Solution for SriLankan Airlines
CPIT/ICB/03/2024

| Line Item # | Description of Goods/service | Qty | Unit of Measure | Final Destination | Delivery Date |
|-------------|--|-----|-----------------|---|---------------------------------------|
| 01 | Provisioning of Flight Data Monitoring and Analysis System for SriLankan Airlines for 03 Years | 1 | Each | Airline Operations Control Centre, SriLankan Airlines | Based on the renewal timelines |

Section IV - Bid Submission Form

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

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

1. Introduction

1.1 Background

SriLankan Airlines, a member of the Oneworld alliance and the national carrier of Sri Lanka, is an award-winning airline with a compelling reputation as a global leader in service, comfort, safety, reliability, and punctuality. Launched in 1979, SriLankan is currently expanding and diversifying its wide range of products and services to contribute to the country's ongoing boom in tourism and economic development. The airline's hub is at Bandaranaike International Airport in Colombo, providing convenient connections to its global network, including codeshare partners. With a fleet of 23 AIRBUS (A330, A320 CEO & NEO) aircraft, SriLankan services a network of 112 destinations in 58 countries. SriLankan Airlines aims to acquire a suitable Engineering Flight data monitoring and Analyzing system to facilitate capturing of flight data, monitoring, analyzing and making decisions on important and critical events triggered during flights.

Currently, Sri Lankan Airlines utilizes on-premises AirFASE system provided by Teledyne Controls for post flight data monitoring and analysis.

The proposed system should accommodate a fleet of 23 Airbus aircraft (A330/A320 CEO: NEO) with provisions for future expansion.

Current fleet of Aircraft

| Registration | Aircraft Type | Model | Recorder Manufacturer | Data Source | Wireless or non-wireless |
|--------------|---------------|-------|-----------------------|-------------|--------------------------|
| 4R-ABL | A320-232 | FDIMU | TELEDYNE | QAR | Non-Wireless |
| 4R-MRE | A320-232 | FDIMU | SAGEM | DAR | Non-Wireless |
| 4R-ABM | A320-214 | FDIMU | SAGEM | DAR | Non-Wireless |
| 4R-ABN | A320-214 | FDIMU | SAGEM | DAR | Non-Wireless |
| 4R-ABO | A320-214 | FDIMU | SAGEM | DAR | Non-Wireless |
| 4R-ABS | A320 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ABT | A320 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ANA | A320-251N | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ANB | A320-251N | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ANC | A321-251N | WQAR | TELEDYNE | DAR | Wireless |
| 4R-AND | A321-251N | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ANE | A321-251N | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ANF | A321-251N | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALH | A330-243 | QAR | TELEDYNE | QAR | Non-Wireless |
| 4R-ALL | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALM | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALN | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALO | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALP | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALQ | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALR | A330-343 | WQAR | TELEDYNE | DAR | Wireless |
| 4R-ALS | A330-243 | FDIMU | TELEDYNE | DAR | Non-Wireless |
| 4R-ALT | A330-243 | FDIMU | TELEDYNE | QAR | Non-Wireless |

1.2 Purpose

This Bidding Document outlines the business and technical requirements of SriLankan Airlines, with the primary objective of identifying and selecting a high-quality, industry-standard Flight Data Monitoring and Analysis solution. The aim is to enhance the safety of flight operations and deliver maximum value to SriLankan Airlines.

Bidders interested in submitting proposals for such solutions must adhere to the guidelines and instructions outlined in this Bidding document.

2. General Requirements

- 2.1 The Solution shall be “Off-the-Shelf”, meaning that the Solution is commercially available and requires no further research or development, and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any part of the Solution is a not fully compatible extension of a field-proven product line, it should have been publicly announced on or before the date that the proposal is submitted.
- 2.2 The Solution shall be compatible with modern commercially available Aircraft type.
- 2.3 The Solution shall be feature-rich, fully managed, and cost-effective.
- 2.4 The Solution shall support making decisions faster by the flight safety team.
- 2.5 The solution should adopt AI (Artificial Intelligence) and ML (Machine Learning) for predictive and prescriptive maintenance and support decision making.
- 2.6 The solution shall fully integrate into the existing infrastructure and functions to cater to SLAL requirements.
- 2.7 Connectivity requirements of the Solution with SLAL network infrastructure shall be addressed comprehensively within the proposal scope.
- 2.8 The Solution shall provide High Availability and adequate scalability for reliable operation.
- 2.9 The Solution shall support detailed user activity auditing and shall be capable of forwarding comprehensive logs to SLAL SIEM (Security Information and Event Management) System on request.
- 2.10 The Solution shall be capable of providing audit logs of the application, database, and operating system on request.
- 2.11 Cyber security measures must have been considered when designing the total Solution and it shall contain firewalls, IPS (Intrusion Prevention System) and IDS (Intrusion Detection System), etc. where necessary to mitigate potential threats that arise internally and externally.
- 2.12 The bidder shall have all necessary licenses, permissions, consents, no objections, and approval as required under law for carrying out its business.
- 2.13 The Bidder shall provide either a cloud-based hosting solution—covering current and future capacity planning, service level commitments, maintenance, backups, monitoring, and related services—or an on-premises hosting solution, clearly specifying the infrastructure requirements from SriLankan Airlines (SLAL).
- 2.14 In addition, Bidder shall provide comprehensive operational services, including license management, software patching, upgrades to new releases, application and database administration, regular database backups, and the provision of operating reports for any of the hosting options.

