



**INVITATION FOR BIDS
FOR
PROVISIONING OF CLOUD-BASED DOCUMENT MANAGEMENT SYSTEM (DMS) FOR
A PERIOD OF THREE (03) YEARS**

REFERENCE NO: CPIT-NCB 03-2026

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

Dear Sir/Madam,

IFB NO: CPIT-NCB 03-2026

INVITATION FOR BIDS FOR PROVISIONING OF CLOUD-BASED DOCUMENT MANAGEMENT SYSTEM (DMS) FOR A PERIOD OF THREE (03) YEARS

SriLankan Airlines hereby invites tenders for Provisioning of a cloud-based Document Management System (DMS) for a period of three (03) years.

Bid should be submitted to the secure E-mail address ltproctend@srilankan.com; bearing the IFB Number & the item description. Deadline for submission of quotations is by **11.00 am (Sri Lankan time: GMT +0530) on 14 July 2026.**

The Bid Acknowledgement form attached to the document must be completed and returned by fax to +94 (0) 19733 5218 or e-mail to charith.d@srilankan.com and lakmini.jayasinghe@srilankan.com

Any inquiry/clarification about the Tender should be e-mailed to charith.d@srilankan.com and lakmini.jayasinghe@srilankan.com to reach on or before 30 June 2026.

Yours Faithfully,
SriLankan Airlines Limited

Section I. Instructions to Bidders (ITB)

A: General	
1. Scope of Bid	<p>1.1 The Purchaser named in the Data Sheet invites you to submit bids for the supply of Service/solution as specified in Section III - Schedule of Requirements for use at SriLankan Airlines Ltd.</p> <p>Upon receipt of this invitation, you are requested to acknowledge the receipt of this invitation and your intention to submit a bid.</p>
B: Contents of Documents	
2. Contents of Documents	<p>2.1 The documents consist of the Sections indicated below.</p> <ul style="list-style-type: none"> • Section I. Instructions to Bidders • Section II. Data Sheet • Section III. Schedule of Requirements • Sections IV. Bids Submission Form • Section V. General Conditions • Annexure A: Technical/General Specifications & Compliance sheet • Annexure B: Price schedule Form • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form (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-Collusion Declaration • ANNEXURE L: Data Security Schedule
C: Preparation of Bids	
3. Documents Comprising your Bid	<p>3.1 The Bid should comprise the following mandatory documents:</p> <ul style="list-style-type: none"> • Sections IV - Bid Submission Form. (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 (Mandatory with the bid submission) • Annexure E: Clientele Information Form (Mandatory with the bid submission) • Annexure K: Non-Collusion Declaration (Mandatory with the bid submission)

<p>4. Bid Submission Form and Technical/ General Specifications & Compliance form</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. All blank spaces shall be filled 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>
<p>7.Document to Establish the Conformity of</p>	<p>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.</p>

<p>8.Period of Validity of bids</p>	<p>8.1 Bids shall remain valid for a period of one hundred eighty (180) days after the bids submission deadline date. If the full validity period is not properly indicated, SriLankan airlines reserves the right to obtain re-confirmation from the bidder that the Bid is valid until the date specified above.</p> <p>8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Airlines may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.</p>
<p>9.Bid Security Declaration</p>	<p>9.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C</p> <p>9.2 Any bid not accompanied by a substantially responsive Bid securing Declaration in accordance with 1TB Sub-clause 8.1, Shall be rejected by Sri Lankan Airlines as non-responsive.</p> <p>9.3 Bid Securing Declaration may be executed:</p> <p>(a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission form, except as provided in 1TB Sub-Clause 8.2 or</p> <p>(b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to 1TB Sub-Clause 15.3</p> <p>(c) If the successful Bidder fails to :</p> <p>i) Sign the contract in accordance security with 1TB Sub-Clause 23.3;</p> <p>(ii) Furnish a performance Security in accordance with 1TB Clause 24;</p>
<p>10.Format and Signing of Bids</p>	<p>10.1 The bids shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. Please ensure all documents are duly signed and stamped in the given area when forwarding.</p>

D: Submission and Opening of Bids

11. Submission of Bids

- 11.1 Bidders shall submit their bids by e mail to Secured E-mail address below.
itproctend@srilankan.com
- 11.2 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.
- 11.3 The e mail comprising the bid shall bear the specific identification of this quotation exercise as indicated follows.
“Bids for Provisioning of cloud-based Document Management System (DMS) for a period of three (03) years - CPIT-NCB 03-2026”
- 11.4 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.
- 11.5. The bidder shall submit their quotations only to the following secure E-mail address itproctend@srilankan.com bearing the specific identification of the contract number & item description. Upon successful submission of bid, vendor will receive an auto-generated acknowledgement E-mail certifying the proper delivery of the bid. If the acknowledgement E-mail is not received, please contact the purchaser
- The Technical proposal(unpriced) should contain:
- The Technical proposal (un-priced) along with all related technical brochures & supporting documents.
- The Financial proposal should contain:
- The Financial proposal (priced) based on Price Schedule Form at Annex B.
 - Bid Submission form (Section IV)
 - Annexure C: Bid Security Declaration Form
 - Annexure D: Performance Security Form
 - Bid Securing Declaration (Annexure C)
 - Vendor Information form (Annexure H)
 - Non-Collusion Declaration (Annexure K)
- 11.6 If the Bidder wishes to hand deliver the Bids, please contact SriLankan Airlines personnel well in advance, for the arrangement of security clearance. Refer section II, Data Sheet, Clouse 16.2 for contact details.

