



**INVITATION FOR BIDS
FOR
PROVISIONING OF A COMPETITOR FARE MONITORING SOLUTION FOR SRILANKAN
AIRLINES**

REFERENCE NO: CPIT/ICB/11/25

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

Dear Sir/Madam,

IFB NO: CPIT/ICB/11/25

INVITATION FOR BIDS FOR PROVISIONING OF A COMPETITOR FARE MONITORING SOLUTION FOR SRILANKAN AIRLINES.

SriLankan Airlines hereby invites tenders for Provisioning of a Competitor Fare Monitoring Solution for SriLankan Airlines. The bid document is attached herewith.

Bid should be submitted via e mail to the secured e-mail address: ltproctend@srilankan.com on by 11.00 a.m. (Sri Lankan time: GMT +0530) on or before 15th July 2026. The total size of each e-mail (including all attachments) shall not exceed 35 MB in order to avoid delivery failure, rejection, or bouncing of e-mails by the mail server. Where the submission exceeds the permitted size, bidders are advised to split their submission into multiple e-mails, ensuring that each e-mail is clearly labelled and numbered in sequence for ease of identification and collation.

All submissions shall bear the specific identification number and name in the subject line, along with the bidder's company name.

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 lakmini.jayasinghe@srilankan.com on or before 10th June 2026.

Any inquiry/clarification about the Tender should be e-mailed to harenis@srilankan.com and lakmini.jayasinghe@srilankan.com to reach on or before 10th June 2026.

Bids will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 15th July 2026 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. The bid opening will be conducted virtually via Microsoft Teams.

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

Section I. Instructions to Bidders (ITB)

A: General	
1. Scope of Bid	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. Upon receipt of this invitation, you are requested to acknowledge the receipt
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 <ul style="list-style-type: none"> ○ Section I - Compliance Sheet - General Requirements ○ Section II - Compliance Sheet - Scope of Work ○ Section III - Service Level Agreement (SLA) Requirements • Annexure B: Price schedule Form • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form (Mandatory if the contract is awarded) • 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-Collusive Affidavit • ANNEXURE L: Data Security Schedule <p style="color: red;">Local bidders - Affidavit to be signed on an LKR 50 stamp as per the statutory regulations of Sri Lanka</p>
C: Preparation of Bids	

<p>3. Documents Comprising your Bid</p>	<p>3.1 The Bid should comprise the following mandatory documents:</p> <ul style="list-style-type: none"> • Sections IV - Bid Submission Form. (Mandatory with the bid submission) • Annexure A: Technical/General Specifications & Compliance sheet (Mandatory with the bid submission) • Annexure B: Price Schedule Form (Mandatory with the bid submission) • Annexure C: Bid Security Declaration Form (Mandatory with the bid submission) • Annexure D: Performance Security Form • Annexure E: Clientele Information Form (Mandatory with the bid submission) • Annexure K: Non-Collusive Affidavit (Mandatory with the bid submission) <p>Local bidders - Affidavit to be signed on an LKR 50 stamp as per the statutory regulations of Sri Lanka</p>
<p>4. Bid Submission Form and Technical/ General</p>	<p>4.1 The Bidder shall submit the Bids Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format, and no substitutes shall be accepted.</p> <p>All blank spaces shall be filled in with the information requested.</p>
<p>5. Prices</p>	<p>5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form at Annexure B.</p> <p>5.2 The price to be quoted in the Bids Submission Form shall be the total price of the Bids.</p> <p>5.3 Prices quoted by the bidder shall be fixed during the period specified in ITB clause 8.1 and not subject to variation on any account. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.</p> <p>5.4 SLAL has right to decide whether to accept the modules/features mentioned in ANNEXURE A, SECTION 03 or move forward without particular module/features in ANNEXURE A, SECTION 03.</p>
<p>6. Currency</p>	<p>6.1 The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annex B).</p> <p>If the proposal is submitted in foreign currency, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates as published by the Central Bank of Sri Lanka prevailed at the date of closing of bids for comparison & evaluation purposes. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.</p>

7.Documents to Establish the Conformity of	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	<p>8.1 Bids shall remain valid for a period of one hundred eighty (180) days after the bids submission deadline date. If the full validity period is not properly indicated, SriLankan airlines reserves the right to obtain re-confirmation from the bidder that the Bid is valid until the date specified above.</p> <p>8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Airlines may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.</p>
9.Bid Security Declaration	<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 form, 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>
10.Format and Signing of Bids	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.
D:Submission and Opening of Bids	

<p>11. Submission of Bids</p>	<p>11.1 Bid shall submit their bids via e mail to the secured e-mail address: ltproctend@srilankan.com; by 11.00 a.m. (Sri Lankan time: GMT +0530) on or before 15th July 2026. The total size of each e-mail (including all attachments) shall not exceed 35 MB in order to avoid delivery failure, rejection, or bouncing of e-mails by the mail server. Where the submission exceeds the permitted size, bidders are advised to split their submission into multiple e-mails, ensuring that each e-mail is clearly labelled and numbered in sequence for ease of identification and collation.</p> <p>11.1.1 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.</p> <p>11.1.2 The subject line of each e-mail shall clearly indicate the following details as specified below:</p> <ul style="list-style-type: none"> • Tender Reference Number • Tender Name • Company Name • Proposal Type (Technical Proposal / Financial Proposal) <p>11.1.3. Upon successful submission, bidders shall receive an automated acknowledgement from the SriLankan Airlines (SLAL)'s mail server confirming receipt of the submission. Bidders who wish to participate in the virtual bid opening session are required to confirm their participation via e-mail by attaching or forwarding the acknowledgement received from the SLAL's mail server.</p> <p>11.1.4 The Microsoft Teams link for the bid opening session will be shared only with bidders who have submitted such confirmation and received acknowledgement confirming successful receipt of their bid submission.</p> <p>11.1.5 Only one (01) authorized representative from each bidding company shall be permitted to participate in the virtual bid opening session. "Bid for the Provisioning of a Competitor Fare Monitoring Solution for SriLankan Airlines. CPIT/ICB/11/25</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/11/25 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 proposal⁶(un-priced) along with all related technical brochures & supporting documents.
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	<p>The Financial proposal 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) • Performance Security Form (Annexure D) • Vendor Information form (Annexure H) • Non-Collusive 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, Clause 16.2 for contact details.</p>
12. Deadline for Submission of Bids	12.1 Bids must be received by the Purchaser to the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
13. Late Bids	13.1 The Purchaser shall reject any bids that arrive after the deadline for submission of bids in accordance with ITS Clause 11.1 above.
14. Opening of Bids	<p>14.1 The Purchaser shall conduct the opening of quotation in the Presence of the Suppliers at the address, date and time specified in the Data Sheet.</p> <p>14.2 A representative of the bidders may be present and mark its attendance.</p> <p>14.3 Presence of the supplier will not necessarily ensure the selection of the proposed goods.</p>
E: Evaluation and Comparison of Bids	

<p>15.Non conformity-ties, Errors, and Omission</p>	<p>15.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any non-conformities or omission in the Bid that do not constitute a material deviation.</p> <p>15.2 Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non-conformities of omissions in the bid related to documentation requirements. Such an omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>15.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis:</p> <p>(a) If there is discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of SriLankan Airlines there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit shall be corrected.</p> <p>(b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and</p> <p>(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.</p> <p>15.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid-Securing Declaration shall be executed.</p>
<p>16.Clarifications</p>	<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>
<p>17.Responsiveness of Bids</p>	<p>17.1 The Purchaser will determine the responsiveness of the bids to the documents based on the contents of the bids received.</p> <p>17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.</p>

<p>18.Evaluation and Comparison of bids</p>	<p>18.1 The following factors & methodology will be used for evaluation. Please provide the required information in your proposal covering the below minimum eligibility criteria and evaluation criteria with clear reference (Document/Page /Section).</p> <p><u>Minimum Eligibility Criteria</u></p> <ol style="list-style-type: none"> i. The bidder must demonstrate a successful track record in the international airline industry, with not less than three (03) years of experience in airlines of comparable capacity. ii. The Bidder must have a minimum of five (5) current active customers utilizing the same product and shall specify the exact number of such customers in the proposal. iii. Bidder company must provide references or verifiable evidence from at least (03) three reputable current customers (airlines of similar capacity) 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. iv. Additionally, the bidder must have deployed at least one such solution within the past three (03) years for an airline of similar capacity or higher. v. Providing the proposal covering all the clauses of this RFP with a completed compliance sheet as in Annexure A (section I, II & III), Annexure I (Checklist 2) & Annexure L vi. Provide the signed Non-Disclosure Agreement (NDA) attached in Annexure J vii. The Bidder shall provide proof of financial and economic capacity. This should include audited financial statements for the last 03 years or proof of financial capability for the past three years. Submission of these financial documents is mandatory. <p><u>Evaluation Criteria</u></p> <p><i>The proposed service/solution will be subjected to a Technical Committee evaluation based on the following criteria:</i></p> <ol style="list-style-type: none"> i. Compliance with all the requirements under Annexure A (section I & II), Annexure I (Checklist 2) & Annexure L. ii. Service levels equal or better than specified in Annexure A, section III. iii. Proposed solution capabilities/performance equal or better than specified in Annexure A. iv. Implementation lead time 06 months or early time to market would be an added advantage v. The total final cost of the project for 5 years. vi. Credit terms better than specified. vii. Customer feedback in relation to 3 ongoing airlines on similar systems implemented at the enterprise level. viii. System demonstration to verify specifications and performance. ix. Technical competencies of the Bidder's staff supporting the system and availability of the required resources and facilities for 5 years. x. Compliance with applicable legislative and regulatory requirements xi. Proposed measurable ROI to the airline & ability to support achieving the ROI as part of customer success plan. xii. The initial contract term will be five (5) years. However, the Client requires an option to terminate the contract for convenience after the completion of the third (3rd) year without a penalty, with a prior written notice period of 3 months. Only bidders fulfilling this criterion shall be eligible for consideration in subsequent stages. <p><i>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.</i></p> <p><i>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 complaint to the Evaluation criteria will be considered for the financial evaluation stage. The award shall be made to the lowest substantially responsive Bidder for 05 years.</i></p>
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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 5% of the agreement. SriLankan Airlines reserves the rights to request a higher valued Performance Security Form is included in Annex D. 24.2 Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or signing the Contract may continue sufficient grounds for the annulment of the award and execution of the Bid- Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