- 2.15 The Bidder may propose multiple solution options, including cloud-hosted, on-premises hosted, or hybrid deployments, based on what best meets the functional, technical, and operational requirements of SriLankan Airlines.
- 2.16 For cloud-hosted solutions, the supplier shall provide detailed network bandwidth requirements, the recommended network architecture, and clearly defined security and redundancy measures to ensure reliable and secure connectivity with SriLankan Airlines' infrastructure.
- 2.17 In the case of any service interruption caused by system design faults during the entire contracted period (inclusive of any extensions), Bidder MUST provide the desired solution within an agreed Service Levels period and any operational or financial impact due to the said fault and subsequent resolution shall be compensated with Service Credits. Refer to Service Credit Scheme in Annexure A Section 6 of this document.
- 2.18 The Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service, or other performance required of the vendor under the contract without the prior written consent of SriLankan Airlines.
- 2.19 Only authorized partners/system integrators can participate in the solution delivery to SriLankan Airlines (documentary proof is mandatory from principle).
- 2.20 The Bidder shall indicate the adequate skilled and professional human resources availability to complete the project successfully within the agreed timeline and to maintain the service/solution during the agreement period.
- 2.21 The Bidder shall obtain written consent to change designated resources during the implementation phase and agreement period. Replacement shall be in the same or above the skill level.
- 2.22 The Bidder shall conduct a Solution / System demonstration after submission of the proposals.
- 2.23 If any manual processes are required for the proposed solutions, they must be clearly explained in the bidder`s proposals.
- 2.24 The proposal shall list the processing times for each data process compared to industry benchmarks.
- 2.25 The proposal shall list the latest technologies used in the proposed solution, along with digital transformations and innovations that add value to the airline.
- 2.26 The Bidder is required to conduct comprehensive on-demand Proof of Concept (POC) to showcase the suitability of the proposed solution for the specific requirements outlined in the Request for Proposal (RFP) by SriLankan Airlines. All mutually agreed-upon requirements must be demonstrated during the POC, and the entire POC process should be completed within a 2-week timeframe. The full cost associated with the POC is the responsibility of the bidder.
- 2.27 Upon completion of the on-demand POC, the bidder is expected to provide a detailed report, including capacity planning information. This report should not only cover the fulfillment of the specified requirements but also assure that the system's performance/functionality will meet or exceed the agreed-upon standards if the contract is awarded. This commitment to performance assurance is essential for the successful evaluation of the bidder's proposal.