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

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

<p>18.Evaluation and Comparison of bids</p>	<p>18.1 The following factors & 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> <p>The vendor shall satisfy all the minimum eligibility criteria listed below. Failure to comply with any requirement shall result in rejection of the proposal as non-responsive.</p> <ol style="list-style-type: none"> I. The vendor shall be a legally registered business entity in Sri Lanka and shall provide a Business Registration (BR) Certificate. II. The bidder shall have a minimum of Three (3) years of experience in implementing and managing an enterprise Document Management System, including digital document management and physical document archiving solutions. III. The vendor shall have successfully completed at least three (3) similar implementations of Document Management System within large-scale enterprise environments. IV. The vendor shall provide details of relevant clientele together with supporting documentation demonstrating prior experience in delivering similar Document Management System implementations. V. The vendor shall submit a duly filled Compliance Table. <p><u>Evaluation Criteria</u></p> <ol style="list-style-type: none"> I. Bidders must complete the compliance sheet (Annexure A) for all technical and general requirements. Only those who are fully compliant will proceed to financial evaluation. <p>Note - SriLankan Airlines shall consider all bids which are compliant with the minimum eligibility criteria for Technical & Financial evaluation. The Technical evaluation will be based on the above Evaluation criteria and all Bidders who are compliant to the Evaluation criteria will be considered for the financial evaluation stage. The award shall be made to the lowest substantially responsive Bidder for Three (3) years.</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
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 have 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 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 constitute sufficient grounds for the annulment of the award and execution of the Bid- Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

Section II: Data Sheet

ITS Clause Reference	
1.1	The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake
7.1	Proprietor’s authorizations (or) Vendor commitment letter for 100% guaranteed product support is required.
9.1	Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required.
12.1	Secured E-mail address for submission of quotations: ltproctend@srilankan.com The proposals should be submitted by e-mail with the reference no. “CPIT-NCB 03-2026” & the name of the bidder’s company clearly marked in the subject column of the e-mail. Kindly ensure that you receive the auto generated acknowledgement email signifying proper delivery of your proposal to the e-mail address above. Deadline for submission of bids is on or before 14 July 2026, 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)
15.2	For <u>Clarification of bid purposes</u> only, SriLankan Airlines’ address is: Attention: Charith Dharmadasa Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone: +94 (0) 19733 2751/ +94 (0) 19733 2800 Facsimile number: +94(0) 197335218 Electronic mail address: charith.d@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 Cloud-based Document Management System (DMS) for a period of three (03) Years

Line Item #	Description of Goods/service	Qty	Final Destination	Delivery Date
1	Cloud-based Document Management System (DMS) for a period of three (03) Years	N/A		
1.1	Operational digital platform for document management with user access management	N/A		
1.2	Secured physical document archival facility.	N/A		
1.3	Historical 1.4 TB of Data Migration from the legacy system.	N/A		
1.4	Digitize Historical Physical Documents (34 million pages estimated) & upload.	N/A		
1.5	Training for key users and administrators.	N/A		

Section IV - Bid Submission Form

Provisioning of Cloud-based Document Management System (DMS) for a period of three (03) Years - CPIT-NCB 03-2026

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

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

Date:

To: SriLankan Airlines

We, the undersigned, declare that:

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

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

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

Signed: [insert signature of the duly authorized person]

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

Date

Section V - General Conditions

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

ANNEXURE A: Technical/General Specifications & Compliance Sheet

**Provisioning of Cloud-based Document Management System (DMS) for a period of three (03) Years
CPIT-NCB 03-2026**

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

The essential requirements, including the required technical specifications to be met by the bidder, are provided in Annexure A (Included from page 48 onwards in this same document), which shall be completed in full and is mandatory.

ANNEXURE B: Price Schedule Form

Provisioning of Cloud-based Document Management System (DMS) for a period of three (03) Years - CPIT-NCB 03-2026

Name of the Bidder & Address :
Name of the Principal :
Name of the Bidder :

Description	Total Cost for 1 st Year	Total Cost for 2 nd Year	Total Cost for 3 rd Year
Provisioning of Cloud-based Document Management System (DMS) for a period of three (03) Years			

Payment terms: 45 Days credit from the date of delivery. (Advance payments are NOT accepted)

Company Seal & Signature:

Date:

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

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

Preferred payment term: 45 days credit from the date of delivery

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

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

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

Bid Validity:.....

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

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

Implementation lead time:

Available locations for inspection of the proposed solution/service -

Method of payment :

Bank details :

Head Office :

Account Name :

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

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

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

Date : *[insert date]*

ANNEXURE C: Bid Security Declaration Form

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

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

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

*Name of contract -- [insert name]

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

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

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

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

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

Name [insert printed or typed name]

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

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

ANNEXURE D: Performance Security Form

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

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

[signature(s)]

ANNEXURE E: Clientele Information Form

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

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

ANNEXURE F: Sample Contract Agreement

AGREEMENT FOR PROVISION OF SERVICE/SOLUTION

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

Between;

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

And

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

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

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

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

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

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

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

1. OBLIGATIONS OF THE CONTRACTOR:

1.1 The Contractor shall:

- 1.1.1 Deliver Service/solution as more fully described in the Schedule A in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule A, to the locations more fully described in Schedule B hereto according to the specifications provided in Annex (such schedules and annexes to be part and parcel of this Agreement) on non-exclusive basis on the terms and conditions set out herein.

- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
 - a) be in accordance with the specifications set out in Annex;
 - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
 - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule B in quantities mentioned in Annex The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule B of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause 3 and Schedule C).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule C if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.
- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).
- 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.
- 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.

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

2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause 3 and Schedule C hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance to the same rates as specified under Schedule
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors provided in Schedule C where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.
- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.
- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject

the Service/solution (or part thereof) after the Service/solution ' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.

- 2.5 When the Service/solution are received to SriLankan Airlines stores , SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed and other required items/Service/solution specified in Schedule A are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to vendor within 5 working days of receipt of shipment to stores.
- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.
- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.
- 2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution ; and
 - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
 - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

3. INVOICING & PAYMENT:

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule C hereto.
- 3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.
- 3.3 Subject to Clause, SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within days from the date of Commissioning and Acceptance in Annex The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.
- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail

to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favour, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.

