INVITATION FOR BIDS

FOR

THE SELECTION OF A SERVICE PROVIDER FOR SERVICE, SUPPORT, AND MAINTENANCE OF THE COMPANY OWNED PRINTERS FOR A PERIOD OF ONE (01) YEAR

REFERENCE NO: CPIT-NCB 09-2026

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

Dear Sir/Madam,

IFB NO: CPIT-NCB 09-2026

INVITATION FOR BIDS FOR THE SELECTION OF A SERVICE PROVIDER FOR SERVICE, SUPPORT, AND MAINTENANCE OF THE COMPANY OWNED PRINTERS FOR A PERIOD OF ONE (01) YEAR

SriLankan Airlines hereby invites tenders for the Selection of a Service Provider for Service, Support and Maintenance of the Company Owned Printers, for a period of one (01) year.

Bid should be submitted to the secure E-mail address Itproctend@srilankan.com; bearing the IFB Number & the item description. Deadline for submission of quotations is by **10.00 am (Sri Lankan time: GMT +0530) on 04 September 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 24 August 2026.

Yours Faithfully,
The Chairman of the Internal Procurement Committee
SriLankan Airlines Limited

Section I. Instructions to Bidders (ITB)

A: General	
1. Scope of Bid	1.1 The Purchaser named in the Data Sheet invites you to submit bids for the supply of Service/solution as specified in Section III - Schedule of Requirements for use at SriLankan Airlines Ltd. Upon receipt of this invitation, you are requested to acknowledge the receipt of this invitation and your intention to submit a bid.
B: Contents of Documents	
2. Contents of Documents	2.1The documents consist of the Sections indicated below. • 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	3.1 The Bid should comprise the following mandatory documents: • 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)**

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

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

	D: **Submission and Opening of Bids**
11. Submission of Bids	11.1 Bidders shall submit their bids by e mail to Secured E-mail address below. ltproctend@srilankan.com 11.2The 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 Selecting a Service Provider for Service, Support, & Maintenance of the Company owned Printers for a period of one (01) year – CPIT-NCB 09-2026" .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 ltproctend@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	12.1Bids 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	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. 14.2 A representative of the bidders may be present and mark its attendance. 14.3 Presence of the supplier will not necessarily ensure the selection of the proposed goods.
E: Evaluation and Comparison of Bids	
15.Non-conformity- ties, Errors, and Omission	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. 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. 15.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis: (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. (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 (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. 15.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be dis qualified and its Bid-Securing Declaration shall be executed.

16.Clarifications	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. 16.2 The Purchaser's request for clarification and the response shall be in writing at SriLankan Airlines' address specified in the BDS.
17.Responsiveness of Bids	17.1 The Purchaser will determine the responsiveness of the bids to the documents based on the contents of the bids received. 17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.

18. Evaluation and Comparison of bids	18.1 The following factors & methodology will be used for evaluation. Please provide the required information in your proposal covering the minimum eligibility criteria and evaluation criteria with clear reference (Document/Page /Section). <u>Minimum Eligibility Criteria</u> 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. I. The vendor shall be a legally registered business entity in SriLanka and shall provide a Business Registration (BR) Certificate. II. The bidder shall have a minimum of Five (5) years of experience in relevant field (printer repair, maintenance & support), with Document evidence. III. The vendor shall have successfully completed at least five (5) similar enterprise printer projects, with Document evidence. IV. The vendor shall provide details of three (03) or more relevant clientele together with supporting documentation demonstrating prior experience in delivering similar enterprise printer projects. V. The vendor shall submit a duly filled Compliance Table. VI. The vendor should have minimum of two (02) ongoing enterprise customers who has more than 50 printers. <u>Evaluation Criteria</u> VII. Bidders must complete the compliance sheet (Annexure A) for all technical and general requirements. Only those who are fully compliant will proceed with financial evaluation. 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 one (1) year.