Section II: Data Sheet

ITS Clause Reference	
1.1	The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline
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	The address for submission of Bids is : Attention : Ms. Niroshi Jayasuriya Address : Manager Commercial Procurement Commercial Procurement Department, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone : +94 197732800 Deadline for submission of bids is on or before 11.15a.m. (Sri Lankan time: GMT +0530) on 15th July 2026
15.2	For Clarification of bid purposes only, SriLankan Airlines' address is: Attention: Hareni Madurawala Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone: +94 (0) 19733 2870/ +94 (0) 19733 2800 Facsimile number: +94(0) 197335218 Electronic mail address: harenis@srilankan.com lakmini.jayasinghe@srilankan.com 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.

Section III - Schedule of Requirements

Provisioning of an Airline Competitor Fare Monitoring Solution for SriLankan Airlines CPIT/ICB/11/2025

Line Item #	Description of Goods/service	Qty	Unit of Measure	Final Destination	Delivery Date
01	Provisioning of a Competitor Fare Monitoring Solution for SriLankan Airlines for 05 Years	1	Each	Revenue Management Department	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 05 years is:
[insert the All-inclusive total project cost without Tax for 05 years in words and figures];
- (d) The total price of our Bid including Tax, and any discounts offered for 05 years is:
[insert the All-inclusive total project cost with Tax for 05 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 5 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 05 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

SriLankan Airlines is inviting proposals for a state of the art Airline competitor fare monitoring solution. Competitor fare monitoring is vital for airlines as it enables to adjust pricing strategies in real time and optimize revenue. By tracking competitors' fares, routes, and offerings, airlines can respond quickly to market changes, retain customers, and identify new opportunities. It also supports smarter marketing, enhances customer satisfaction, and informs strategic decisions. Overall, it helps airlines stay competitive, profitable, and responsive in a rapidly changing industry.

SriLankan Airlines invites qualified bidders to submit proposals detailing their solution's capabilities, implementation approach, and support services to enhance the airline's profitability.

This document outlines the detailed business & technical requirements for the Request for Proposal (RFP) to shortlist bidders. Interested bidders are requested to submit detailed proposals which should include:

- The solution technology and system architecture.
- Implementation plan and timeline.
- Cost structure and licensing model.
- Support, maintenance, and training provisions.
- Dependencies: Disclosure of any third-party tools, modules, or services required to meet SriLankan's requirements.
- A high-level summary of previous deployments of similar competitor fare monitoring solutions for comparable or larger airlines, including the implementation approach and the value delivered.
- A high-level summary of how the solution will evolve to meet emerging industry needs and deliver measurable value.

The proposal must clearly demonstrate how the solution aligns with SriLankan Airlines' strategic objectives and the way in which the proposed system will contribute to the effective enhancement of the pricing function and revenue outcomes for SriLankan Airlines.

2. COMPANY BACKGROUND

SriLankan Airlines is the flagship carrier of Sri Lanka, headquartered in the capital city of Colombo. Founded in 1979 as Air Lanka, the airline operates a fleet of modern aircraft flying to over 113 destinations across the globe, including Europe, Asia, the Middle East, Asia Pacific and the Indian subcontinent. With a focus on providing exceptional customer service, SriLankan Airlines has won numerous awards for its in-flight experience, including the award for the "Best Airline in South Asia" at the Skytrax World Airline Awards. SriLankan has also a Oneworld member Airline since 2014.

3. PURPOSE

SriLankan airlines is currently in the process of expanding its outreach and further diversifying its wide range of products and services in order to drive the country's ongoing boom in tourism industry and economic development. The airline is currently undergoing a strategic transformation, focusing on enhancing operational efficiency, expanding its route network, and adopting innovative and modern digital technologies. As a main part of this vision, SriLankan Airlines is currently in the process of modernizing its revenue management process to meet the demands of a dynamic and competitive market.

In view of this modernization drive with its main objective of effectively enhancing its revenue management functions, SriLankan is now inviting proposals to obtain a fully automated, integrated, comprehensive competitor fare monitoring solution that delivers

- Provision of competitor fare monitoring data for competitor monitoring and fare evaluation
- SriLankan Airlines Fare data provision to source all SriLankan Airlines fare data through a cost-effective solution to the airline.
- Provision of competitor fares to revenue management solution and real time availability management solution
- Direct integration with fare management solution

This Request for Proposals (RFP) specifies the comprehensive technical and operational requirements for the provision, deployment, and lifecycle management of application software, system software, and associated IT infrastructure. The proposed solution shall provide a comprehensive, end-to-end competitor fare monitoring system that leverages market trends and competitor analysis, while ensuring full compliance with industry standards.

4. CURRENT PROCESS

The competitor fare monitoring solution is currently utilized by the Pricing and Revenue Management teams to track competitor fares and support fare evaluation. It is integrated with both the Revenue Management and Availability Management systems, ensuring seamless data flow and operational efficiency.

5. BUSINESS OBJECTIVES

The objective of this RFP is to identify a proven, trusted and experienced technology partner capable of delivering a fully integrated, end-to-end competitor fare monitoring solution that aligns with SriLankan Airlines strategic goals of modernization, digital transformation, and revenue optimization. The selected solution must demonstrate functional maturity, operational stability, and a successful track record in the airline industry, offering immediate value without the need for extended customization or experimental deployment. SriLankan Airlines is committed to fast-tracking its transformation through a solution that is already deployed and operational in a similar or bigger airline environment. This approach minimizes implementation risk and ensures a measurable return on investment.

6. SOLUTION STRATEGY & VISION

- **Strategy & Vision:** Bidders must elaborate their overall strategy / vision for supporting proposed solution along with measurable ROI and techniques to measure and track performance and value realization.
- **Solution Maturity:** Vendor must elaborate details of the current system maturity, including years in service, number of airline deployments highlighting the size and nature of each implementation and the measurable outcomes achieved, any recognitions or certifications.
- **Solution Roadmap:** Vendor must elaborate their solution roadmap over the next 3-5 years. Describe key capabilities that will be introduced with future platform / service releases.
- **Products/Services Dependencies:** Vendor must elaborate services/products need to be purchased or installed separately to meet the RFP requirements.

Bidders must clearly outline how their platform will evolve to keep pace with global revenue management practices, customer expectations, and regulatory changes while remaining stable and reliable throughout its lifecycle. The airline seeks a solution that is fully developed and field-proven, with repeatable implementation success and the capability to deliver immediate value without relying on pilot testing, custom builds, or learning-phase adjustments.

7. PROPOSAL REQUIREMENTS

- A. The proposed solution **must** demonstrate the following technical and functional capabilities at the time of proposal submission. Interested parties are expected to provide a comprehensive, end-to-end solution that addresses both business and technical requirements, including the proposed technology stack and system architecture.
- B. The bidder shall clearly indicate their compliance with the General Requirements, Scope of Work covering Functional ,Technical and SLA Requirements specified in this RFP. In addition, the documents covering annexure A -L must be completed and submitted as part of the proposal.
- C. Details of any additional services/features that are offered as part of the solution
- D. Bidders must conduct a comprehensive sizing assessment to ensure the proposed solution is scalable and aligned with anticipated business needs. The proposal must include a detailed pricing structure, covering all one-time and recurring costs associated with the solution and any related integrations. Any additional costs that the airline may require to bear must be clearly identified and transparently presented in the proposal.
- E. Any cost savings or discounts offered by the bidder must be clearly indicated in the proposal.
- F. Disclosure of any third-party tools, modules, or services required to meet SriLankan airline's requirements
- G. A detailed implementation project plan shall be included, outlining timelines, key milestones, and required resources. The plan should also include project management support to ensure delivery within the agreed scope, schedule, and budget.
- H. The proposal must include detailed information on the bidder's experience and a proven track record in delivering similar solutions. This should include client references and documented examples demonstrating measurable value delivery/ returns on investment (ROI) achieved in previous engagements.
- I. The proposal must clearly outline how the bidder will assist with change management and business transformation processes, including the provision of necessary consultancy and training services.
- J. Bidders shall propose a clearly measurable delivery/ROI for the airline within their proposals, detailing how they will support the achievement of this ROI. Additionally, the proposal must outline a customer success plan that includes ongoing methods to continuously measure and track the value delivery/ ROI after implementation.
- K. All interested parties shall sign a Non-Disclosure Agreement in Annex J prior to requesting additional information or submission of proposals for this RFP.

8. ADDITIONAL COMMERCIAL & LEGAL CONSIDERATIONS

A. Termination for Convenience

SriLankan Airlines reserves the right to request the inclusion of a Termination for Convenience clause during the agreement negotiation phase. Bidders shall clearly indicate their acceptance of such a clause and specify the terms, conditions, and any associated costs under which it can be incorporated into the final agreement.