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

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

3.7 Invoices to be addressed to: Manager Financial Services, SriLankan Airlines Ltd, Airlines Centre, BIA, Katunayake, Sri Lanka and/or email to: zaroosha.farook@srilankan.com

4. LIABILITY & INDEMNITY:

4.1 The Contractor shall indemnify and hold harmless SriLankan Airlines free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities, to SriLankan Airlines, its officers, agents, employees, representatives or any third parties and/or any property, that may arise pursuant to this Agreement, in particular pursuant to (but not limited to) any:

- a) Claim in respect of any workers of the Contractor under the Workman's Compensation laws or any other law;
- b) Accident, injury or death caused to any person by negligence or willful misconduct of the Contractor, its servants, agents employees or representatives;
- c) Acts of theft, pilferage, damage of property caused by the Contractor or its servants, agent s employees or representatives;
- d) Any losses, damages, injuries, illness or death incurred due to manufacturing defects, nonperformance and or malfunction of the Service/solution procured under this agreement by SriLankan Airlines;
- d) if the Service/solution provided to SriLankan Airlines are not suitable for the use intended and/or does not meet the specifications set out in this Agreement including alleged illness, injury, death or damage as a result of the use of any the Service/solution produced, packaged, stored or shipped by Contractor;
- d) violation of any laws, regulations or intellectual property rights of any party;
- e) breach of any obligations, representations, warranties or covenants in the Agreement by the Contractor;

4.2 SriLankan Airlines shall indemnify and hold harmless the Contractor free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities that may arise pursuant to the death or injury of a worker of the Contractor or damage to the Contractor's (or its workers) property caused by SriLankan Airlines' negligence or willful misconduct.

5. INSURANCE:

5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These

insurances will include but not limited to;

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

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

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

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

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

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

6. NON-COMPLIANCE:

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

- a) Terminate this Agreement as per Clause 7 below:

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

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

7. TERM & TERMINATION:

- 7.1 This Agreement shall be valid for a period of ___ years commencing from _____ until _____ unless terminated earlier and shall automatically stand terminated upon the expiry of the Agreement. Notwithstanding the above, the Parties may extend the Term of this Agreement upon the expiry of the Term for a further period of 1 year by written mutual agreement on the same terms and conditions of this Agreement; provided however that such extension shall be subject to the Contractor's satisfactory performance of the Agreement decided at the sole discretion of SriLankan Airlines.
- 7.2 Notwithstanding Clause 7.1, SriLankan Airlines may terminate this Agreement at any time, without assigning any reasons whatsoever, by giving the Contractor 90 days' written notice of termination without any liability to pay compensation and such termination shall take effect on the expiry of the said 90 days' notice period.
- 7.3 SriLankan Airlines may terminate this Agreement forthwith in writing in the event the Contractor does not:
 - a) provide the Service/solution at the time, manner and/or to the specifications/ quality required by SriLankan Airlines pursuant to this Agreement;
 - b) comply with the requirements and/or notices of SriLankan Airlines; and/or
 - c) Perform, fails or is failing in the performance of any of its obligations under this Agreement.
- 7.4 Subject to Clause 7.3 hereof, either party shall have the right to terminate this Agreement forthwith at any time by giving written notice to the other upon the happening of any of the following events:
 - a) if the other party is in breach of any of the terms or conditions of this Agreement and fails to rectify same within 30 days of the written notice of the breach to the defaulting party or immediately if the breach is incapable of remedy;
 - b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or
 - d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.

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

8. BANK GUARANTEE:

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

9. GOVERNING LAW:

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

10. FORCE MAJEURE:

10.1 In the event that either party shall be wholly or partly unable to carry out its obligations under this Agreement by reasons or causes beyond its control, including by way of illustration Acts of God or the public enemy, fire, floods, explosions, epidemics, insurrection, riots or other civil commotion, war, Government order or by any other cause (excluding, however, strikes, lockouts or other labour troubles), which it could not be reasonably be expected to foresee or avoid, then the performance of its obligations in so far as they are affected by such cause shall be excused during the continuance of any inability so caused. Such cause(s) shall however as far as possible be remedied by the affected party with all reasonable dispatch.

10.2 Notwithstanding the above each party shall give the other as soon as possible notice of the occurrence or imminent occurrence of an event as indicated above and where such notice is given verbally it shall be followed immediately in writing.

10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance to the time schedule as specified in the respective Purchase Order(s) due to any of the force majeure event mentioned above, the time schedule for the delivery of Service/solution shall be extended accordingly.

11. GENERAL:

11.1 This Agreement shall constitute the entire agreement and understanding of the parties and shall supersede all prior agreements, whether written or oral between the parties hereto concerning the subject matter hereof.

11.2 In the event of a conflict between this Agreement and its Schedules, the Schedules shall take precedence over this Agreement in respect of the subject matter thereof. In the event of a discrepancy between Purchase Order and the Agreement, the Purchase Order will take precedence over this Agreement in respect of the subject matter thereof.

11.3 In the event that either party shall be rendered wholly or partly unable to carry out its obligations under this Agreement as a result of strikes, lockouts and labour troubles, then such party so incapacitated shall compensate such other for damage and/or loss suffered by such other as a result of such strike, lockout or labour trouble.

11.4 At all times the Contractor (together with its workers) will be deemed to be an independent contractor and shall not under any circumstances be considered an employee, representative or agent of SriLankan Airlines.

11.5 The right and remedies of SriLankan Airlines against the Contractor for the breach of any condition and for obligations undertaken by the Contractor under this Agreement shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of SriLankan Airlines.

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

In the case of SriLankan Airlines to –
 SriLankan Airlines Limited
 Bandaranaike International Airport,
 Katunayake
 Sri Lanka
 Fax :
 E-mail:
 Attention:

In the case of the Contractor to –

.....

12. SERVICE LEVELS AND OTHERS

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

4.2 Fault severity and resolution times

Severity 1: Target time for resolution = within 1 Hrs

Severity 2: Target time for resolution = within 3 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	15 min	1 Hour
System malfunction, performance degrade, a complete failure of critical system with no temporary workaround	If no response within Response time, notification as follows: <ul style="list-style-type: none"> The vendor: TBD SLAIT: TBD 		If no resolution within Resolution time, notification as follows: <ul style="list-style-type: none"> The vendor: TBD SLAIT: TBD

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

4.2.3	Reporting Window	Response time	Resolution time
Severity 3	24 x 7	3 Hours	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	99.95% 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\$ 100/- 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 99.95% Availability: US\$ 100/- per 0.01% reduction. Approved planned downtime with 48 hours advance notice will be excluded for this calculation. SLAIT has the full right to reject the downtime request.
- 4.3.4 Additional US\$ 100/- for every repeated failure of the same machine after a 2nd failure during a calendar month.