19. Training and Development	The successful Vendor should provide all Training related to operating the System on Free of Charge basis. (If applicable)
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	23.1The 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 continue sufficient grounds for the annulment of the award and execution of the Bid- Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

Section II: Data Sheet

ITS Clause Reference	
1.1	The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake
7.1	Proprietor's authorizations (or) Vendor commitment letter for 100% guaranteed product support is required.
9.1	Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required.
12.1	Secured E-mail address for submission of quotations: Itproctend@srilankan.com Deadline for submission of quotations is before 10:00 hours Sri Lankan time (GMT + 5:30 Time Zone) on 04 September 2026. The proposals should be submitted by e-mail with the reference no. "CPIT-NCB 09-2026" & 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 04 September 2026, 10.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)
15.2	For **Clarification of bid purposes** 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

Selecting a New Service Provider for Service, Support, and Maintenance of the Company owned Printers, for a period of one (01) Year

Line Item #	Description of Goods/service	Qty	Final Destination	Delivery Date
1	Selecting a New Service Provider for Service, Support, and Maintenance of the Company owned Printers, for a period of one (01) Year • Service, maintenance, on-site repairs, replacement of parts, firmware upgrades, and remote diagnostics, for all SriLankan Airlines owned printers located in several locations of the SLA premises, for a period of 01 year.	**N/A**		

Section IV - Bid Submission Form

Selecting a New Service Provider for Service, Support, and Maintenance of the Company owned Printers, for a period of one (01) Year- CPIT-NCB 09-2026

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 01 year is:
[insert the All-inclusive total project cost without Tax for 01 year in words and figures];

(d) The total price of our Bid including Tax, and any discounts offered for 01 year is:
[insert the All-inclusive total project cost with Tax for 01 year 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 1 year indicated in the Price schedule forms below 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

Selecting a New Service Provider for Service, Support, and Maintenance of the Company owned Printers, for a period of one (01) Year - CPIT-NCB 09-2026

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

Selecting a New Service Provider for Service, Support, and Maintenance of the Company owned Printers, for a period of one (01) Year
CPIT-NCB 09-2026

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

Name of the Principal : .....

Name of the Bidder : .....

Description	Total Cost for 1 Month	Total Cost for 1 Year
Service, Support, and Maintenance of the SriLankan Airlines owned Printers, for a period of one (01) Year		

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 any additional requirements to the above schedule.

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 labor 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: • The vendor: TBD • SLAIT: TBD		If no resolution within Resolution time, notification as follows: The vendor: TBD SLAIT: TBD

4.2.2	Reporting Window	Response time	Resolution time
Severity 2	24 x 7	1 min	3 Hours
A partial failure with a temporary workaround is available	If not resolved within resolution time, notification as follows: • 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: • 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

_____
Name:
Designation:

_____

Witness:

Name:
Designation:

For and on behalf of

_____
Name:
Designation:

_____

Witness:

Name:
Designation:

ANNEXURE G: Bid Acknowledgement Form

IMPORTANT

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

ANNEXURE H: Vendor Information Form

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

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	
☐ A copy of the Certificate of Incorporation certified by the Company Secretary of the vendor Company	☐ A copy of Form 15 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the shareholding.
☐ A copy of Form 20 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the directors	☐ For Partnerships, list of partners confirmed by one of the partners, preferably by the most senior partner. ☐ Audited financial statements of the vendor Company for the last three years
☐ For partnerships and sole proprietorships, certificate of business registration	☐ 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	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: 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

Technical Specifications & Compliance

Name of Bidder :..... .....

Name of Principal (If any) :..... .....

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1. INTRODUCTION

SriLankan Airlines a member of the Oneworld alliance and the national carrier of Sri Lanka, is an award-winning airline with a compelling reputation as a global leader in service, comfort, safety, reliability, and punctuality. Launched in 1979, SriLankan is currently expanding and diversifying its wide range of products and services to contribute to the country's ongoing boom in tourism and economic development. The airline's hub is at Bandaranaike International Airport (BIA) and Mattala International Airport (HRI) provide convenient connections to its global network, including codeshare partners. With a fleet of 23 Airbus aircraft, SriLankan services a network of 112 destinations in 58 countries.