B. Data Handover Upon Termination

In the event of early termination or upon expiry of the contract period, the bidder shall provide SriLankan Airlines with a complete, structured backup of all data stored within the Competitor Fare Monitoring. The backup shall be delivered in a standard, non-proprietary format, fully accessible without the use of the bidder's proprietary systems and shall be accompanied by all necessary documentation to ensure usability. The vendor shall clearly define the process and format for handing over the data to UL and the data ownership shall be retained with UL.

C. Performance Security

The successful bidder shall provide a Performance Security equivalent to five percent (5%) of the total contract value, in the form of a Bank Guarantee or any other acceptable form as specified by the Company, within fourteen (14) days from the date of signing the contract. This Performance Security shall remain valid for the duration of the contract and will be released only upon satisfactory completion of all contractual obligations. Submission of the bid will be deemed as the bidder's consent to comply with this requirement.

- D. The vendor shall maintain comprehensive insurance coverage to protect against risks associated with the provision, operation, and support of the Fare Management Solution. This shall include, but not be limited to:
- a. **Professional Liability / Errors & Omissions Insurance** - covering losses arising from errors, omissions, or negligent acts in the design, development, deployment, and support of the solution.
 - b. **Cyber Liability / Data Breach Insurance** - covering risks related to unauthorized access, data breaches, or cyber-attacks affecting the solution or customer data.
 - c. **General Liability Insurance** - covering third-party claims for bodily injury or property damage arising from the vendor's operations.

The Vendor shall provide proof of insurance upon request, naming [Airline/Customer Name] as an additional insured where applicable. Coverage limits shall be sufficient to cover potential financial and operational.

9. GENERAL REQUIREMENTS AND SCOPE

SriLankan Airlines is seeking a competitor fare monitoring system that provides flexibility, reliability, and efficiency in revenue management and pricing processes. The scope of the required Airline competitor fare monitoring solution includes, but is not limited to, the following:

(The requirements mandatory are denoted by (*)).

- A. The solution must be off-the-shelf, commercially available, and part of an existing product in line with a proven track record of live airline deployment. Solutions still in development or pilot testing by the proposal submission date will not be considered.*
- B. The bidder shall demonstrate extensive expertise and a proven track record in the successful implementation of Competitor Fare Monitoring Solution within the airline industry. The scope of work shall encompass, but is not limited to, the following:*
 - a. Provision of comprehensive and tailored training programs to facilitate a seamless transition for SriLankan Airline's teams, ensuring full adoption and operational proficiency with the new system.
 - b. Delivery of a fully tested, mature solution that has been successfully deployed for multiple airline clients, reflecting a deep understanding of industry-specific complexities and regulatory requirements.
 - c. Execution of a smooth, efficient, and expedited implementation process designed to minimize disruption to ongoing operations, supported by a well-defined project plan with clear milestones and deliverables.
 - d. Demonstration of established, repeatable implementation methodologies, as the project timeline and operational imperatives preclude any form of pilot testing, iterative learning, or phased experimentation during deployment.
 - e. Proactive guidance and consultation based on the bidder's extensive experience with other airline clients, including recommendations of industry best practices, identification of common pitfalls, and strategic advice to optimize system usage and business outcomes.
- C. Proposers must demonstrate a minimum of three (3) years of proven experience in implementing solutions for airlines of similar or greater size and complexity. The referenced customers must be using the solution for a similar purpose as defined in the RFP. The proposal must include verifiable references demonstrating this experience.*
- D. Bidders shall provide details of at least 3 airline customers to whom the bidder has provided similar products and services along with the ROI gained by those airlines for a period considered. These customers should be using the proposed products in a similar manner to that intended use by SriLankan Airlines. *

- E. The proposers shall demonstrate a measurable return on investment (ROI) for SriLankan Airlines with the product, including defined techniques for measuring ROI. The bidder shall collaborate with SriLankan Airlines' steering committee to establish target ROI values, set timelines for achievement, and develop a customer success plan to ensure the defined ROIs are met.*
- F. Interested parties must submit a detailed project implementation plan with total project duration. Proposals demonstrating accelerated time-to-market while maintaining the agreed scope and cost will be favorably considered. The selected bidder will be expected to execute the deployment with professionalism, efficiency, and responsiveness ensuring timely delivery, effective knowledge transfer, user readiness, and successful system adoption.*
- G. In a situation where additional R&D is required to meet requirements herein, proposers are required to provide a timeline not exceeding one (01) month & the cost shall be borne by the bidder. *
- H. Proposed solutions may include Software as a Service (SaaS) (cloud hosted delivery) subject to meet the requirements outlined in this RFP.*
- I. Regardless of the solution model proposed, the bidder shall assume end-to-end responsibility for the software and related hardware (if any) for the period of the service agreement.*
- J. Provision of initial and extended warranties/licenses and technical support services (including detailed initial acquisition costs and on-going support options by year).*
- K. Provision of documentation in printed and electronic format, including administrative and end user manuals, troubleshooting guides, or Q&A.*
- L. SriLankan expects the solution to be functional and fully integrated into existing architecture.*
- M. The selected vendor shall provide comprehensive training.*
 - a. Staff Training: The vendor must deliver thorough on-site and/or online installation and implementation training to relevant personnel for a sufficient duration. This is to ensure their proficiency in operating the system efficiently and to its full capacity. Please specify costing separately for onsite /online options.
 - b. Ongoing Training: From the second year onwards, the vendor shall provide annual on-site and/or online refresher training. Additionally, training must be provided whenever a new version of the system is released.
- N. Solution and subsequent maintenance and support services shall be valid for the period of the contract.*
- O. Any version upgrades or new technology incorporations during the contract period shall be made available to the Airline. If such upgrades involve additional costs, the bidder shall specify those costs separately in the proposal.*
- P. Selected vendor shall support the airline with quarterly business and service reviews.*
- Q. Responses shall highlight the product's High Availability, Back-up and Restoration features.*

- R. Proposals MUST elaborate technical support, issue/problem reporting and assistance with response as per the SLA defined in the Annexure A -section III.*
- S. The vendor shall provide consultancy support in the business transformation process for the airline to effectively manage the change management process with the new implementation.*
- T. Proposals shall comply with additional Commercial and Legal Considerations as stated in Section 8.*
- U. The vendor should clearly mention *
 - Potential cost savings that vendor could provide
 - Additional cost incurs to the airline along with the implementation.
- V. Proposals should have the flexibility for alternate payment terms*. One-time implementation fees will be paid upon successful completion of the project, including the post-cutover monitoring phase.

10. SCOPE OF WORK - FEATURES & TECHNICAL REQUIREMENTS

10.1 FUNCTIONAL REQUIREMENT

Mandatory functional requirements are denoted by (*) in the sections below. Please specify compliance for each point separately. Each sub-point (a, b, c, etc.) will be evaluated independently and will contribute separate marks.

A. Data Collection & Quality

- I. Real-time Global Fare Data Capture
 - a. The system must continuously capture competitors' fare data from multiple sources, including Online Travel Agencies (OTAs), Airline websites, Metasearch Engines, & other available sources.*
 - b. Availability of data captured from Global Distribution Systems (GDS) and NDC (New Distribution Capability) channels will be an added advantage.
 - c. This data should be refreshed at regular intervals with a minimum of one daily refresh to ensure it reflects the most up-to-date market pricing. *
 - d. Weekly subscriptions covering five to seven days at the lowest cost may provide a competitive advantage.
 - e. Solutions providing own UL fare capture with a cost advantage to the airline would be an added advantage.
 - f. The system shall be capable of accurately handling fare rules, restrictions, and conditions, with the ability to clearly differentiate fares based on these attributes.

II. High Accuracy and Validation

Collected data should have an accuracy rate of 99.9%, verified through automated and manual cross-checking. This is to ensure pricing decisions are based on reliable, accurate market information. *

III. Flexible Data Refresh Frequencies

a. Users should be able to configure how frequently data is collected per market or route. As an example, high-value, highly competitive routes may require more frequent updates, while less competitive routes are updated less frequently, based on the data requirement. *

b. Data capture from UL and other airlines shall be the responsibility of the vendor. *

IV. Historical Data Storage and Retrieval

The system must retain a minimum of one year of historical fare data, enabling users to study long-term trends, seasonality, and historical pricing behaviors. This data shall be accessible whenever required. *

B. Fare Benchmarking & Comparison

I. Peer Group Fare Comparison

a. The platform should allow comparison of our fares against specific peer airlines for the same Origin and Destination (O&D) routes (inbound/outbound) including cabin-wise one-way fares, round trip fares, non-stop flights and multiple stops with full-service, low cost, and hybrid carriers. *

b. Users must be able to define and customize their competitive peer groups. *

c. Users should be able to configure the O&D (Origin & Destination) based return day period for return fare comparisons. *

d. Availability of future competitor fare data for a one-year period ahead with the flexibility for the user to amend at O&D level as required. *

e. Fare & Tax Breakdown - Detailed visibility of the total ticket cost structure. *

f. The ability to filter and compare similar fare products (Eg: Free date changes, Refunds, Baggage, Change Fees) will be an added advantage. Eg: Fares with and without baggage allowance.

II. Dashboards

- a. The system should provide interactive visualizations such as graphs and charts of fare trends, over time, aiding quick decision-making. *
- b. Availability of data export capabilities (e.g., Excel) to support further analysis is required. *
- c. Ability to create Customizable dashboards will be a preferred option.
- d. The system shall enable users to filter and search data using criteria such as flight departure time, day of the week, transit time, class of travel, data source (such as other website captured or ATO etc.), and other configurable factors. *

III. Fare Change Alerts and Anomaly Detection

Ability to configure rule based alerts to receive automatic alert notifications when a competitor does any changes to fares significantly or when abnormal behaviors such as but not limited to sudden price spikes or price drops are detected.