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

For and on behalf of
SRILANKAN AIRLINES LIMITED

For and on behalf of

Name:
Designation:

Name:
Designation:

Witness:

Name:
Designation:

Witness:

Name:
Designation:

ANNEXURE G : Bid Acknowledgement Form

IMPORTANT

All Bidders 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 addresses.

charith.d@srilankan.com

lakmini.jayasinghe@srilankan.com

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.

Section B - Details of Directors, Shareholders and related parties

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

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

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

Details of vendor’s authorized signatory:

Name:

Designation:

Date:

Signature & Company Rubber Stamp:

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

ANNEXURE I: Extended Information Security Schedule

CHECK LIST 2

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

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



Extended
Information Security

ANNEXURE J: Non-disclosure Agreement

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

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

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

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

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

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

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

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

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

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

Recipient of Confidential Information

Organization Name :

Business Registration :

Organization Address :

Authorized Signatory :

Designation :

Signature :

Date :

ANNEXURE K: Non-collusion Declaration

THIS IS A COMPULSORY FORM. 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.		
1.4	Service Provider shall notify SriLankan promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal fine; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.		
1.5	Service Provider shall not engage any third-party provider or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such service . The Service Provider shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organizational measures to ensure a level of		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	security commensurate with the risks associated with the Processing.		
2	Security Governance		
2.1	Solution and the Service Provider shall be at least compliant (preferably certified) with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard.		
2.2	Service Provider shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.		
3	Security Risk and Compliance		
3.1	Service Provider shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.		
3.2	Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.		
3.3	Service Provider shall notify SriLankan Airlines where sub-contractor is engaged to provide services and shall ensure that sub- contractor also abides by this policy.		
3.4	Service Provider shall abide by the contractual agreements put in place with respect to SriLankan Airlines requirements which includes but not limited to data ownership and intellectual property rights.		
3.5	<p>Service Provider agreed that SriLankan Airlines may perform periodic assessment of the Service Provider’s publicly visible security posture where necessary and the results will be:</p> <ul style="list-style-type: none"> 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. b) Considered in the future engagement with the SriLankan Airlines. 		
4	Personnel and Physical Security		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
4.1	Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.		
4.2	Service Provider shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.		
5	Security in Applications, Systems and Networks		
5.1	Service Provider shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.		
5.2	Service Provider shall design, implement, and operate suitable controls to ensure continuity of services in accordance with system uptime and performance requirements, Recovery Time Objective and Recover Point Objective.		
5.3	Service Provider shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.		
5.4	Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services, and devices.		
5.5	Service Provider shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.		
5.6	Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
5.7	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.		
5.8	Service Provider should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities.		
6	Security in System Delivery Lifecycle		
6.1	Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.		
6.2	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.		
6.3	Service Provider ensure that access to program source code is restricted and strictly controlled.		
6.4	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	Data Security		
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.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
7.4	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan/service-related data.		
7.5	SriLankan Data in Cloud Environment: The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.		
7.6	SriLankan Data in Cloud Environment: SriLankan data and application environment must be segregated from other entities' environments.		
8	Authentication & Password Compliance		
8.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age – 90 Days, Minimum password length – 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history – 8 passwords)		
8.2	The Service Provider shall transfer Authentication information through secure protocols.		
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
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		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
10.1	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
10.2	Data anonymization minimizes the risk of information leaks. Service Provider shall deploy Data Anonymization technologies to personally identifiable data and any other applicable data set.		
11	Connectivity and Access Control		
11.1	The solution should be enabled with current TLS version certificates.		
11.2	The Service Provider shall protect Remote diagnostic and configuration ports.		
11.3	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		
12	Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)		
12.1	Availability - 99.95% or higher		
12.2	Recovery Time Objective - 1 hour or less		
12.3	Recovery Point Objective - 1 hour or less		
13	Right to Audit & Monitor		
13.1	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.		
14	Legislative, Standards & Regulatory Compliance		
14.1	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines		
14.2	Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
14.3	In the event the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		
14.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka		

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

Annexure A



Provisioning of Cloud-based Document Management System (DMS) for a period of three (03) Years

Technical Specifications

1. Introduction

SriLankan Airlines (SLAL), the national carrier of Sri Lanka, is undertaking a strategic initiative to modernize its internal operations, with a particular focus on enhancing the efficiency and effectiveness of its Document Management.

SriLankan Airlines intends to procure a **fully managed cloud-based Document Management System (DMS)** for a period of three (3) years. The proposed solution should provide end-to-end document scanning, digital archiving, secure long-term storage, retrieval, and managed digital access services including both physical document management and digital document management capabilities under a single integrated platform.

The objective of this procurement is to:

- Digitize physical records and securely store physical records of all kinds of corporate and operational documents.
- Provide seamless, secure, and efficient access to digital documents via a managed digital platform.
- Ensure future data portability at the end of contract tenure.

The software components and databases of the application shall be hosted in SriLankan airlines managed azure cloud tenant and the selected service provider shall be responsible for providing software & licenses, Scanning facility, manpower, physical archiving, and digital platform management under a **fully managed service model**.

2. Scope of Services

The selected bidder shall:

1. **End-to-End Document Digitization:** Securely collect physical records from SriLankan Airlines premises, perform high-resolution scanning, indexing digital documents (field-based metadata indexing & full-text indexing for content search), OCR conversion (to make scanned images and image-based PDFs text-searchable, allowing for full-text indexing and retrieval), upload digital documents for quick retrieval.
2. **Cloud-Based Document Management System & Maintenance:** Host and maintain a centralized, managed Document Management System (DMS) that ensures high availability, Disaster Recovery Drills using backup restorations, end-to-end DMS system infrastructure maintenance including applicable scanners, application, licenses throughout the contract period.
3. **Secured Physical Archival:** Provide climate-controlled, highly secured physical storage in a service provider's document archival facility for original paper documents to ensure long-term data preservation.