3. Functional and Business Requirements of Flight Data Monitoring and Analysis System.

- 3.1 Automated Data Processing and Analysis

- 3.1.1 System shall be capable of automatically processing the wireless data from the Aircraft using configuration files (e.g. QAR/FDR/SAR/ACMS)
 - 3.1.2 System shall support raw data files from non-wireless aircraft and shall be capable of processing the data files automatically
 - 3.1.3 System shall support manual data processing where it requires.
 - 3.1.4 System shall support in WDAR wireless data transfer function in local and international territories at our line stations or any other airport on request via GSM
 - 3.1.5 System shall retain raw data files within the system for 5 years and be able to translate raw flight data into engineering values
 - 3.1.6 System shall be compatible with multiple recorder types (FDR, DFDR, QAR, DAR, WDAR, SAR, ACMS, ACARS, CVDR, and downloading tools)
 - 3.1.7 System shall have the ability to read and decrypt data formats (ARINC 717, ARINC 429, binary, etc. and proprietary configurations.)
 - 3.1.8 System shall have the ability to compare recorded flight data verse standards, as specified in the flight profile specifications (flight profiles are customized according to the conditions under which the aircraft is operated)
 - 3.1.9 The system shall detect abnormal events and deviations and indicate them within the system. Abnormal behavior events shall be alerted to administrative personnel and relevant parties via email and/or SMS.
 - 3.1.10 In addition to the above (clause 3.1.9), user-identified erroneous data found during flight data analysis—such as erroneous, unreliable, unrealistic, or incomplete entries, as well as significant events requiring further analysis—shall be promptly and properly validated by the vendor upon user request.
 - 3.1.11 System shall support Flight data and event views: events and flight parameters
 - 3.1.12 The system shall allow users to amend event parameters based on user-defined values.
 - 3.1.13 The system shall support the creation of events with multiple parameters (i.e., combined events).
 - 3.1.14 System shall have the ability to view the events/trends in a numerical and/or graphical format and ability to simulate the events.
 - 3.1.15 Flight path shall contain graphical views of altitude/distance, geometric and computer-generated views.
 - 3.1.16 System shall provide features like Path calculation, aircraft position, and synchronization with graphic representations of color-coded representations for deviation analysis.
 - 3.1.17 System shall automatically detect flight events by phase, exceedances, and anomalies (e.g. hard landing, overlandings, over speed, system faults etc.) and it should be able to detect events of lateral/ vertical/ flight path deviations.
 - 3.1.18 System shall display single event deviations, combined events, risk detection events, etc.
 - 3.1.19 Events shall be categorized based on severity and it should be indicated in the system.
 - 3.1.20 The system shall automatically send emails and SMS notifications upon the triggering of designated events to specified mobile numbers or email addresses.
 - 3.1.21 Flight statistic view, Flight Trend view and Event Trend view shall be available in analysis.
 - 3.1.22 Flight Analysis shall have filters (Fleet, Process, Dates, Flight, Event Count, Events etc.)
 - 3.1.23 System shall be capable of DFDR readout capability for the SriLankan Airlines full fleet.
 - 3.1.24 System shall be capable of performing the DFDR annual check (regulatory requirement) and list of parameters shall meet as a minimum to EASA CAT.IDE. A.190 Flight data recorder and subsequent AMCs.
 - 3.1.25 System should facilitate with required analysis infrastructure to perform annual regulatory requirement of CVR and related systems (audio and Data Link) checks (optional requirement)
 - 3.1.26. The system shall be capable of carrying out incident/accidents investigations with parameters like seat belts operations, break unit temperatures, cautions and warnings messages/indications etc.
- 3.2 Flight Profile and Animation Tools
- 3.2.1 System shall display Interactive 360° 3D animation with zoom in/out and flight path trace views
 - 3.2.2 System shall provide Intuitive user controls for replay functions, along with second-by-second manual forward and back
 - 3.2.3 System shall provide Fully synchronized displays
 - 3.2.4 System shall provide Virtual cockpit instruments (Aircraft specific)
 - 3.2.5 System shall provide lateral and horizontal flight profile displays
 - 3.2.6 System shall provide detailed display tools for takeoff and landing
 - 3.2.7 System shall provide scalable displays

- 3.2.8 System shall have Altitude indicator, Air speed indicators, Mach meter, engine speed, aircraft configuration, flight mode annunciator, vertical speed indicator, magnetic heading and flying controls.
 - 3.2.9 System shall provide Combination displays including Geometric path 3000ft to ground, Geometric flare and lateral deviation
 - 3.2.10 System shall provide multiple displays for flight profiles and animations.
 - 3.2.11 System shall have the facility to investigate an event
 - 3.2.12 System shall integrate with google earth and METAR/TAF.
 - 3.2.13 Actual airport map on 3D playback shall be available and airport characteristics shall be updated automatically.
 - 3.2.14 The system shall have an event to capture lateral deviations from runway centerline after landing to a speed of 45 Kts to monitor runway excursions.
 - 3.2.15 The system shall capture GPS data to monitor touch down positions to obtain accuracy of such events.
- 3.3 List and Trace features should be available
- 3.3.1 System shall provide a view of recorded and derived parameters
 - 3.3.2 System shall provide synchronized views including list view, trace view and raw views
 - 3.3.3 System should be capable of analyzing the events and marking them with respect to flight phases
 - 3.3.4 System shall provide the capability of analyzing the event in different data and visualization formats.
 - 3.3.5 System shall have the capability of export data into excel and csv files.
 - 3.3.6 System shall cater to the ability to create user defined parameters and events for enhanced monitoring
 - 3.3.7 System shall cater for the ability to overlay airport charts/images on visualization tool
- 3.4 System shall provide comprehensive reports with analytical data of flights and provide customized data where it is necessary
- 3.4.1 Flight statistic view
 - 3.4.2 Event trend view
 - 3.4.3 Flight trend view
 - 3.4.4 Messaging manager
 - 3.4.5 Monitor data capture rate through Capture Report function
 - 3.4.6 Ability to configure and send alert/email notification to users for event exceedances
 - 3.4.7 Individual reports should be generated on flagged flights and reports should be sent to individuals and for the safety team.
 - 3.4.8 The system should provide customized safety reports as required by the user in excel, csv, pdf format which can be shared with flight crew when necessary
 - 3.4.9 Show case the system capability in using the latest technology for decision making and analytics e.g. NLP, AI/ML, Digital Twins.
 - 3.4.10 Th system should have simulation capabilities with What-If analysis.
- 3.5 Individual Performance Analysis (Pilot Application) - optional requirement
- 3.5.1 System should be capable of analyzing the individual performance by each pilot
 - 3.5.2 System should provide individual access to the pilots to view only their performances
- 3.6 System shall be compliant with the regulatory standards like EASA, CAASL etc.
- 3.7 Processed information shall be retained for 3 years within the system.
- 3.8 Solution should be compatible to use in any mobile device (Android or Apple iOS and etc.)
- 3.9. Airport data should be automatically updated in alignment with the AIRAC cycle. The system shall maintain airport and runway characteristics with up-to-date data, with minimum manual intervention from the user. Optional requirements.
- 3.10 The system shall be capable of capturing GPS data for position updates where more accurate event information is available.