IV. Ancillary Pricing Monitoring

Ability to extend beyond base fares to track baggage fees, seat upgrades, and bundled offers.

C. Analytics and Intelligence

I. Historical Fare Analysis and Trend Forecasting

- a. Ability to track fare changes over time to identify seasonal trends, competitive patterns in the past at each snap. *
- b. Use of predictive analytics to anticipate competitor moves and market demand.

II. Seasonal and Event-based Impact Analysis

- a. Analytics should reflect how external factors such as but are not limited to holidays, sporting events, or weather impacts pricing. These factors should be identified in detail and mentioned on fare charts for full market context.
- b. System capability to detect recurring fare changes associated with holidays or special events.

III. AI-Driven Insights

System use of machine learning models to detect pricing trends, demand shifts, and competitor strategies.

IV. Additional Capabilities

The system shall offer analytical capabilities including fare gap analysis, market position indexing, pricing lag indicators, and impact analysis, supported by customizable user-defined views.

D. User Interface & Reporting

I. Role-Based Dashboards

The platform should provide configurable dashboards tailored for different user roles such as but not limited to flight analysts, demand analysts, pricing analysts, sales staff, operations staff, and system administrators showing relevant insights for each role. *

II. Interactive Fare Analytics Tools

Users shall be able to explore fare trends using interactive analytical tools like filters, sliders, and drilldowns by route, airline, time, or class/cabin. *

III. Ad-Hoc and Scheduled Reporting

The system shall allow both custom (ad-hoc) report generation and scheduled delivery of predefined reports via email, or other sharing methods in formats such as but not limited to CSV, or PDF formats.

IV. Self-Service Configuration Interface

- a. Authorized admin users should be able to independently configure fare capture rules, alerts, and report templates. *
- b. There should be a facility to trace the changes in activity log with a detailed view.

V. Extended Reporting Options

- a. The system shall support generating advanced multi-dimensional reports, such as but not limited to comparisons by cabin class, day-of-week, booking window. *
- b. Reports should be exportable in multiple standard formats such as Excel, CSV etc. *

VI. External Data Feed Generation

- a. Systems should support automated generation of daily or intraday data feeds (Ex: CSV, JSON, XML) to be fed into internal and external systems such as data lakes, BI tools, or 3rd-party O&D RMS/PSS/Fare Management platforms. *
- b. Ability to provide a minimum of three data feeds at no additional cost is mandatory. *
- c. Providing additional one more data feed FOC basis will be an advantage.
- d. Feeds should be customizable in structure and delivery time as per the business requirement. *
- e. Flexibility to support future business needs will be considered favorably.

E. Access Management and Audit Logs

I. Access Control

- a. The product must provide role-based access control & user group management with enough granularity. *
- b. The product must allow administrators to define and maintain roles based on job functions and appropriate levels of access to functionality. *
- c. The Bidder shall facilitate a user base of 100 users with concurrent system access, adopting the most cost-optimized licensing model preferably FOC basis.
- d. The solution shall support Active Directory (AD) authentication, enabling Single Sign-On (SSO) or comply with the SriLankan Airlines password policy as specified in Annexure L - Section 8.1*

The product shall support detailed user activity auditing integration with Security Information & Event Management solutions or shall maintain audit logs.

- User access management-Ability to allow SriLankan airlines to self-manage its user access based on its internal control policies.
- Enterprise architecture requirements-User Access Architecture: Ability to control access from authorized devices and/ or authorized location. Please describe your mechanism/methodology.

II. Long-Term Data Retention

Historical data must be retained for at least one year and made easily searchable for audits and retrospective analysis. *

III. Email Notification Support

- a. The system must allow administrators and end users to receive email notifications for predefined events, including data feed failures.
- b. Fare change alerts, competitor pricing anomalies, and scheduled report completions.
- c. Users should be able to manage their own notification of preferences.

10.2 TECHNICAL REQUIREMENT

Mandatory technical requirements are denoted by (*) in below sections.

A. Integration Requirements

Please specify compliance for each point separately. Each sub point (a,b,c etc) will be evaluated independently and will contribute separate marks.

- I. The proposed Competitor Fare Monitoring Tool shall integrate seamlessly with SriLankan Airlines' hybrid IT environment, supporting secure, scalable, standards-compliant interoperability with internal applications and third-party platforms.*
- II. API Integration
The solution should provide modern APIs and support mechanisms such as but not limited to custom data feeds to push data to internal systems or dashboards or databases in near real-time.
- III. Data Warehouse Integration
Support and ability to extend in future requirements for direct connections to cloud-based data warehouses like but not limited to Azure Synapse for enterprise-level analytics. Bidder shall clearly indicate the data transfer format /access format.*
- IV. Alerting and Notification Mechanisms
Custom alerts should be configurable based on scenarios such as but not limited to price thresholds, route-specific rules, or competitive behavior, with delivery options including email, or in-platform popups or other notification generating mechanisms
- V. Third party vendor developed System Compatibility
 - a. Open standard architecture for Integration with Revenue Management Systems (currently PROS RMA) & Real time availability management solution (currently Revenue Availability and Active Valuation) shall be supported via flat files, batch uploads, or middleware connectors if required.*

- b. System shall have the ability and capability to incorporate with new solutions planned to be procured by the airline as per business needs such as but not limited to Fare Management solution.*

VI. Internal Integration Architecture

- a. Bidder shall provide the system architecture highlighting the capability to integrate with internal applications.*
- b. Data exchange should support RESTful APIs, SOAP, or flat-file (CSV/XML) formats with scheduling capabilities (e.g., hourly/daily sync).
- c. Compatibility with Windows services and task scheduler-based job execution environments is required.

VII. External System Connectivity

- a. Must provide secure connectivity mechanisms (e.g., HTTPS, SFTP, VPN) for interfacing with external third-party tools as applicable.*
- b. The solution must support proxy-aware configurations and operate within corporate firewall policies.*

VIII. Data Flow and Format Requirements

The system should support:

- a. Near real-time push/pull integration of competitor fare data
- b. Custom data feeds in CSV, JSON, or XML
- c. Data delivery to enterprise analytics platforms or data lakes via APIs or scheduled file drops (to airline defined or third-party vendor defined SFTP locations)*

B. Infrastructure Requirements

- I. The bidder shall provide a detailed description of the infrastructure set up for the proposed cloud-hosted solution, including how the solution will be delivered and the associated service levels to be maintained.*
- II. The bidder shall provide detailed information on how the solution is deployed or published, along with the security measures implemented to safeguard it against external threats.*
- III. The bidder shall clearly specify any local software, hardware, system, network, or security requirements necessary to support the proposed cloud-hosted solution.*

- IV. Bidder should provide cloud-based hosting services, including sizing for current and future needs, service levels, maintenance, backups, monitoring, and more.*
- V. The Bidder shall provide operational services such as license management, software patching, upgrading to new releases, application administration, database administration, database backups, and generating operating reports.*
- VI. The bidder shall provide the following details and requirements for the proposed solution: *
 - a. Per user and total required internet bandwidth requirement to access the application
 - b. Minimum and maximum latency (round trip time) requirement end to end (Client to server communication)
 - c. Destination/server domain/IPs to check the latency from UL network.
 - d. Destination IPs, URLs and ports to be opened from firewall.
 - e. The application is a client installation or web browser based.
 - f. Application can be accessed from a proxy.
 - g. Connectivity and session flow diagrams need to be provided.
 - h. Application can be accessed via internet or require site to site connectivity (VPN or MPLS)
 - i. Compatible with Microsoft Active Directory authentication
- VII. Application and data backups shall be maintained in accordance with the SLAL backup and retention policy requirements: Daily, Weekly, Monthly application and data backup should be ensured with 1-year Data Retention.*
- VIII. The application shall be safeguarded against unwanted traffic and all forms of cyberattacks, ensuring robust security and resilience.*
- IX. The Bidder is required to propose and detail the hosting options (e.g., Public Cloud, Private Cloud) along with all recommended parameters. SriLankan Airlines Ltd retains the authority to decide whether to purchase all or some of the infrastructure components from the Bidder or to provide them independently (the Bidder should include the infrastructure specifications). *
- X. The Bidder must provide the following details for cloud hosting options: *
 - a. Minimum bandwidth requirements for general users and heavy users (e.g., those running reports).
 - b. Recommended connectivity configurations (e.g., VPN connection or via Internet) - SriLankan Airlines Ltd requires a secure connection between the client and application.

- c. Number of named users.
- d. SSL Certificate requirements
- e. Number of concurrent users.
- f. System availability.
- g. Hardware specifications for client machines and hosting servers (e.g., CPU, Memory, SSD, HDD).
- h. Operating systems and browser specifications for client machines.
- i. Operating system specifications for hosting servers.
- j. Database specifications.
- k. Any additional minimum or recommended requirements.

XI. It is mandatory to state the following.*

- a. Data Retention policy
- b. Back up and restoration capability
- c. Availability of system and audit logs, retention and retrieval

XII. The solution shall be hosted under a subdomain of srilankan.com, and any hosting or infrastructure requirements from SriLankan Airlines must be clearly specified in the proposal.

XIII. The solution must be safeguarded by a Web Application Firewall to ensure protection against potential security threats and unauthorized access.