4. **Authorized Access & Document Retrieval:** Enable secure, role-based access for authorized users to search, view, modify, print, delete, and download digital documents. system should be accessible to approximately 200 active named users (with up to 50 concurrent users at any given moment). Includes fast “on-demand-retrieval” and fast “scan-on-demand” services for physical documents held in off-site storage.
5. **Compliance, Security & Lifecycle Governance:** Implement robust data protection through audit trails, watermarking, and regulatory compliance, concluding with certified confidential destruction once documents (Digital and Physical documents) reach their mandatory retention limits.
6. **Historical Digital Data Transfer:** Migrate 1.4 TB of data from the current system to the new environment. Documents & relevant Metadata Index can be extracted from the current system.
7. **Historical Physical Document Handling:** Scan, index, OCR, and upload the existing physical document backlog mentioned in “Section 7. Document Volume”.

3. Technical Requirements

3.1 System Architecture and Hosting

3.1.1 Managed Service & Hosting Model:

The Proposer shall provide the solution as a fully Managed Service, where the service provider remains responsible for the deployment, proactive maintenance, patching, and performance monitoring of the system.

- **Deployment:** The solution must be deployed within a dedicated SriLankan Airlines’ cloud tenant to ensure full data sovereignty and ownership.
- **Accessibility:** The system shall support secure web-based access via standard, modern browsers (e.g., Chrome, Edge, Firefox). The solution must be “clientless,” requiring no local software installation or specialized plugins on end-user workstations.

3.1.2 High Availability:

The solution must be designed with a resilient, high-availability architecture to ensure business continuity.

- **Recovery Point Objective (RPO):** The Proposer must guarantee an RPO of four (4) hours, ensuring nearly zero data loss occurs in the event of a system failure.
- **Recovery Time Objective (RTO):** In the event of a disaster or critical outage, the system must be fully restored and operational within twenty-four (24) hours.

- **Backup and Restoration:** The Proposer must detail the backup and restoration mechanisms and strategies used to meet these targets.

3.1.3 Access Control & Security Governance:

The system must provide a robust, multi-level access control framework (User, Group, and Role-based) to manage permissions.

- **Granular RBAC:** Role-Based Access Controls (RBAC) must govern all document-related activities, including but not limited to: Uploading, Viewing, Editing, Printing, Deleting, and Downloading.
- **Auditability:** The system must generate comprehensive, tamper-evident audit logs for every user action. Logs must capture the identity of the user, timestamp, IP address, and the specific nature of the activity.

3.1.4 Scalability & Architecture:

The proposed solution must be inherently scalable to accommodate future organizational growth without requiring a re-architecture of the system.

- **Elastic Growth:** The system must support an increase in document volumes and concurrent user counts while maintaining performance benchmarks.
- **Vendor-Agnostic Design:** Architecture must be designed for long-term portability to ensure seamless data migration and avoid vendor lock-in, supporting future transitions or scaling efforts.

3.1.5 API-based integration support:

The proposed solution shall support integration with SriLankan Airlines' internal systems (e.g., HRIS, ERP, SharePoint, etc.) for future interoperability.

3.2 Document Scanning and Indexing

- i. The service provider must perform high-volume document scanning using industrial-grade scanners operated by trained personnel.
- ii. The proposed solution must accommodate the scanning of diverse document sizes. These include, and are not limited to, A4 and Legal.
- iii. All documents shall be scanned in their original color format to faithfully replicate the original document, ensuring no loss of information.
- iv. Scanning quality shall be minimum 300 dpi, supporting both color and grayscale.

- v. The bidder shall agree to scan documents, files, and folders in the same order they are indexed. Scanned documents are required to be maintained in a proper, objective, and meaningful hierarchy.
- vi. All scanned documents must be stored in searchable PDF (unlike a standard image-based PDF) format.
- vii. Each document shall be indexed using custom-defined metadata fields (e.g., document type, department, date, staff no, flight no, reference number).
- viii. The system shall allow keyword-based and parameter-based search.
- ix. The system shall allow for full-text searching of the content within documents (PDF, OCR-scanned images).
- x. The service provider shall ensure 100% accuracy in document-to-index mapping through a quality assurance process.
- xi. The system shall enable the bulk import of digital documents from a designated folder, supporting automated ingestion of associated metadata from CSV files to populate index fields.
- xii. The Scanned Digital Documents shall support Optical Character Recognition (OCR) and text extraction for full-text search.
- xiii. The system shall monitor a designated inbox, automatically extract email attachments, and apply metadata-based indexing (e.g., Flight Number, Departure Date, Origin, Destination, etc.) by parsing email subject lines and filenames, storing them in predefined folders of the system.
- xiv. The system should monitor a designated folder (such as OneDrive, File server, etc.) and automatically extract documents, and apply metadata-based indexing (e.g., Flight Number, Flight date, doc type, etc.) by parsing filenames, storing them in predefined folders of the system. Original file to be moved to different folders once stored to the system.
- xv. The system shall monitor a designated inbox, automatically extract email attachments (i.e. searchable PDFs), and apply metadata-based indexing (e.g., flight number, flight date, doc type, etc.) by parsing file header details (i.e. header details are available in the top few lines of the file), storing them in predefined folders of the system.
- xvi. The system shall monitor a designated folder (such as OneDrive, File Server, etc.) and automatically extract documents (i.e. searchable PDFs), and apply metadata-based indexing (e.g., flight number, flight date, doc type, etc.) by parsing file header details (i.e.

header details are available in the top few lines of the file), storing them in predefined folders of the system. Original file to be moved to different folders once stored to the system.

3.3 Physical Document Archival Management

- i. The service provider shall maintain a secure document archival facility with controlled access, 24x7 CCTV surveillance, all the industry standard environmental controls, and continuously audited and certified by authorized body
- ii. Access to the physical storage area must be restricted to authorized personnel only.
- iii. Documents must be stored in fire-resistant, pest-controlled storage conditions.
- iv. The bidder must specify the protective measures established to guard physical storage against natural disasters (such as fires, floods, and termites). Additionally, the bidder should detail storage conditions, including humidity and temperature controls, as well as security protocols implemented to protect both physical and digital documents.
- v. A complete chain of custody tracking systems shall be maintained for all physical document movements.
- vi. The service provider must be capable of retrieving information from physical documents stored in archived boxes within the agreed service levels.
- vii. The provider must maintain a retrieval and delivery process to provide physical originals upon request.
- viii. The solution must include a process for returning documents to storage following use, with proper documentation and handling.
- ix. The solution must support document barcoding or tagging to enable efficient tracking and retrieval.
- x. The archived documents must be court-admissible, meeting legal evidentiary standards.
- xi. Facility for certified destruction of expired records as per customer authorization.
- xii. The bidder shall demonstrate the capability to provide secure physical document storage, retrieval, and archiving services with appropriate security controls and disaster recovery measures and shall facilitate physical site visits to the storage facility, if required, during the evaluation process.