To support its expansive operations, the airline maintains a robust administrative presence both domestically and internationally. The headquarters is in Katunayake (CAK), strategically close to the BIA, facilitating streamlined operational control. Additionally, commercial and regional office locations are distributed across Sri Lanka, including key cities such as Colombo (CMB), Galle, and Kandy, while overseas offices support international functions and customer engagement.

In line with its ongoing commitment to operational efficiency and technological modernization, SriLankan Airlines Limited is inviting qualified Supplier to submit proposals for the support and maintenance of its printer infrastructure**,** herein referred to as the “printing infrastructure.” This initiative is part of the airline’s broader objective to enhance its IT support systems and ensure seamless document and imaging operations across all departments.

By fostering partnerships with capable service providers, SriLankan Airlines aims to uphold the reliability and quality of its internal infrastructure, reinforcing its mission to deliver world-class service to its passengers and stakeholders around the globe.

2. SCOPE

SriLankan Airlines currently possesses 222 number of various type printers from different manufacturers, with the majority being produced by HP. Given the importance of these devices, the airline is seeking a supplier to provide service, maintenance and support for the printers. The selected supplier will be fully accountable for the upkeep and support of all 222 devices for period of 1 year.

SriLankan Airlines manages a network of printers, predominantly using black and white laser printers, along with a few color laser printers and barcode Printers Suppliers are required to deliver extensive support for the printing infrastructure, guaranteeing reliable service availability. The table below details the distribution of printers and a comprehensive inventory of the current devices within SriLankan Airlines' network is available in ANNEX I.

Location	**Total Number of Printers**
Administration Building (CAK)	47
BIA (CAK)	18
Cargo Building (CAK)	32
Engineering Building (CAK)	34
Flight Operations Building (CAK)	60
WTC Ticket Office (CMB)	06
Regional Building (CMB)	15
Orian City (CMB)	02
BMICH (CMB)	03
Galle (Ticket Office)	01
Kandy (Ticket Office)	01
Mattala international Airport (HRI)	03
Total	**222**

Table 1 – Distribution Of Printers in SriLankan Airlines

3. GENERAL CONDITIONS

3.1 Contract Term

Contractual period will be 1 Year from the agreement starting date.

3.1.1 Early Termination

Notwithstanding the stipulated contract term of one (1) year, SriLankan Airlines reserves the right to terminate this Agreement prior to its expiry, in whole or in part, for business, operational, or strategic reasons, including but not limited to the implementation of a new printer management solution or restructuring of the existing printer fleet.

SriLankan Airlines may exercise this right by providing a minimum of three (3) months' prior written notice via email to the Service Provider.

In such event, SriLankan Airlines shall not be liable for any penalties, loss of anticipated profits, or indirect damages arising from such termination. However, SriLankan Airlines shall settle any undisputed fees for services satisfactorily rendered up to the effective date of termination.

3.2 Proposal Effective Period

a) Supplier shall state in writing that all furnished information, including prices, will remain valid for 180 days from the deadline for submission of this RFP.

4. BASIC REQUIRMENTS

a) The support shall be delivered in a timely changing environment with future expandable capability. High availability and quality of the printout to be always ensured.

b) On-site (Residential) support personnel's to be deployed in SriLankan Airlines premises and those support personnel should fully adhere to SriLankan Airlines code of conduct. The Supplier shall also designate and maintain a suitably qualified backup engineer to ensure uninterrupted service continuity. Details of the backup engineer, including contact information and relevant qualifications, shall be provided to the SriLankan Airlines Technical Support Team. In the event the designated resident engineer is unavailable or fails to report for duty, the backup engineer shall be deployed without delay to ensure that the agreed

service levels are maintained. Supplier will be responsible for keeping the work area clean and free of all trash.

c) The supplier shall supply all equipment, tools, supplies, personnel, instrumentalities, and transport services required to deliver, install and maintain printers specified in ANNEX I under the agreement.