XIV. The cloud-hosted solution shall be accessible from SriLankan Airlines' network using end-user devices (laptops, desktops, or virtual desktops) that meet the following specifications:*

- a. Internet Explorer 11.0 and above
- b. Windows 11 x64 Enterprise (mandatory)
- c. Windows 10 x64 Enterprise (optional)
- d. Microsoft Office 2019 and above
- e. Virtual Desktop Infrastructure including Omnissa WorkspaceOne
- f. Java 7 and above
- g. Standard desktop configurations (CPU: Intel Core I5 13th Gen or above /RAM: 16 GB/512GB Nvme)
- h. Any hard disk requirement exceeding 515GB shall consider hard disk upgrade for client devices.

C. End User Computing Requirements

Please specify compliance for each point separately . Each sub point (a,b,c etc) will be evaluated independently and will contribute separate marks.

- I. User Interface Design:
 - a. The system should have an intuitive and user-friendly interface to ensure ease of use for all end users.*
 - b. Provide clear navigation and accessibility features to accommodate diverse user needs. *
- II. Device and Browser Compatibility:
 - a. Ensure compatibility with various devices and browsers including devices such as desktops, laptops, ,Virtual desktops and browsers such as Edge and Google Chrome (current browser versions and its upgrades)*
 - b. Shall support operating systems Windows 11 (24H2)enterprise and above.*
 - c. Interface shall be compatible with the 24-inch wide screen monitor.
 - d. Application shall be compatible with mobile devices is preferred.
- III. Performance and Reliability:
 - a. Ensure the system is responsive and performs efficiently under varying loads.*
 - b. Regular updates and maintenance to ensure reliability and minimize downtime.*
- IV. Training and Support:
 - a. Provide comprehensive training materials and sessions for end users.*
 - b. Offer ongoing technical support and a helpdesk for troubleshooting and assistance.*
- V. Customization and Personalization:
 - a. Allow users to customize their interface and settings according to their preferences.
 - b. Provide personalized recommendations and features based on user behavior.
 - c. Feasibility to add SriLankan Airline branding into login and key interfaces.
- VI. Feedback Mechanism:
 - a. Implement a system for users to provide feedback and report issues.
 - b. Use feedback to continuously improve the system and user experience.
- VII. Scalability:
 - a. Design the system to scale with the growing number of users and transactions.

- b. Ensure it can handle future expansions and additional functionalities.
- c. The system should offer automation capabilities (e.g., scheduled tasks or workflows) for repetitive EUC monitoring tasks.

D. Security Requirements

- I. The proposed solution shall operate within a secure multi-tenant architecture and must ensure strict logical segregation of SriLankan Airlines data from that of other customers. The vendor shall guarantee that no unauthorized access to SriLankan Airlines information occurs across tenants and that activities or changes made for other customers do not adversely impact SriLankan Airlines.*
- II. The proposed service shall support secure data exchange mechanisms, including but not limited to HTTPS and SFTP, as applicable, to ensure confidentiality and integrity of data in transit.*
- III. The proposed solution and the Service Provider shall be compliant with, and preferably certified against, the latest version of the ISO/IEC 27001 Information Security Management System (ISMS) standard.*
- IV. The Bidder shall provide a valid SOC 2 Type II audit report upon request to demonstrate the effectiveness of internal controls related to security, availability, processing integrity, confidentiality, and privacy.
- V. The Bidder shall design, implement, and maintain appropriate controls to ensure the continuity and availability of services, in alignment with defined system uptime and performance requirements. This shall include adherence to agreed Recovery Time Objective (RTO) and Recovery Point Objective (RPO) parameters.*
- VI. The Bidder shall implement and operate comprehensive network, system, and application-level access controls to ensure proper authentication, authorization, and logging of all access attempts related to SriLankan Airlines information and information systems. This requirement shall apply to all access attempts initiated by users, services, and devices. *
- VII. The proposed solution shall be capable of maintaining detailed audit logs of all user activities, including but not limited to administrative and privileged user actions, as well as system configuration changes, to support monitoring, investigation, and compliance requirements. *
- VIII. The Bidder shall duly complete and submit the Data Security Schedule as specified in Annexure L - Security Checklist, as part of the proposal.

10.3 SERVICE LEVEL AGREEMENT (SLA) Requirements

System shall comply with the Service Level Agreement (SLA) Requirements as mentioned in Annexure A Section III - Service Level Agreement (SLA) Requirements.

ANNEXURE A

Bidders attaining a score of 65% or higher, as evaluated in accordance with the prescribed marking scheme, and complying with all mandatory requirements (denoted by an “*” mark below), shall be deemed eligible for consideration in the subsequent stages of the evaluation process. All sections under Annexure A are required to be completed in full. Score of 65% will be considered covering Section II & III only.

Section I - Compliance Sheet - General Requirements

[Bidders are required to complete the table below for the requirements outlined in Section 9 - General Requirements.] Below is the sample template and please ensure that you reference the exact requirement specified in the respective sections along with reference no and fill the compliance section related to each. Mandatory requirements are indicated with (*) mark.

Req ID.	GENERAL REQUIREMENTS	Complied	Not Complied	Remarks
A	The solution must be off-the-shelf, commercially available, and part of an existing product in line with a proven track record of live airline deployment. Solutions still in development or pilot testing by the proposal submission date will not be considered.*			
B	The bidder shall demonstrate extensive expertise and a proven track record in the successful implementation of Competitor Fare monitoring Solution within the airline industry. The scope of work shall encompass, but is not limited to, the following:* <ul style="list-style-type: none"> a. Provision of comprehensive and tailored training programs to facilitate a seamless transition for SriLankan Airline’s teams, ensuring full adoption and 			

	<p>operational proficiency with the new system.</p> <ul style="list-style-type: none"> b. Delivery of a fully tested, mature solution that has been successfully deployed for multiple airline clients, reflecting a deep understanding of industry-specific complexities and regulatory requirements. c. Execution of a smooth, efficient, and expedited implementation process designed to minimize disruption to ongoing operations, supported by a well-defined project plan with clear milestones and deliverables. d. Demonstration of established, repeatable implementation methodologies, as the project timeline and operational imperatives preclude any form of pilot testing, iterative learning, or phased experimentation during deployment. e. Proactive guidance and consultation based on the bidder's extensive experience with other airline clients, including recommendations of industry best practices, identification of common pitfalls, and strategic advice to optimize system usage and business outcomes. 			
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C	<p>Proposers must demonstrate a minimum of three (3) years of proven experience in implementing solutions for airlines of similar or greater size and complexity. The referenced customers must be using the solution for a similar purpose as defined in the RFP. The proposal must include verifiable references demonstrating this experience.*</p>			
D	<p>Bidders shall provide details of at least 3 airline customers to whom the bidder has provided similar products and services along with the ROI gained by those airlines for a period considered. These customers should be using the proposed products in a similar manner to that intended use by SriLankan Airlines. *</p>			
E	<p>The proposers shall demonstrate a measurable return on investment (ROI) for SriLankan Airlines with the product, including defined techniques for measuring ROI. The bidder shall collaborate with SriLankan Airlines' steering committee to establish target ROI values, set timelines for achievement, and develop a customer success plan to ensure the defined ROIs are met.*</p>			
F	<p>Interested parties must submit a detailed project implementation plan with total project duration. Proposals demonstrating accelerated time-to-market while maintaining the agreed scope and cost will be favorably considered. The selected bidder will be expected to execute the deployment with professionalism, efficiency, and responsiveness ensuring</p>			

	timely delivery, effective knowledge transfer, user readiness, and successful system adoption.*			
G	In a situation where additional R&D is required to meet requirements herein, proposers are required to provide a timeline not exceeding one (01) month & the cost shall be borne by the bidder.*			
H	Proposed solutions may include Software as a Service (SaaS) (cloud hosted delivery) subject to meet the requirements outlined in this RFP.*			
I	Regardless of the solution model proposed, the bidder shall assume end-to-end responsibility for the software and related hardware (if any) for the period of the service agreement.*			
J	Provision of initial and extended warranties/licenses and technical support services (including detailed initial acquisition costs and on-going support options by year).*			
K	Provision of documentation in printed and electronic format, including administrative and end user manuals, troubleshooting guides, or Q&A.*			
L	SriLankan expects the solution to be functional and fully integrated into existing architecture.*			
M	The selected vendor shall provide comprehensive training.* a. Staff Training: The vendor must deliver thorough on-site and/or online installation and implementation training to relevant personnel for a sufficient duration. This is to ensure			

	<p>their proficiency in operating the system efficiently and to its full capacity. Please specify costing separately for onsite /online options.</p> <p>b. Ongoing Training: From the second year onwards, the vendor shall provide annual on-site and/or online refresher training. Additionally, training must be provided whenever a new version of the system is released.</p>			
N	Solution and subsequent maintenance and support services shall be valid for the period of the contract.*			
O	Any version upgrades or new technology incorporations during the contract period shall be made available to the Airline. If such upgrades involve additional costs, the bidder shall specify those costs separately in the proposal.*			
P	Selected vendor shall support the airline with quarterly business and service reviews.*			
Q	Responses shall highlight the product's High Availability, Back-up and Restoration features.*			
R	Proposals MUST elaborate technical support, issue/problem reporting and assistance with response as per the SLA defined in the Annexure A -section III.*			
S	The vendor shall provide consultancy support in the business transformation process for the airline to effectively manage the change management process with the new implementation.*			

T	Proposals shall comply with additional Commercial and Legal Considerations as stated in Section 8.*			
U	The vendor should clearly mention * <ul style="list-style-type: none"> • Potential cost savings that vendor could provide • Additional cost incurs to the airline along with the implementation. 			
V	Proposals should have the flexibility for alternate payment terms*. One-time implementation fees will be paid upon successful completion of the project, including the post-cutover monitoring phase.			