3.4 Digital Document Management Platform

- i. The system shall provide a centralized repository for all scanned and uploaded documents which is hosted in azure cloud tenant managed by SriLankan Airlines.
- ii. The bidder shall provide detailed specification of all Azure resources required to implement the proposed solution. Pricing for the identified Azure resources will be calculated using the Azure Pricing Calculator in effect at the time of evaluation and incorporated into the overall proposal assessment. A dedicated Azure subscription under the SLAL's existing tenant will be provided with the necessary permissions to support the solution.
- iii. The solution must be safeguarded by a Web Application Firewall (WAF) provided by SriLankan Airlines to ensure protection against potential security threats and unauthorized access.
- iv. 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.
- v. The bidder shall provide the estimated internet bandwidth requirements for the application, both per user and for the total expected number of concurrent users.
- vi. The system should be accessible to approximately 200 active named users (with up to 50 concurrent users at any given moment) across departments, ensuring that all relevant personnel can easily access and manage documents.
- vii. The proposed solution must support version control, transaction audit trails, and activity logging.
- viii. The system shall be able to customize the Scanned Document Viewer's appearance to align with client's corporate branding and requirements.
- ix. The proposed solution shall be an intuitive and easy-to-navigate interface that allows users to quickly access, upload, and view documents without extensive training.
- x. The proposed solution shall have features like zoom in/out, scrolling, and page navigation to enhance the reading experience, especially for large documents.
- xi. The proposed solution must enable search, view, edit, append pages, append files, download, and print functionalities based on user permissions.

- xii. The proposed solution shall have options to view different versions of a document, showing changes and allowing users to compare different versions.
- xiii. The proposed solution shall have the ability for users to download documents for offline use or print directly from the viewer, with options for setting print preferences with added security measures.
- xiv. The platform must allow user activity reporting and administrative dashboards.
- xv. The proposed system must support the storing of existing bulk digital records to the proposed system.
- xvi. The platform must support data export and migration back to SriLankan Airlines' systems or another digital document storage platform upon contract termination/ expiry. Bidder must provide exported data format, meta data schemas, folder structures, and user audit logs in a readable format upon contract termination / expiry. Bidder must arrange and return the physical documents to SriLankan Airlines.
- xvii. The bidder must provide a detailed description of the methodologies used to ensure timely software updates and ongoing maintenance, focused on optimizing system performance and upholding strong security standards.
- xviii. The proposed solution shall facilitate providing quick access to frequently used documents

3.5 Security and Compliance

3.5.1 The vendor shall provide services for secure management of physical records including

- I. Secure off-site storage of physical documents
- II. Barcode-based file tracking
- III. Secure document pickup and transportation
- IV. On-demand document retrieval and delivery
- V. Secure destruction/shredding of expired records
- VI. Chain-of-custody tracking for all records
- VII. Environmental controls for document preservation that facilities to maintain, including not limited to, a consistent temperature (e.g., 65°F - 70°F) and relative humidity (e.g., 35% - 45%) to prevent document degradation, mold, and pest infestation, in accordance with ISO 11799 standards.
- VIII. Fire detection and suppression systems in storage facilities

3.5.2 Identity & Access Management

- i. The system should support Microsoft Azure Active Directory (Azure AD) integration support.
- ii. The system should support Multi-Factor Authentication (MFA) for all privileged accounts and external collaborators.
- iii. The system should implement Role-Based Access Control (RBAC) with fine-grained permissions at repository, folder, document, and metadata levels.
- iv. The solution should be implemented according to the Least Privilege access model.
- v. The system should support Attribute-Based Access Control (ABAC) using policy-driven access based on user attributes, document classification, and context.
- vi. The system should enforce Session Management with configurable timeouts.

3.5.3. Data Protection

- i. The system should encrypt data at rest using AES-256 or stronger and detail its encryption architecture.
- ii. The system should encrypt data in transit using TLS 1.2+ (prefer TLS 1.3) and enforce strong cipher suites.
- iii. The system should apply field-level encryption for sensitive metadata.
- iv. The system should perform secure deletion in compliance with NIST 800-88 and use crypto-shredding for backups and archives.
- v. The solution should be capable of providing protection against malware and cyber threats.
- vi. The solution should provide protection against unauthorized access.

3.5.4. Document Integrity & Lifecycle

- i. The system should maintain immutable audit trails for all document actions (view, edit, share, delete).
- ii. The system should provide version control with rollback capability and integrity checks for each version.
- iii. The system should apply watermarking and Digital Rights Management with dynamic watermarks, copy/download/print restrictions, and view-only modes.
- iv. The system should enable link expiry and revocation with configurable expiration and immediate revocation capability.

- v. The solution should be able to provide alerts for unauthorized access attempts

3.5.5. Threat Protection

- i. The system should perform malware scanning in real time on upload/download and use sandboxing for suspicious files.
- ii. The system should protect against ransomware through versioning and immutable backups.

3.5.6. Monitoring & Logging

- i. The system should log all user and admin actions and logs should be available within the application for minimum of 24 months.
- ii. The system should integrate with SIEM platforms using Syslog, CEF, or JSON and support major SIEMs.
- iii. The system should generate real-time alerts for high-risk events.
- iv. The system should retain transactions (upload, read, modify, delete, download) logs for a minimum of 24 months and provide export capability for compliance audits.