d) SriLankan Airlines will arrange transport for the Supplier to commute within SriLankan Airlines premises (CAK), WTC (CMB), Orian City (CMB) and Regional Office (CMB) and off-site locations including Galle, Kandy, Mattala, Regional Offices, etc.) to provide support services required for the delivery, installation, and maintenance of printers under this Agreement.

e) If at any time SriLankan Airlines is dissatisfied with the quality of service or the performance of any personnel assigned under this Agreement, SriLankan Airlines reserves the right to request the replacement of such personnel (Technician/Engineer). The Supplier shall promptly arrange a suitable replacement acceptable to SriLankan Airlines at no additional cost.

f) Supplier will be entrusted to assign the proper technician(s) for each repair based on the type of equipment. After the repair(s) have been done, all equipment must be fully functional and provide clean, clear copies.

g) Supplier shall schedule preventative maintenance (PM) throughout the contract period for each piece of equipment. Preventive Maintenance shall include but not be limited to routine cleaning, lubrication, necessary adjustments, and replacement of worn, unserviceable parts.

h) Full service, repairs and maintenance shall be included for all printers specified in **ANNEX I** for the duration of the contract. This shall include annual preventive maintenance, all parts, materials and labor, installation, on-site troubleshooting, hardware repairs, replacements, software and firmware upgrades, and all operating supplies but excluding paper and tonners while maintaining the service levels.

i) SriLankan Airlines will provide only the consumables that include printer toners, maintenance kits and paper. Supplier shall be responsible for replacing all the other replaceable parts of the printers.

j) SriLankan Airlines will pay a service and maintenance fee for the printer in operation listed in **ANNEX I**

k) Supplier shall provide support free of charge (FOC) during warranty period for any new printers which will be added to the SriLankan Print Device pool. The printer device pool may increase by up to three (3) to five (5) printers per year during the contract period.

l) Supplier shall fully maintain all printers in SriLankan Airlines including installation, on-site troubleshooting, hardware repairs, software repairs etc.

m) Appropriate service levels & requirements in full agreement to be complied.

5. WARRANTY AND SUPPORT CONDITIONS

a) The Supplier shall provide SriLankan Airlines with a comprehensive warranty for 3-months covering material replaced, workmanship consistent with the principal's warranty applicable to the Equipment.

b) SriLankan Airlines will periodically introduce new printers as needed, ensuring that all service level agreements are applicable to these additions. The printer device pool may increase by up to three (3) to five (5) printers per year during the contract period

c) There shall be no additional charge for services performed by the supplier on printers which are under warranty and during the period of comprehensive warranty.

d) The supplier is responsible for providing written documentation to SriLankan Airlines for any work that will affect warranties on existing equipment. The written documentation must be provided and approved before the commencement of work.

e) The warranty applicable equipment shall be more fully described in **ANNEX I**, List of Materials.

f) All Maintenance and Support Services provided by the Supplier pursuant to this agreement and any warranty shall be to an equivalent (Make/model acceptable to SriLankan Airlines) and the service levels set out in Clause 7.

g) The basic periods of Service Availability for on-site service are from 08.00 a.m. to 04.30 p.m. Monday through Friday for the Equipment given in the **ANNEX I**.

h) Extended period 24 hours per day & 7 per week of service shall be made available for some equipment designated by the SriLankan Airlines in 6.i.

i) SriLankan Airlines will assist obtaining the necessary permission for the Supplier's personal access to the equipment at the locations.

j) The Supplier shall ensure the safe handling of all printers during maintenance, repair, and transportation. Any damage caused by the Supplier shall be repaired or replaced at the Supplier's expense, and the printer shall be restored to a fully operational state within the applicable service levels.