Section II - Compliance Sheet - Scope of Work

[Bidders are required to complete the table below for the requirements outlined in Section 10 - Scope of Work - Features and Technical Requirements, inclusive of all clauses & remarks). Please ensure that you reference the exact requirement specified in the respective sections along with reference no. (Only a sample table is outlined here)

Note : Please denote all mandatory requirements with (*) as specified in Scope of work.

Complied - Marks Each - 02

If the requirement is partially complied - Marks Each - 01

Not Complied - Marks Each - 00

Req ID.	FEATURES & TECHNICAL REQUIREMENTS	Complied Marks	Not Complied	Remarks
10.1	Functional Requirements			
A	Data Collection & Quality			
I	Real-time Global Fare Data Capture			
a.	The system must continuously capture competitors' fare data from multiple sources, including Online Travel Agencies (OTAs),			

	Airline websites, Metasearch Engines, & other available sources. *			
b.	Availability of data captured from Global Distribution Systems (GDS) and NDC (New Distribution Capability) channels will be an added advantage.			
c.	This data should be refreshed at regular intervals (e.g., Hourly or daily) with a minimum of one daily refresh to ensure it reflects the most up-to-date market pricing. *			
d.	Weekly subscriptions covering five to seven days at the lowest cost may provide a competitive advantage.			
e.	Solutions providing own UL fare capture with a cost advantage to the airline would be an added advantage.			
f.	The system shall be capable of accurately handling fare rules, restrictions, and conditions, with the ability to clearly differentiate fares based on these attributes.			
II	High Accuracy and Validation Collected data should have an accuracy rate of 99.9%, verified through automated and manual cross-checking. This is to ensure pricing decisions are based on reliable, accurate market information. *			
III	Flexible Data Refresh Frequencies			
a.	Users should be able to configure how frequently data is collected per market or route. As an example, high-value, highly competitive routes may require more frequent updates, while less competitive routes are updated less frequently, based on the data requirement. *			
b.	Data capture from UL and other airlines shall be the responsibility of the vendor. *			

IV	<p>Historical Data Storage and Retrieval</p> <p>The system must retain a minimum of one year of historical fare data, enabling users to study long-term trends, seasonality, and historical pricing behaviors. This data shall be accessible whenever required. *</p>			
B	Fare Benchmarking & Comparison			
I	Peer Group Fare Comparison			
a.	The platform should allow comparison of our fares against specific peer airlines for the same Origin and Destination (O&D) routes (inbound/outbound) including cabin-wise one-way fares, round trip fares, non-stop flights and multiple stops with full-service, low cost, and hybrid carriers. *			
b.	Users must be able to define and customize their competitive peer groups. *			
c.	Users should be able to configure the O&D (Origin & Destination) based return day period for return fare comparisons. *			
d.	Availability of future competitor fare data for a minimum of one year period with the flexibility for the user to amend at O&D level as required. *			
e.	Fare & Tax Breakdown - Detailed visibility of the total ticket cost structure. *			
f.	The ability to filter and compare similar fare products (Eg: Free date changes, Refunds, Baggage, Change Fees) will be an added advantage. Eg: Fares with and without baggage allowance.			
II	Dashboards			
a.	The system should provide interactive visualizations such as graphs and charts of fare trends, over time, aiding quick decision-making. *			

b.	Availability of data export capabilities (e.g., Excel) to support further analysis is required. *			
c.	Ability to create Customizable dashboards will be a preferred option.			
d.	The system enable users to filter and search data using criteria such as flight departure time, day of the week, transit time, class of travel, data source (such as other website captured or ATO etc.), and other configurable factors. *			
III	Fare Change Alerts and Anomaly Detection Ability to configure rule based alerts to receive automatic alert notifications when a competitor does any changes to fares significantly or when abnormal behaviors such as but not limited to sudden price spikes or price drops are detected.			
IV	Ancillary Pricing Monitoring Ability to extend beyond base fares to track baggage fees, seat upgrades, and bundled offers.			
C	Analytics and Intelligence			
I	Historical Fare Analysis and Trend Forecasting			
a.	Ability to track fare changes over time to identify seasonal trends, competitive patterns in the past at each snap. *			
b.	Use of predictive analytics to anticipate competitor moves and market demand.			
II	Seasonal and Event-based Impact Analysis			
a.	Analytics should reflect how external factors such as but are not limited to holidays, sporting events, or weather impacts pricing. These factors should be identified in detail			

	and mentioned on fare charts for full market context.			
b.	System capability to detect recurring fare changes associated with holidays or special events.			
III	AI-Driven Insights System use of machine learning models to detect pricing trends, demand shifts, and competitor strategies.			
IV	Additional Capabilities The system shall offer analytical capabilities including fare gap analysis, market position indexing, pricing lag indicators, and impact analysis, supported by customizable user-defined views.			
D	User Interface & Reporting			
I	Role-Based Dashboards* The platform should provide configurable dashboards tailored for different user roles such as but not limited to flight analysts, demand analysts, pricing analysts, sales staff, operations staff, and system administrators showing relevant insights for each role. *			
II	Interactive Fare Analytics Tools Users shall be able to explore fare trends using interactive analytical tools like filters, sliders, and drilldowns by route, airline, time, or class/cabin.*			
III	Ad-Hoc and Scheduled Reporting The system shall allow both custom (ad-hoc) report generation and scheduled delivery of predefined reports via email, or other sharing methods in formats such as but not limited to CSV, or PDF formats.			
IV	Self-Service Configuration Interface			

a.	Authorized admin users should be able to independently configure fare capture rules, alerts, and report templates.*			
b.	There should be a facility to trace the changes in activity log with a detailed view.			
V	Extended Reporting Options			
a.	The system shall support generating advanced multi-dimensional reports, such as but not limited to comparisons by cabin class, day-of-week, booking window. *			
b.	Reports should be exportable in multiple standard formats such as Excel, CSV etc. *			
VI	External Data Feed Generation			
a.	Systems should support automated generation of daily or intraday data feeds (Ex: CSV, JSON, XML) to be fed into internal and external systems such as data lakes, BI tools, or 3rd-party O&D RMS/PSS/Fare Management platforms. *			
b.	Ability to provide a minimum of three data feeds at no additional cost is mandatory. *			
c.	Providing additional one more data feed FOC basis will be an advantage.			
d.	Feeds should be customizable in structure and delivery time as per the business requirement. *			
e.	Flexibility to support future business needs will be considered favorably.			
E	Access Management and Audit Logs			
I	Access Control			
a.	The product must provide role-based access control & user group management with enough granularity. *			
b.	The product must allow administrators to define and maintain roles based on job			

	functions and appropriate levels of access to functionality. *			
c.	The Bidder shall facilitate a user base of 100 users with concurrent system access, adopting the most cost-optimized licensing model, preferably FOC basis.			
d.	The solution shall support Active Directory (AD) authentication, enabling Single Sign-On (SSO) or comply with the SriLankan Airlines password policy as specified in Annexure L - Section 8.1*			
e.	<p>The product shall support detailed user activity auditing integration with Security Information & Event Management solutions or shall maintain audit logs.</p> <ul style="list-style-type: none"> • User access management- Ability to allow SriLankan airlines to self-manage its user access based on its internal control policies. • Enterprise architecture requirements- User Access Architecture: Ability to control access from authorized devices and/ or authorized location. Please describe your mechanism/methodology. 			
II	<p>Long-Term Data Retention</p> <p>Historical data must be retained for at least one year and made easily searchable for audits and retrospective analysis. *</p>			
III	Email Notification Support			
a.	The system must allow administrators and end users to receive email notifications for predefined events including data feed failures. *			
b.	Fare change alerts, competitor pricing anomalies, and scheduled report completions.			

c.	Users should be able to manage their own notification of preferences.			
10.2	Technical Requirements			
A	Integration Requirements			
I	The proposed Competitor Fare Monitoring Tool shall integrate seamlessly with SriLankan Airlines' hybrid IT environment, supporting secure, scalable, standards-compliant interoperability with internal applications and third-party platforms, *			
II	API Integration The solution should provide modern APIs and support mechanisms such as but not limited to custom data feeds to push data to internal systems or dashboards or databases in near real-time.			
III	Data Warehouse Integration Support and ability to extend in future requirements for direct connections to cloud-based data warehouses like but not limited to Azure Synapse for enterprise-level analytics. Bidder shall clearly indicate the data transfer format /access format.*			
IV	Alerting and Notification Mechanisms Custom alerts should be configurable based on scenarios such as but not limited to price thresholds, route-specific rules, or competitive behavior, with delivery options including email, or in-platform popups or other notification generating mechanisms			
V	Third party vendor developed System Compatibility			
a.	Open standard architecture for Integration with Revenue Management Systems (currently PROS RMA) & Real time availability management solution (currently Revenue			

	Availability and Active Valuation) shall be supported via flat files, batch uploads, or middleware connectors if required. *			
b.	System shall have the ability and capability to incorporate with new solutions planned to be procured by the airline as per business needs such as but not limited to Fare Management solution. *			
VI	Internal Integration Architecture			
a.	Bidder shall provide the system architecture highlighting the capability to integrate with internal applications*			
b.	Data exchange should support RESTful APIs, SOAP, or flat-file (CSV/XML) formats with scheduling capabilities (e.g., hourly/daily sync).			
c.	Compatibility with Windows services and task scheduler-based job execution environments is required.			
VII	External System Connectivity			
a.	Must provide secure connectivity mechanisms (e.g., HTTPS, SFTP, VPN) for interfacing with external third-party tools as applicable. *			
b.	The solution must support proxy-aware configurations and operate within corporate firewall policies. *			
VIII	Data Flow and Format Requirements The system should support:			
a.	Near real-time push/pull integration of competitor fare data.			
b.	Custom data feeds in CSV, JSON, or XML.			
c.	Data delivery to enterprise analytics platforms or data lakes via APIs or scheduled file drops (to airline defined or third-party vendor defined SFTP locations).*			
B	Infrastructure Requirements			

I	The bidder shall provide a detailed description of the infrastructure set up for the proposed cloud-hosted solution, including how the solution will be delivered and the associated service levels to be maintained.*			
II	The bidder shall provide detailed information on how the solution is deployed or published, along with the security measures implemented to safeguard it against external threats.*			
III	The bidder shall clearly specify any local software, hardware, system, network, or security requirements necessary to support the proposed cloud-hosted solution.*			
IV	Bidder should provide cloud-based hosting services, including sizing for current and future needs, service levels, maintenance, backups, monitoring, and more.*			
V	The Bidder shall provide operational services such as license management, software patching, upgrading to new releases, application administration, database administration, database backups, and generating operating reports.*			
VI	The bidder shall provide the following details and requirements for the proposed solution: * a) Per user and total required internet bandwidth requirement to access the application b) Minimum and maximum latency (round trip time) requirement end to end (Client to server communication) c) Destination/server domain/IPs to check the latency from UL network.			