3.5.7 Resilience & Disaster Recovery

- i. The system should maintain encrypted, secured backups and frequent restoration testing procedures.
- ii. The system should be able to mitigate DDoS attacks

3.5.8 Privacy & Compliance

- i. The Respondent must maintain certifications including not limited to ISO 27001:2022, 27701:2019 from an accredited body. The **scope** of the certification must be explicitly mentioned in the proposal, and it must cover the RFP scope.
- ii. The solutions should comply with ISO 22301(Business Continuity & Operational Resilience), ISO 15489 (Records Management & Document Governance), ISO 9001:2015, GDPR, PDPA.
- iii. The system should enforce privacy by design, support DPIA, and apply data minimization principles.

3.5.9. Secure Collaboration & External Sharing

- i. The system should control external sharing using domain allow/deny lists and guest user restrictions.

- ii. The system should enforce expiring links, one-time passwords, and device-bound links for sensitive documents.
- iii. The system should be capable of integrating with e-signature platforms (Adobe Sign, Docusign) and preserving signature audit trails.

3.5.10. Administrative & Operational Security

- i. The system should follow documented change management processes and notify customers of major changes.
- ii. The system should apply configuration hardening using CIS benchmarks or vendor equivalents and detect drift.
- iii. The system should demonstrate a secure SDLC with threat modeling, code scanning (SAST/DAST), and vulnerability management.

3.5.11. Reporting and Audit Support

- I. The system must provide reporting capabilities including:
 - a. Document access reports
 - b. Audit logs and activity monitoring
 - c. Compliance reports
 - d. Inventory reports for physical records
- II. The vendor must support **internal and external audits** when required

3.6 Service Management

- i. The solution shall be provided as an end-to-end fully managed service including infrastructure (i.e. server hardware, storage hardware, scanner, etc.), software & licenses, manpower, physical archiving, digital platform management, and all relevant components.
- ii. The service provider shall provide defined Service Level Agreements (SLAs). Include SLA details in the technical proposal.
- iii. The provider shall appoint a dedicated account manager for SriLankan Airlines during the contract period.
- iv. Proposed digital platform uptime shall be $\geq 99.5\%$ (excluding planned maintenance).
- v. Train-the-trainer sessions shall be conducted for key users during implementation.

- vi. Availability of a self-service admin portal for configuration and reporting.
- vii. Vendor is required to deploy the system, train key users, and achieve full production go-live within 15 working days of implementation period, ensuring no interruption to existing business operations.
- viii. Vendor shall deliver all features requested in the RFP prior to UAT.
- ix. Vendor shall execute a full-scale migration of 1.4 TB of data from the current system to the new environment within 3 months of the project start date. This includes data mapping, transformation, validation, and UAT (User Acceptance Testing) sign-off, ensuring full data integrity and security throughout the process.
- x. The internet requirement (Bandwidth, duration) for the migration task shall be provided with the proposal.
- xi. Vendor shall execute & complete the Document backlog scanning within 6 months of the project start date.
- xii. The figures provided for the number of application users, pages required for scanning, and necessary storage capacity are strictly estimates and serve as the basis for the proposed pricing schedule. The Customer makes no minimum volume commitment regarding these estimated figures. The awarded Vendor should provide a solution with robust, built-in scalability to accommodate fluctuations (additions and reductions) in actual usage. The Vendor shall invoice the Customer solely based on actual consumption, as per the unit prices established in the final contract.
- xiii. The bidder shall demonstrate the availability of qualified and experienced personnel required for project implementation, support, and maintenance. Selected vendor for this project, shall obtain written consent to change designated resources during implementation phase and replacement shall be in same or above skill level.

3.7 Service Targets and Others

3.7.1 Fault severity and resolution times

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 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.

3.7.2 Fault severity and resolution times

Severity 1: Target time for resolution = within 12 Hrs

Severity 2: Target time for resolution = within 24 Hrs

Severity 3: Target time for resolution = next business days or mutually agreed period

Fault escalation and notification procedure

3.7.2.1	Reporting window	Response time	Resolution time
Severity 1	24 x 7	2 Hour	12 Hour
System malfunction, performance degrade, a complete failure of critical system with no temporary workaround	If no response within Response time, notification as follows: <ul style="list-style-type: none"> The vendor: TBD SLAL: TBD 		If no resolution within Resolution time, notification as follows: The vendor: TBD SLAL: TBD

3.7.2.2	Reporting Window	Response time	Resolution time
Severity 2	24 x 7	4 Hour	24 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 SLAL: TBD 		

3.7.2.3	Reporting Window	Response time	Resolution time
Severity 3	8 x 5	4 Hours	Next business days or mutually agreed period
Other issues	If not resolved within resolution time, notification as follows: <ul style="list-style-type: none"> • The vendor: TBD • SLAL: TBD 		

3.7.2.4	Reporting Window	The vendor Response time	The vendor Resolution time	Fault Resolution Time
99.5% Availability	System availability shall be measured monthly based on the uptime of the storage system. The target availability is 99.5% per calendar month , excluding only SLAL-approved planned outages.			

3.8 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 affected on a monthly basis. Service credits must be settled within 30 days.

- 3.8.1 Severity 1: US\$ 40/- per hour or part of it for the total duration exceeding resolution target
- 3.8.2 Severity 2: US\$ 20/- per hour or part of it for the total duration exceeding resolution target
- 3.8.3 Availability: If system availability falls below 99.5%, a service credit of US\$ 100/- per 0.01% reduction shall apply. Approved planned downtime with 48 hours of advance notice will be excluded from this calculation. SLAL reserves the full right to approve or reject downtime requests
- 3.8.4 Additional US\$ 100/- for every repeated failure of the same after a 2nd failure during a calendar month.

4. Contract Duration

The solution shall be implemented for a **three-year period** under a renewable managed service contract.

5. Deliverables

1. Operational digital platform with user access.
2. Secure physical document archival facility.
3. Historical 1.4 TB of Data Migration from the legacy system.
4. Digitize Historical Physical Documents & upload.
5. Training for key users and administrators.

6. Bidder Qualifications

1. Proven experience in providing Managed Digital DMS and Physical Document Archival Services for large-scale enterprises.
2. Minimum of three (3) similar implementations in the last five years.
3. Bidder shall have industry certifications to support their operations. Provide details.
4. Local support presence in Sri Lanka.