4. Technical Requirements

4.1 Infrastructure and IT Operation

- 4.1.1 The Bidder shall propose an innovative solution with their own architecture and product mix considering the total requirement mentioned within this Bidding documents.
- 4.1.2 The Bidder shall detail the advantages in terms of cost and service delivery of the solution with supporting documents from industry and principles. Acceptance of the solution for further evaluation is at the sole discretion of the technical evaluation committee of SLAL.
- 4.1.3 The Bidder shall provide detailed System architecture and Network Flow diagrams for the proposed solution.
- 4.1.4 The Bidder shall propose and provide the hosting option (On-premises, Cloud, Hybrid) with all the recommended parameters. SLAL has full authority to decide whether to purchase all or the infrastructure components selected from Bidder or provide them by SLAL (Bidder should include the infrastructure specification for the On-premises).
- 4.1.5 The Bidder shall share all parameters for hosting options as follows. (As applicable for the proposed solutions)
- a) Required Minimum Bandwidth for General users and heavy users (per user).
 - b) Latency \ Round-Trip Time
 - c) Recommended connectivity configurations (VPN Connection or via Internet, etc.) - SLAL requires a secure connection between the client and application.
 - d) Number of Named user licenses
 - e) Number of concurrent user licenses
 - f) Fleet Size
 - g) Availability
 - h) Hardware resource requirement for on-premises hosting solution (CPU, Memory, SSD, HD, etc.)
 - i) Software license requirements for on-premises hosting solutions (OS, Database etc.)
 - j) Hardware sizing of client machines (CPU, Memory, SSD, HD, etc.)
 - k) Operating Systems and browser specifications of client machine
 - l) Requirement of SSL certificates.
 - m) Any Other minimum\recommended requirements.
- 4.1.6 It is preferred that suitable network connectivity up to SLAL premises in Sri Lanka, be provided by the supplier ensuring required application performance.
- 4.1.7 It is preferred to be the “srilankan.com” domain when connecting to the web-based application. Bidder should mention any additional requirements if SLAL has decided to proceed with srilankan.com domain.
- 4.1.8 Suppliers shall provide the recommended specifications\configurations for the end devices. Currently SLAL uses Windows 11 desktops and laptops. The screen size of the desktop computers is 23 inches.
- 4.1.9 Separate isolated non-production environment should be maintained for Testing instance, as required by the Solution. Proposed/ or Hosted infrastructure components shall include the non-production environment's hardware requirements as well.
- 4.1.10 The Bidder shall ensure that all devices and their running configurations will be readily available for inspection at any time by SLAL's technical staff and its representatives.
- 4.1.11 The Bidder shall inform SLAL before carrying out any change or scheduled maintenance work on any change that is being carried out to the data or software and shall receive written approval from SLAL.