	<ul style="list-style-type: none"> d) Destination IPs, URLs and ports to be opened from firewall. e) The application is a client installation or web browser based. f) Application can be accessed from a proxy g) Connectivity and session flow diagrams need to be provided. h) Application can be accessed via internet or require site to site connectivity (VPN or MPLS) i) Compatible with Microsoft Active Directory authentication 			
VII	Application and data backups shall be maintained in accordance with the SLAL backup and retention policy requirements: Daily, Weekly, Monthly application and data backup should be ensured with 1-year Data Retention.*			
VIII	The application shall be safeguarded against unwanted traffic and all forms of cyberattacks, ensuring robust security and resilience.*			
IX	The Bidder is required to propose and detail the hosting options (e.g., Public Cloud, Private Cloud) along with all recommended parameters. SriLankan Airlines Ltd retains the authority to decide whether to purchase all or some of the infrastructure components from the Bidder or to provide them independently (the Bidder should include the infrastructure specifications). *			
X	The Bidder must provide the following details for cloud hosting options: *			

	<ul style="list-style-type: none"> a. Minimum bandwidth requirements for general users and heavy users (e.g., those running reports). b. Recommended connectivity configurations (e.g., VPN connection or via Internet) - SriLankan Airlines Ltd requires a secure connection between the client and application. c. Number of named users. d. SSL Certificate requirements. e. Number of concurrent users. f. System availability. g. Hardware specifications for client machines and hosting servers (e.g., CPU, Memory, SSD, HDD). h. Operating systems and browser specifications for client machines. i. Operating system specifications for hosting servers. j. Database specifications. k. Any additional minimum or recommended requirements. 			
XI	<p>It is mandatory to state the following.*</p> <ul style="list-style-type: none"> g. Data Retention policy h. Back up and restoration capability i. Availability of system and audit logs, retention and retrieval. 			
XII	<p>The solution shall be hosted under a subdomain of srilankan.com, and any hosting or infrastructure requirements from SriLankan Airlines must be clearly specified in the proposal.</p>			
XIII	<p>The solution must be safeguarded by a Web Application Firewall to ensure protection against potential security threats and unauthorized access.*</p>			

XIV	<p>The cloud-hosted solution shall be accessible from SriLankan Airlines’ network using end-user devices (laptops, desktops, or virtual desktops) that meet the following specifications:*</p> <ul style="list-style-type: none"> a. Internet Explorer 11.0 and above b. Windows 11 x64 Enterprise (mandatory) c. Windows 10 x64 Enterprise (optional) d. Microsoft Office 2019 and above. e. Virtual Desktop Infrastructure including Omnisson WorkspaceOne. f. Java 7 and above g. Standard desktop configurations (CPU: Intel Core I5 13th Gen or above /RAM: 16 GB/512GB Nvme) h. Any hard disk requirement exceeding 515GB shall consider hard disk upgrade for client devices. 			
C.	End User Computing Requirements			
I	User Interface Design:			
a	The system should have an intuitive and user-friendly interface to ensure ease of use for all end users. *			
b	Provide clear navigation and accessibility features to accommodate diverse user needs. *			
II	Device and Browser Compatibility:			
a	Ensure compatibility with various devices and browsers including devices such as desktops,			

	laptops, ,Virtual desktops and browsers such as Edge and Google Chrome (current browser versions and its upgrades)*			
b	Shall support operating systems Windows 11 (24H2)enterprise and above.*			
c	Interface shall be compatible with the 24-inch wide screen monitor.			
d	Application shall be compatible with mobile devices is preferred.			
III	Performance and Reliability:			
a	Ensure the system is responsive and performs efficiently under varying loads. *			
b	Regular updates and maintenance to ensure reliability and minimize downtime. *			
IV	Training and Support:			
a	Provide comprehensive training materials and sessions for end users. *			
b	Offer ongoing technical support and a helpdesk for troubleshooting and assistance. *			
V	Customization and Personalization:			
a	Allow users to customize their interface and settings according to their preferences.			
b	Provide personalized recommendations and features based on user behavior.			
c	Feasibility to add SriLankan Airline branding into login and key interfaces.			
VI	Feedback Mechanism:			
a	Implement a system for users to provide feedback and report issues.			
b	Use feedback to continuously improve the system and user experience.			
VII	Scalability:			
a	Design the system to scale with the growing number of users and transactions.			

b	Ensure it can handle future expansions and additional functionalities.			
c	The system should offer automation capabilities (e.g., scheduled tasks or workflows) for repetitive EUC monitoring tasks.			
D	Security Requirements			
I	The proposed solution shall operate within a secure multi-tenant architecture and must ensure strict logical segregation of SriLankan Airlines data from that of other customers. The vendor shall guarantee that no unauthorized access to SriLankan Airlines information occurs across tenants and that activities or changes made for other customers do not adversely impact SriLankan Airlines.*			
II	The proposed service shall support secure data exchange mechanisms, including but not limited to HTTPS and SFTP, as applicable, to ensure confidentiality and integrity of data in transit.*			
III	The proposed solution and the Service Provider shall be compliant with, and preferably certified against, the latest version of the ISO/IEC 27001 Information Security Management System (ISMS) standard.*			
IV	The Bidder shall provide a valid SOC 2 Type II audit report upon request to demonstrate the effectiveness of internal controls related to security, availability, processing integrity, confidentiality, and privacy.			
V	The Bidder shall design, implement, and maintain appropriate controls to ensure the continuity and availability of services, in alignment with defined system uptime and			

	performance requirements. This shall include adherence to agreed Recovery Time Objective (RTO) and Recovery Point Objective (RPO) parameters.*			
VI	The Bidder shall implement and operate comprehensive network, system, and application-level access controls to ensure proper authentication, authorization, and logging of all access attempts related to SriLankan Airlines information and information systems. This requirement shall apply to all access attempts initiated by users, services, and devices. *			
VII	The proposed solution shall be capable of maintaining detailed audit logs of all user activities, including but not limited to administrative and privileged user actions, as well as system configuration changes, to support monitoring, investigation, and compliance requirements. *			
VIII	The Bidder shall duly complete and submit the Data Security Schedule as specified in <i>Annexure L - Security Checklist</i> , as part of the proposal.*			

Section III - Service Level Agreement (SLA) Requirements

The marking scheme below will be applicable to the following section.

Complied - Marks Each - 02
 Not Complied - Marks Each - 00

The section below shall be completed in accordance with the format below . All below requirements are mandatory and denoted with an (*)

Req ID.	Service Requirement	Complied	Not Complied	Remarks
A	# Please indicate the service requirement			
B	-----			

---	-----			
---	-----			
G	-----			
H	-----			

I. Service Availability*

Please confirm your ability to meet the following availability targets and provide any details regarding measurement methodology:

Component	Target Availability	Measurement Period	Vendor Confirmation / Comments
Competitor Fare Monitoring Solution	99.9%	Monthly	
API Services (if applicable)	99.5%	Monthly	
Reporting Module(if applicable)	99.5%	Monthly	

Note: Planned maintenance excluded.

II. Support Hours & Channels*

Please confirm your support coverage for the following levels and channels:

Tier	Hours of Operation	Support Channels	Vendor Confirmation / Comments
Level 1	24x7	Email, Ticketing, Phone	
Level 2	Business Hours (e.g., 8:00-17:00 GMT+5.5)	Email, Ticketing	
Emergency	24x7	Escalation Hotline	

III. Incident Response & Resolution Times*

Please confirm your response and resolution times for the following priorities:

Priority	Description	Response Time	Resolution Time	Vendor Confirmation / Comments
Critical	System down / major functionality unavailable	15 mins	4 hours	
High	Key function impaired	30 mins	8 hours	

Medium	Partial disruption (non-urgent)	4 hours	2 business days
Low	Minor issue, cosmetic, enhancement request	1 business day	5 business days

IV. Maintenance Windows*

- a. Maintenance: 1-week prior notice, during weekends/off-peak hours. Confirm your ability to comply and provide process details.
- b. Emergency Maintenance: 2 hours prior notice with justification. Confirm your ability to comply.

V. Change Management*

- a. Major Releases: Minimum 2 weeks prior notification; CAB approval required.
- b. Minor Patches: Minimum 3 business days prior notification; CAB approval required. Please describe your change management process and confirm ability to comply.