7. Document Volume

Legend

A - Retain physical records for legislative and regulatory requirements.

B - Digitize (scan) and store digital copies for ease of access.

C - Digitize (scan), store digital copies for ease of access, and retain physical records for legislative and regulatory requirements.

#	User Departments	(A, B, or C)	Estimated Number of Pages (Current Backlog)	Incremental Growth (Number of Pages per year)	Digital Retention (years)	Physical Retention (years)

1	Cabin Service	B	2.4 M	0.8 M	3	3
2	Cargo	C	20 M	2 M	-	12
3	Cabin Service	C	5.2 M	0.7 M	12	12
4	Flight Operations	C	3 M		12	12
5	Group HR	C	2 M	0.6 M	Indefinite	Indefinite
		A	1 M		-	Indefinite
6	Group Legal	A	40,000			
7	Media	C	6,000	800+	Indefinite	3 Years

8. Technical Proposal Guidelines

Bidders are required to adhere to the following guidelines:

1. A high-level Executive Summary of the proposed solution, including functionalities, key benefits, and differentiators.
2. A detailed description of the solution’s architecture, features, and how it meets the specific requirements outlined in this RFP.
3. A complete financial breakdown to meet the requirements of this RFP including one time implementation cost, one time document backlog scanning cost including unit rate based on the document volume mentioned in “Section 7. Document Volume”, document maintenance cost, digital document storage cost, physical document storage cost including unit rate, retrieval/transport cost and all other costs involved.
4. A comprehensive project plan with timelines for the implementation, key milestones, and resource allocation.
5. Information on the vendor’s experience in delivering similar Managed Services, during the last five (05) years, including relevant case studies and client references.
6. Provide details of dedicated support and required training for implementation and ongoing system usage.
7. Provide details of Service Level Agreements (SLA) and escalation matrix for each service offered in response to this RFP.
8. Submit a duly filled compliance table. For each clause, it is mandatory to cite the supporting document and specific page references in the remark column as proof.

9. Pricing Schedule

The bidders shall submit a High-Level Summary Pricing Schedule to facilitate direct vendor comparison, alongside a Detailed Unit-Level Pricing Schedule (including all line items, components, and services) to support scalability analysis and long-term cost modeling." All recurrent costs shall be indicated as, Yearly cost.

9.1 High-Level Summary Pricing Schedule

High level components	Applicable (Yes / No)	Frequency (One Time / Yearly)	Cost
9.1.1 Cloud based Digital Document Management System (DMS) Implementation			
9.1.2 Physical document archival Implementation at a secured service provider location			
9.1.3 Digital DMS System maintenance			
9.1.4 Physical document archival maintenance			
9.1.5 Historical digital data (1.4 TB) transfer from legacy system with relevant storage capacity			
9.1.6 Scan historical physical document backlog (mentioned in "Section 7: document volume")			
9.1.7 Concurrent users 50 and named active users 200			
9.1.8 500 GB of storage capacity for future digital document uploads, except for historical & backlogs.			

9.2 Detailed Unit-Level Pricing Schedule

The bidder shall submit a Detailed Unit-Level Pricing Schedule for all project components and services. Bidders shall use the format below as a basic guide and expect to improve & provide detail for a complete cost and scalability analysis.

9.2.1 Physical Records & Digitization Services

Includes secure handling, preparation (staple removal), and high-speed scanning.

Item Description	Physical Storage (Per page/Year) Cost	Scanning & Indexing* (Per Image/One time) Cost	OCR & Data Extraction (Per Page/One time) Cost
Standard (A4 / Letter / Legal)			
Large Format (A3 / Ledger)			
Non-Standard (Fragile/Bound)			

Note*: Specify if prices vary based on no of metadata fields during "Indexing". Minimum 3 metadata fields required for metadata indexing.

9.2.2 Software Licenses

Annual subscription costs include automatic updates and security compliance.

License Name & Type	Unit	Annual Cost
License details, etc	e.g. Per Read user, Per System user, Per Admin user, etc.	

9.2.3 Cloud Infrastructure

Pricing for hosting environments

Service Description	Unit	Annual Cost
E.g. Hosting, Maintenance, etc.	e.g. Per Instance, Per TB / year, etc.	

9.2.4 Implementation & Professional Services (One-Time, Recurrent)

Essential for ensuring the transition from legacy systems.

Task Description	Frequency (One-time or Recurrent)	Basis	Cost
E.g. System implementation		e.g. Flat Fee	

9.2.5 Any Other Cost Components.

Cost Item	Detail	Cost

10. Minimum Eligibility Criteria

10.1 The bidder shall have a minimum of Three (3) years of experience in implementing and managing an enterprise Document Management System, including digital document management and physical document archiving solutions.

10.2 The bidder shall have successfully completed at least three (3) similar implementations of Document Management System within large-scale enterprise environments.

10.3 The bidder shall provide details of relevant clientele together with supporting documentation demonstrating prior experience in delivering similar scope Document Management System implementations.

10.4 The bidder shall submit a duly filled Compliance Table.

11. Technical Evaluation Criteria

All proposals will be technically evaluated prior to financial evaluation based on the following criteria.

Evaluation Category	Evaluation Criteria
11.1 Minimum Eligibility Criteria	Compliance with minimum eligibility criteria
11.2 Solution Compliance	Compliance with scope, all technical requirements, functional capabilities, and integrations.
11.3 Other Service Offering	Other Service offerings and value additions outside the requirement specification

12. Compliance Table

Submit a duly filled compliance table in the following format. For each clause (from “3.Technical Requirements” to “10.Minimum Eligibility Criteria”) & it’s all sub clauses, it is mandatory to cite the supporting document and specific page references in the remark column as proof.

Requirement Description (Reference to Technical Spec)	Compliance (Yes/No)	Remark (Mandatory to fill with supporting details to proof)
3. Technical Requirements		

3.1 System Architecture and Hosting	e.g. Yes	e.g., Technical Proposal, Page 12, Para 4
3.1.1 Managed Service & Hosting Model	e.g. Yes	e.g., Annex B , Page 3-5
3.1.2 High Availability	e.g. Yes	e.g., Annex C
Etc.		