- 4.1.12 SLAL has the right to keep alternative measures for data or any other services to meet the business continuity requirements.
- 4.1.13 The solution should be scalable both vertically and horizontally based on SLAL requirements and proposed solution or system should be accessible from intranet as well as the internet.
- 4.1.14 All System upgrades and maintenance support shall be covered by the Maintenance Contract.
- 4.1.15 The Solution shall support and provide standards integration methods like web services, API, XML, JSON, etc.
- 4.1.16 The software licenses shall be valid for the entire contract period and the Bidder shall provide new releases/versions, bug fixes, and updates without any additional cost throughout the period.
- 4.1.17 The Bidder shall ensure an adequate backup schedule is maintained for the systems provided including a back-up of data at least every 24 hours and have a mechanism for use in the event of disaster recovery. In addition, the system should facilitate the SLA backup data retention policy. (Daily backups 7 days, Weekly backups 4 weeks, and Monthly backups 3 years)
- 4.1.18 The Bidder shall propose and maintain a suitable data and system backup mechanism as applicable to ensure the required data and system backups are maintained for the recovery of the system in the incident of total or partial crash of the system within the agreed period.
- 4.1.19 The backups shall be stored in different physical data centers.
- 4.1.20 The backups shall be kept until the termination of the agreement.
- 4.1.21 The Bidder shall be responsible for monitoring the following items.
 - a) Operating system metrics (CPU, memory, disks, and network)
 - b) Operation system log file
 - c) Operation system parameters
 - d) Backups.
- 4.1.22 The Bidder shall be responsible for the following Server Operation tasks.
 - a) Management of Application Patches (bug-fixes)
 - b) Upgrading to a new Release
 - c) DBMS Administration
 - d) Database Backup
 - e) Monitoring database size
 - f) Supervision of DBMS Logfiles
 - g) Monitoring of DBMS Performance Parameters
 - h) Archiving database (if applicable)

4.2 Security Requirements

- 4.2.1 The Bidder shall maintain the solution to meet the industry security and service management standards including ISO27001 and ISO20000 during the contract period.
- 4.2.2 Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.
- 4.2.3 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.

- 4.2.4 Service Provider shall perform Information Security risk assessments on a 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.
- 4.2.5 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.
- 4.2.6 Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.
- 4.2.7 Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.
- 4.2.8 The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.
- 4.2.9 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)
- 4.2.10 The Bidder shall implement robust security measures to safeguard the confidentiality, integrity, and availability of the data. SriLankan Airlines data should not be shared with other third parties. The bidder should sign a standard Non-Disclosure Agreement (NDA).
- 4.2.11 The Bidder shall ensure Compliance and Regulatory Requirements adhering to industry-specific regulations and standards (e.g., GDPR, SOC 2, ISO 27001, ISO 20000) to ensure data security and privacy and regularly conduct audits and assessments to ensure compliance. The Bidder shall provide those audit reports for SriLankan Airlines when requested.
- 4.2.12 If the Bidder is proposing a Cloud based SaaS solution, the Bidder shall provide an annual SOC 2 Type II report covering all relevant systems, processes, and controls associated with the delivery, management, and security of the proposed SaaS service

4.3 User Administration

- 4.3.1 The Solution shall support integration with Microsoft Active Directory (LDAP) or Azure Active Directory for user authentication. If the proposed Solution is hosted in the Cloud, Azure Active Directory authentication is preferred.
- 4.3.2 If the Solution is not supported by Microsoft Active Directory (LDAP) or Azure Active Directory, clearly mention how the user authentication is handled.
- 4.3.3 The Solution shall support the creation of user groups and assign permissions/ rights based on the different user categories. Role based user permissions should be facilitated.
- 4.3.4 The Solution shall be capable of disabling/enabling user accounts, self-password reset by users, idle user session timeouts, providing the Last successful login, Failed attempts since the last login, Last failed login attempt, forcing a password change at the next login, Last password change Date, etc.

4.4 System Administration / Training

- 4.4.1** The Bidder shall mention the system/application administration functions that need to be carried out by the SLAL. Bidder shall provide administrative guide documents, configuration documents, user guide documents, and other relevant documents along with adequate training for system administrators, key users and flight crew.
- 4.4.2** The Solution shall provide an interface to monitor system health (CPU, Memory, Storage Capacity, etc.), Database, Network latency, the status of links, etc., and notify configured email users of any status change.
- 4.4.3** The Bidder shall provide System/Application Administration and IT training with certification for selected staff of SLAL free of charge.
- 4.4.4** The Bidder shall provide end-user training for SriLankan Airlines users. This shall include comprehensive system and data analysis training for end-users nominated by SLAL, free of charge, during the contract period.
- 4.4.5** The Bidder shall provide an Audit track on system administrator functions.
- 4.4.6** The proposed solution must have the capability to generate and display alerts/warnings to the user and administrator in case of internal system faults and failures.

5. Implementation and Migration Support

- 5.1 The Bidder shall be responsible for the installation, configuration, and integration of the system with the smooth transition of the existing system.
- 5.2 Bidder should provide the comprehensive project plan for the implementation, integrations and data migration with required time periods.
- 5.3 The Bidder shall be responsible for the migration of the data from the existing system to the new system retaining data for 3 years of data. This includes transfer (Extract, Transfer, and Load) of existing data, configuration, connectivity, interfacing with external systems, customizations, testing, and validation. System shall be capable of providing the ability to view information of flights within 3 years.
- 5.4 The Bidder shall be responsible for the integration with external systems (Ex : Crew Management system, Audit and Risk Management System) during the implementation. After the implementation, if SLAL requests for any new system integrations the bidder should provide support.
- 5.5 At the end of the contract period the Bidder shall provide all SriLankan Airlines raw data.