VI. Performance Metrics*

Please confirm your ability to meet the following targets and provide details on monitoring/reporting:

System Availability (Uptime)	Percentage of time the platform (portal + API) is operational and accessible excluding planned maintenance.	≥ 99.9% monthly uptime.
Data Accuracy Validation	Rate of correctly processed and matched fare records compared with source data.	≥ 99 % data accuracy per load cycle.
Historical Data Retention	Duration for which fare and rule history is retained and available to view through the user interface	Minimum 12 months; exportable to external BI systems.
User Access Latency	Time for dashboard or analytics view to load the latest competitor fare data.	≤ 5 seconds for standard dashboards.

VII. Penalties for SLA Breach*

Please confirm acceptance of the following penalty structure or propose alternatives:

- a. 1% monthly fee credit for every 0.1% availability shortfall below 99.9%, capped at 10%.
- b. Additional service credits for failure to meet critical resolution times.

VIII. Reporting & Reviews*

- a. Monthly SLA Reports: Include performance metrics, downtime logs, incident summaries.
- b. Quarterly Review Meetings: Focused on SLA compliance, continuous improvement, roadmap updates.
Meetings shall be conducted FOC basis in the format specified by SriLankan Airlines.

Please confirm your ability to provide these reports and participate in quarterly reviews.

ANNEXURE B: Price Schedule Form - Option 1

Fully Managed Service model including Installation, Commissioning, Warranty, Maintenance with end to end Support for 5 years through a Service Level Agreement and the system to be hosted at the vendor location.

Provisioning of a Competitor Fare Monitoring Solution - CPIT/ICB/11/2025

Name of the Bidder & Address :

Name of the Principal :

Name of the Manufacturer :

Please submit the price schedule for below two options.

- Proposed financial evaluation to be based on two options with the given criteria subject to the business requirement.

Option	No of O&Ds	Average Number of Airlines per O&D (Including UL)	Data Sources	Frequency	Departure Date Range	Cabin	Travel type	Data Update
1	350	5	2	5 Days per week	0-180 days	Business and Economy class cabin wise comparison	OW and RT (Travel type wise comparison)	One time daily
2	350	5	2	7 Days per week	0-180 days	Business and Economy class cabin wise comparison	OW and RT (Travel type wise comparison)	One time daily

Line Item No	Description of Solution	Unit of measure	Qty	Cost per month	Total cost for 60 months	Payment Terms (Please Indicate your payment term for each cost component given below)
1	Cost of the Solution which covers the requirements at Annexure A.					
1.1	Implementation cost (For the scope in RFP)					

1.2	Annual Recurring Fee with price schedule					
1.3	License cost (if applicable)					
1.4	Integration cost with other systems (If relevant)					
1.5	Product Customization (if applicable)					
1.6	Data migration (If applicable)					
1.7	Hardware cost (If applicable)					
1.8	Any other cost applicable - Please specify					
1.9	Additional costs if the threshold exceeds (based on no of transactions)					
	Total one-time cost for 5 years					
2.	<u>Variable/Recurrent charges</u>					
2.1	System usage fee (if applicable)					
2.2	Hosting charges					
2.3	Communication charges (if relevant)					
2.4	Content development (if applicable)					
2.5	Any other requirements - Please specify					
	Total Variable/Recurrent cost for 5 years					
3.	<u>Maintenance & Support</u>					
3.1	Maintenance & Support Cost for the 1 st year					
3.2	Maintenance & Support Cost for the 2 nd year					
3.3	Maintenance & Support Cost for the 3 rd year					
3.4	Maintenance & Support Cost for the 4 th year					
3.5	Maintenance & Support Cost for the 5 th year					

	Total Maintenance & Support cost for 5 years					
	All-inclusive total project cost for 5 years					

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 5% of the total order value shall provide to cover both the warranty period and contract period)

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

Bid Validity:.....

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

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

Implementation lead time:

Available locations for inspection of the proposed solution/service -

Method of payment :

Bank details :

Head Office :

Account Name :

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

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

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

Date : [insert date]

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 5% of the total order value shall provide to cover both the warranty period and contract period)

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

Bid Validity:.....

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

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

Implementation lead time:

Available locations for inspection of the proposed solution/service -

Method of payment :

Bank details :

Head Office :

Account Name :

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

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

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

Date : *[insert date]*

ANNEXURE C: Bid Security Declaration Form

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

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

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

*Name of contract -- [insert name]

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

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

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

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

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

Name [insert printed or typed name]

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

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

ANNEXURE D: Performance Security Form

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

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

[signature(s)]

ANNEXURE E: Clientele Information Form

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

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

ANNEXURE F: Sample Contract Agreement

AGREEMENT FOR PROVISION OF SERVICE/SOLUTION

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

Between;

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

And

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

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

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

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

WHEREAS prior to the said offer and the execution of the Agreement, the Contractor has been apprised of the requirements and specification required by SriLankan Airlines for the supply and delivery of service/solution and to all other matters which might have influenced the Contractor in making its bids and

has agreed to supply and deliver the Service/solution to SriLankan Airlines pursuant to the said requirements and specifications set forth in the Invitation for Bids document;

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

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

1. OBLIGATIONS OF THE CONTRACTOR:

1.1 The Contractor shall:

- 1.1.1 Deliver Service/solution as more fully described in the Schedule A in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule A, to the locations more fully described in Schedule B hereto according to the specifications provided in Annex (such schedules and annexes to be part and parcel of this Agreement) on non-exclusive basis on the terms and conditions set out herein.
- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
 - a) be in accordance with the specifications set out in Annex;
 - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
 - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule B in quantities mentioned in Annex The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule B of the Agreement.

- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause 3 and Schedule C).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule C if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.
- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).
- 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.
- 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.
- 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.
- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15

working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.

- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule B or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.
- 1.5 The contractor shall provide a comprehensive unconditional warranty of ... years from the date mentioned in the Commissioning and Acceptance Form in Annex for manufacturing defects of the Service/solution except ware and tare.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedule A without any cost to SriLankan Airlines.

2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause 3 and Schedule C hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance to the same rates as specified under Schedule
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors provided in

Schedule C where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.

- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.
- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution ' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.
- 2.5 When the Service/solution are received to SriLankan Airlines stores , SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed and other required items/Service/solution specified in Schedule A are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to vendor within 5 working days of receipt of shipment to stores.
- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.
- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.

2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:

- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution ; and
- (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
- (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

3. INVOICING & PAYMENT:

3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule C hereto.

3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.

3.3 Subject to Clause, SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within days from the date of Commissioning and Acceptance in Annex The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.

3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favour, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.

3.5 SriLankan Airlines shall be entitled to withhold any payments due to the Contractor under this Agreement and any sums of money required to be withheld by SriLankan Airlines under any law or regulation for the time being in force and/or pursuant to this Agreement.

3.6 Payment shall be made in according to the payment details provided in Schedule C.

3.7 Invoices to be addressed to: Manager Financial Services, SriLankan Airlines Ltd, Airlines Centre, BIA, Katunayake, Sri Lanka and/or email to: mahesh.nanayakkara@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 time, notification as follows: <ul style="list-style-type: none"> • The vendor: TBD • SLAIT: TBD 	Response time	If no resolution within Resolution time, notification as follows: 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

Name:
Designation:

Witness:

Name:
Designation:

For and on behalf of

Name:
Designation:

Witness:

Name:
Designation:

ANNEXURE G : Bid Acknowledgement Form

IMPORTANT

All Bidders shall confirm their intention to submit a Bid by forwarding the duly filled Bid Acknowledgement Form, 07 working days prior to the Bid closing date to the following email address.

.....
Invitation for Submission of Bids for **Reference No - .../....** is hereby acknowledged.

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

We do not intend to submit a proposal because
.....
.....

Item	Details
Name of Bidder	[Insert Full Legal Name]
Address	[Insert Mailing Address]
Contact Person	[Insert Name and Designation]
Telephone Number	[Insert Phone Number]
Email Address	[Insert Email Address]

We understand that by acknowledging receipt, we will be informed of any amendments, clarifications, or addenda issued by the Procurement Entity.

Signed:
Designation :
Company :
Date :

Note: SriLankan Airlines will not be responsible for sharing any amendments, clarifications, or addenda issued later with regard to the tender with those bidders who have not submitted this form.

10. Registered Name and address of the agent (if any)

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 :



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 5 years, unless and until terminated by providing 30 days’ notice in writing to the Disclosing Party. Notwithstanding the termination, the obligations and limitations with respect to protection, use, disclosure and return or destruction of Proprietary Information shall survive such termination and shall continue until such time the Parties hereto mutually agree in writing that such treatment is no longer warranted.

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

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

Recipient of Confidential Information

Organization Name :

Business Registration :

Organization Address :

Authorized Signatory :

Designation :

Signature :

Date :

ANNEXURE K: Non-collusion Affidavit

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

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

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

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

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

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

BEFORE ME,

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

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

ANNEXURE K: Non-collusion Declaration

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

Annexure III of Chapter 01

**Non-collusion Declaration
(Procurement Guideline Reference - 1.5)**

I, the undersigned bidder/ bidder's representative/ bidder's agent, honestly, truthfully and solemnly declare that.

(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;

(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.);

(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.

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.

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.

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.

I hereby declare that all the statements made by me above are true and correct.

.....
Signature of the Declarant

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.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
1.4	<p>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.</p>		
1.5	<p>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 security commensurate with the risks associated with the Processing.</p>		
2	Security Governance		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
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		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	but not limited to data ownership and intellectual property rights.		
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		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	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.		
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.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
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		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	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		
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.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
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.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
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.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
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		
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).		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
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.		