6. MAINTANANCE AND SUPPORT

a) The Supplier shall configure hardware and request support from SriLankan Airline's technical support team to install any driver software, which is enclosed with the equipment.

b) Supplier's engineers will attempt to re-instate the hardware or substitute the failing hardware configuration within service levels. Until the repair/replacement takes place, unit will be replaced by a back-up unit from the back-up pool maintained by the supplier.

c) Service shall be provided for both remedial and preventive maintenance. Preventive maintenance will be conducted at intervals which will be mutually decided by both parties.

d) The Supplier will maintain adequate spares required to deliver the service levels defined for equipment covered.

e) Supplier shall agree to repair the maintenance kits of the designated printers where applicable.

f) Genuine spare parts shall be used for all printers under manufacturer warranty. For printers with expired warranties, the Supplier may use acceptable-quality spare parts, provided that a minimum three (3) months repair warranty is offered for such parts and related repairs

g) Where spare parts are not available from the Original Equipment Manufacturer (OEM), the Supplier may use spare parts of identical specification, full compatibility, and equivalent subject to prior written approval from the SriLankan Airlines Technical Support Team. No repairs shall be carried out using non-OEM spare parts without such approval.

h) The Supplier shall always maintain a minimum of five (5) on-site backup printers at SriLankan Airlines premises to ensure continuity of operations and timely replacement of faulty devices within the total fleet of 222 printers covered under this Agreement

i) Supplier shall provide out of business hours (4.30PM Friday – Monday 8.00AM) on need basis. SriLankan Airlines will inform the supplier on such incident to support the machines installed at the locations given below.

ITEM	LOCATION
01	AOCC – Cargo Katunayake
02	Ticket Office - BIA
03	Baggage Services - BIA
04	Transfer Desk Counter - BIA
05	Inv. Control – Engineering Katunayake
06	Air Bus Issue Counter – Engineering Katunayake
07	Hangar Control – Engineering Katunayake
08	Line Maintenance – Engineering Katunayake
09	BRS Office - (BIA)
10	Ticket Office – WTC Colombo (CMB)

11	CEO / CFO Office Katunayake (CAK)
12	Ticket Office - Galle
13	Ticket Office - Kandy
14	Mattala international Airport – Mattala (HRI)

7. SERVICE LEVELS

a) Fault severity will be categorized based on the extent to which the fault affects the smooth operation of the business applications. The severity level (1 and 2) will be identified by the UL Service Desk when the fault call is reported to the supplier. The target service levels will depend on the severity level.

- **Severity 1**: Unable to obtain the prints from locations mentioned under the clause 6.i
- **Severity 2**: Unable to obtain the prints from rest of the devices (excluding Devices in Clause 6.i

	Reporting window	The Supplier Response time	The Supplier Resolution time
Severity 1 **(In CMB & CAK)**	**08:00 Hrs to 17:00 Hrs through Monday to Sunday**	**1 Hour**	**2 Hours**
Severity 2 **(In CMB & CAK)**	**08:00 Hrs to 17:00 Hrs**	**1 Hour**	**2-8 Hours**

b) The supplier shall maintain a legible and detailed service log for all equipment and work performed. This log will be available at any time to SriLankan Airlines upon request. Documentation should include the following items:

- name of the person that placed the service call; include time and date
- date of service, including time in and time out
- location of equipment, make, model, and serial number
- service(s) performed, including a detailed diagnosis of any problems/repairs
- name of the technician

- signature of the staff member to confirm the functionality
- warranty paperwork for any new material/equipment installed

c) Failure rate for an individual printer should not exceed two times for a single calendar month.

d) Equipment covered by this Agreement shall be those listed in **ANNEX I** and as subsequently amended.

e) The onsite support should provide at Katunayake (CAK), Colombo (WTC, Orian City & Regional building, BMICH) and off-site locations (Galle, Kandy, Mattala). Transporting any faulty equipment to CAK shall be arranged by SriLankan Airlines.

f) Onsite (Resident) support Engineer shall be at Katunayake, SriLankan Airlines IT office.

g) All Maintenance and Support Services provided by the Supplier pursuant to this Agreement and any warranty shall be to an equivalent (Make/model acceptable to the UL) and the service levels set out in clause 7.

h) The supplier shall maintain a pool of spares for the machines as are adequate to provide the agreed standards.

i) The Supplier shall maintain in stock back up Equipment or substitute equipment as are necessary to discharge its obligations under this Agreement as specified 6.h

j) The Supplier shall maintain skilled staff with acceptable competency and experience to perform the maintenance and support services for CMB & CAK.

k) In the event that the Supplier does not resolve a fault within the agreed time the following charges will be imposed provided the delay is not due to reasons outside the control of Supplier.