6. Maintenance and Support Services

- 6.1 A comprehensive service level agreement should be signed by the successful Bidder, including terms of Service Continuity, Disaster Recovery, and Service Credit scheme to ensure performance, availability, latency, and other salient parameters as described in this RFP.
- 6.2 The bidder shall provide Service Desk support 24x7 for the incidents, problems, and requests within the system, raised by SLAL. The Service Desk shall be contactable via web portal, email, and telephone.
- 6.3 Details of service outages, interruptions, and performance could be gathered from user feedback, formal tests, Monitoring tools, logs, or any other reliable source while the Service Management tool is considered as the basic source. Service Level will start from the time it is recorded in any of the mentioned sources and the Bidder shall fix all the Incidents and Problems as they become aware of the situation from any source.
- 6.4 Considering the critical nature of the Solution, the bidder shall provide a mechanism/procedure to escalate the incidents to a higher level of technical experts and management.
- 6.5 The Bidder should agree to provide **99.5%** service availability targets as described below.

| |
|---|
| $\text{Service Availability} = \frac{(\text{Total Minutes in Month} - \text{Planned Service Outage Time in Minutes} - \text{Unplanned Service Outage in Minutes})}{(\text{Total Minutes in Month} - \text{Planned Service Outage Time in Minutes})} \times 100\%$ |
|---|

- 6.6 The target resolution, delivery, and implementation time for each Incident, or Service Request or Change Request or Report Request should depend on its Priority. The requested service targets are as follows. The bidder should agree to provide resolution or complete the request successfully within the target resolution time or target delivery time. The priority will be decided based on the Impact and Urgency.

| Priority | Description | Target Response Time | Target Resolution Time for Incidents | Target Delivery Time for New Request | Target Delivery Time for Change Request & Report Requests |
|----------|-------------|----------------------|--------------------------------------|--------------------------------------|---|
| 1 | Critical | 30 minutes | 12 hours | 2 Day | 2 day |
| 2 | High | 60 minutes | 24 hours | Max 1 Week | Max 4 days |
| 3 | Medium | 120 minutes | 72 hours | Max 2 Weeks | Max 2 week |

Priority for Incidents is decided based on two methods as follows.

Priority 1 (Critical) - Complete failure of a particular service or performance degradation. The relevant service is no longer available for all of the users to carry out their business functions. There is no workaround available.

Priority 2 (High) - Failure of a particular service for greater than 50% of the users to carry out their business functions; however, the service is available partially or in degraded mode. Users do have alternatives and workarounds to undertake critical business functions.

Priority 3 (Medium) - Failure of a particular service for a user or a non-critical section/department or area.

New Request / Change request means configuration related to induction of new aircraft, integration with new external system/application, creation of new messaging templates for data/format conversion, etc.

- 6.7 Bidder should provide Root Cause Analysis (RCA) reports within two weeks, and any deviations will be subjected to service credits as applicable to report requests.
- 6.8 Bidder should make every effort to avoid planned service outages. The maximum planned service outages allowed for a calendar month is 30 min.
- 6.9 Periodic (Monthly or Quarterly) Service Review Meetings to be held with SLAL representatives to review the services provided by the Bidder and any other concerns of both parties.
- 6.10 The parties agree to resolve their differences internally in good faith. In case a difference persists, parties can submit their complaints to an arbitrator as mutually agreed by both parties. The decision of the arbitrator will be considered final and must be accepted by both parties. All the costs associated with the arbitration process to be borne by the selected Bidder.

7. Service Credits Scheme

- 7.1 Unless it demonstrated with clear evidence that a breach of service levels occurred due to a failure of “SriLankan Airlines” in delivering its obligations, SLAL has right to obtain service credits from the Bidder.
- 7.2 Service Credits shall not be sole or exclusive remedy with respect to the Bidder`s failure to perform the Services in accordance with the Service Levels.
- 7.3 For any service availability below the agreed service levels, a prorated service credit will be earned by SriLankan Airlines as bellow. This could be earned for each service component. The service credits earned for a particular month for different service components are cumulative.

Service Credits = Monthly fee of the month in consideration x (Agreed Service Availability % - Actual Service Availability %)

8. Compliance Sheet

CHECK LIST 1

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.

| # | Category (SECTION VI) | Compliance | | Remarks |
|----------|---|------------|----|---------|
| | | Yes | No | |
| 1 | Introduction | | | |
| 1.1 | Background | | | |
| 1.2 | Purpose | | | |
| 2 | General Requirements | | | |
| 2.1 | | | | |
| 2.2 | | | | |
| .. | | | | |
| 2.27 | | | | |
| 3 | Functional and Business Requirements of Flight Data Monitoring and Analysis System | | | |
| 3.1 | | | | |
| 3.1.1 | | | | |
| .. | | | | |
| 3.1.26 | | | | |
| 3.2 | | | | |
| 3.2.1 | | | | |
| .. | | | | |
| 3.2.15 | | | | |
| 3.3 | | | | |
| 3.3.1 | | | | |
| .. | | | | |
| 3.3.7 | | | | |
| 3.4 | | | | |
| 3.4.1 | | | | |
| .. | | | | |
| 3.4.10 | | | | |

| | | | | |
|----------|---|--|--|--|
| 3.5 | | | | |
| 3.5.1 | | | | |
| 3.5.2 | | | | |
| 3.6 | | | | |
| 3.7 | | | | |
| .. | | | | |
| 3.10 | | | | |
| 4 | Technical Requirements | | | |
| 4.1 | Infrastructure and IT Operation | | | |
| 4.1.1 | | | | |
| 4.1.2 | | | | |
| .. | | | | |
| 4.1.22 | | | | |
| 4.2 | Security Requirements | | | |
| 4.2.1 | | | | |
| 4.2.2 | | | | |
| .. | | | | |
| 4.2.12 | | | | |
| 4.3 | User Administration | | | |
| 4.3.1 | | | | |
| .. | | | | |
| 4.3.4 | | | | |
| 4.4 | System Administration | | | |
| 4.4.1 | | | | |
| .. | | | | |
| 4.4.6 | | | | |
| 5 | Migration Support | | | |
| 5.1 | | | | |
| .. | | | | |
| 5.5 | | | | |
| 6 | Maintenance and Support Services | | | |
| 6.1 | | | | |
| 6.2 | | | | |
| .. | | | | |
| 6.10 | | | | |
| 7 | Service Credits Scheme | | | |
| 7.1 | | | | |
| .. | | | | |
| 7.3 | | | | |

ANNEXURE B: Price Schedule Form

Provisioning of Flight Data Monitoring System for SriLankan Airlines - CPIT/ICB/13/2025

Name of the Bidder & Address :

Name of the Principal :

Name of the Manufacturer :

| Line Item N ^o | Description of Solution | Unit of Measure | Qty | Price per Aircraft per month | Payment Terms (Indicate the payment terms for each cost component indicated below) |
|--------------------------|--|-----------------|-----|------------------------------|--|
| 1 | Solution Cost | | | | |
| | License and subscription | | | | |
| | System Implementation | | | | |
| | Support and Maintenance | | | | |
| | Subscription Fee for DFDR Monitoring | | | | |
| | Individual Performance module | | | | |
| | <Any additional solution components> | | | | |
| 2 | Hosting Cost (as applicable) | | | | |
| | Cloud hosting | | | | |
| | <Any additional solution component> | | | | |
| | On-premises hosting | | | | |
| | <Any additional solution component> | | | | |
| 3 | Cost for expansion | | | | |
| | Unit cost for new aircraft (as applicable) | | | | |
| | Unit cost for new users (as applicable) | | | | |
| | <Any additional solution components> | | | | |
| 4 | Any other cost | | | | |
| | Total cost for 03years | | | | |

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 10% 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

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 (except 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 |
|---|---|---------------|---|
| Severity 1 | 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"> The vendor: TBD SLAIT: TBD | | If no resolution within Resolution time, notification as follows: <ul style="list-style-type: none"> The vendor: TBD SLAIT: TBD |

| 4.2.2 | Reporting Window | Response time | Resolution time |
|--|--|---------------|-----------------|
| Severity 2 | 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"> The vendor: TBD SLAIT: TBD | | |

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

| 4.2.4 | |
|----------------------------|---|
| 99.95% Availability | 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 2nd 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:

Name:
Designation:

Witness:

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/ICB 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 :

Section B - Details of Directors, Shareholders and related parties

| | |
|--|--|
| 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:

| | |
|--|--|
| Section C -Business verification : Duly signed and stamped copy of above document to be supported by the following documents | |
| ✓ Tick the appropriate boxes | |
| <input type="checkbox"/> A copy of the Certificate of Incorporation certified by the Company Secretary of the vendor Company | <input type="checkbox"/> A copy of Form 15 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the shareholding. |
| <input type="checkbox"/> A copy of Form 20 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the directors | <input type="checkbox"/> For Partnerships, list of partners confirmed by one of the partners, preferably by the most senior partner. |
| <input type="checkbox"/> For partnerships and sole proprietorships, certificate of business registration | <input type="checkbox"/> Audited financial statements of the vendor Company for the last three years |
| | <input type="checkbox"/> Others (specify) |

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 Declaration

THIS IS A COMPULSORY FORM. IF YOU DO NOT FILL & SUBMIT THIS FORM YOUR BID SHALL BE REJECTED

| |
|---|
| Annexure III of Chapter 01 |
| Non-collusion Declaration (Procurement Guideline Reference - 1.5) |
| <p>I, the undersigned bidder/ bidder's representative/ bidder's agent, honestly, truthfully and solemnly declare that.</p> <p>(a) I, nor any other member, agent or representative of the firm/ company/ corporation/partnership/ sole proprietorship that I represent, have entered into any combination, collusion or similar agreement with any person in connection with the prices to be submitted by any person with respect to the invitation for bid;</p> <p>(b) I, nor any person who represents me have acted to prevent any person from submitting a bid or to induce any person to refrain from submitting a bid in connection with the intention for bid (Bid No.);</p> <p>(c) This bid is not submitted in collusion with any other bid and is not made pursuant to any agreement, understanding or association with any other person in relation to such bid.</p> <p>I declare that I have not received and will not accept any discount, fee, reward, commission or anything of value, directly or indirectly, from any person, company or corporation in connection with the submission of this bid.</p> <p>I further declare that I have not given and will not give any discount, fee, reward, commission or anything of value, directly or indirectly, to any person, company or corporation in connection with the submission of this bid.</p> <p>I, taking full responsibility for ensuring the absence of collusion, hereby pledge to abide by fair and ethical competitive practices throughout the entire procurement process and to fully comply with the relevant Procurement Guidelines issued by the National Procurement Commission.</p> <p>I hereby declare that all the statements made by me above are true and correct.</p> <p style="text-align: right;">..... Signature of the Declarant</p> |

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 |
|----------|---|------------------------------------|---------|
| 1 | Privacy Policies | | |
| 1.1 | Service Provider shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as morefully set out in [https://gdpr.eu/tag/gdpr/] in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines. | | |
| 1.2 | Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement. | | |
| 1.3 | 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. | | |
| 1.4 | 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. | | |
| 1.5 | 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 and organizational measures to ensure a level of | | |

| # | Check List | Compliance (Yes/No/Not Applicable) | Remarks |
|----------|--|--|---------|
| | security commensurate with the risks associated with the Processing. | | |
| 2 | Security Governance | | |
| 2.1 | Solution and the Service Provider shall be at least compliant (preferably certified) with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard. | | |
| 2.2 | 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. | | |
| 3 | Security Risk and Compliance | | |
| 3.1 | 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. | | |
| 3.2 | Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures. | | |
| 3.3 | 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. | | |
| 3.4 | 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> <p>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.</p> <p>b) Considered in the future engagement with the SriLankan Airlines.</p> | | |
| 4 | Personnel and Physical Security | | |
| 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. | | |
| 5 | Security in Applications, Systems and Networks | | |
| 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 | Security in System Delivery Lifecycle | | |
| 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 | Data Security | | |

| # | 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 | SriLankan Data in Cloud Environment: 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 | SriLankan Data in Cloud Environment: SriLankan data and application environment must be segregated from other entities' environments. | | |
| 8 | Authentication & Password Compliance | | |
| 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 |
|-----------|--|------------------------------------|---------|
| 9 | Audit & Event Logs | | |
| 9.1 | Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution. | | |
| 9.2 | The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes. | | |
| 9.3 | Solution and/or Service Provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Airlines on demand. | | |
| 10 | Encryption & Anonymization | | |
| 10.1 | The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest. | | |
| 10.2 | 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. | | |
| 11 | Connectivity and Access Control | | |
| 11.1 | The solution should be enabled with current TLS version certificates. | | |
| 11.2 | The Service Provider shall protect Remote diagnostic and configuration ports. | | |
| 11.3 | The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console) | | |
| 12 | Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution) | | |
| 12.1 | Availability - 99.95% or higher | | |
| 12.2 | Recovery Time Objective - 1 hour or less | | |
| 12.3 | Recovery Point Objective - 1 hour or less | | |
| 13 | Right to Audit & Monitor | | |
| 13.1 | The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines. | | |
| 14 | Legislative, Standards & Regulatory Compliance | | |
| 14.1 | 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 https://www.icta.lk/act/), 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 | Evaluation of The Service Provider/Cloud Service Provider (CSP) | | |
| 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. | | |