1. Severity 1: Minimum LKR 3000/- per day
2. Severity 2: Minimum LKR 1500/- per day

l) If on-arrival at the site during any period of maintenance service availability after due notification by the Supplier to SriLankan Airlines, the engineer finds that sufficient and proper access to the Equipment is not provided, supplier will not be subject to pay liquidated

damages to SriLankan Airlines LKR 3,000 per day or part thereof for severity 1 incident and LKR 1500 per day or part thereof for severity 2 incidents.

m) Prerequisites, for obtain entry passes for the supplier's personnel to respective SriLankan Airlines's premises will be the responsibility of the supplier. SriLankan Airlines will take the responsibility of processing the required entry passes provided required documentation is made available in advance. It is the responsibility of the supplier to request from SriLankan Airlines in advance for entry passes for those who will be assigned to provide maintenance activities to SriLankan Airlines.

8. REPORTS

a) An updated list of equipment purchased, to incorporate the equipment's serial number together with the relevant purchase order.

b) The Supplier shall maintain accurate maintenance records for all equipment, including routine, preventive, and corrective maintenance activities, through equipment history cards, logbooks, or an equivalent system. These records shall be made available to SriLankan Airlines upon request.

c) The Supplier shall maintain and provide records on the status of equipment deployed from the backup pool, including details of the original equipment under repair, date of replacement, and restoration status.

9. COMPANY PROFILE AND REFERENCES

a) Supplier shall operate in locally in the relevant field (printer repair, maintenance & support) for at least five (5) years. Document Evidence must provide.

b) List five (5), supplier has involved that best reflect work and relevancy to this project. Document Evidence must provide.

c) Describe the experience in enterprise environment for Commercial/non-profit organization.

d) Provide current reference information for three former or current clients.

e) Briefly describe supplier's organizational capacity to provide printer solution for SriLankan Airlines (e.g. staff, equipment, software, physical space, office location, etc.).

f) Supplier shall include a brief background summary for each key staff member assigned and their qualifications and experience

g) Supplier shall provide any print services (hardware/software), partnership Certification/ letter from any printer/scanner vendor.

h) Supplier must include the last annual report of the company along with the proposal.

10. FINANCIAL BREAKDOWN & PAYMENTS

a) The bid shall include costs of annual maintenance contract information described in this document separately.

b) Prices quoted in the proposal shall be firm prices and not subject to increase during the term.

c) No additional compensation will be allowed for extra work incurred due to the Supplier's failure to notice any existing condition.

d) Payments will be made on a periodic basis (monthly/quarterly) subject to satisfactory service delivery. Detailed invoicing and credit terms will be agreed during contract finalization.

11. INSURANCE

a) The supplier shall agree to arrange and keep in place the undernoted policies of insurance.

1) Workmen's Compensation insurance covering all employees and representatives of the Supplier involved in the performance of this agreement. The insurance policy so arranged shall be extended to cover riot and terrorism.

2) An all-risk insurance covering any property or hardware belongs to Supplier whilst on the premises of SriLankan Airlines.

3) Public liability insurance including liability arising out of fire and explosion with a limit of indemnity of not less than LKR 5,000,000 per event.

12. EVALUATION CRETRIA

a) Consideration other than cost alone will be used in making the determination of award. Successful supplier will be chosen based upon but not limited to the following criteria: price of eligible goods and services, prior experience and references, past history/feedback with the supplier, financial stability of the supplier, availability of On-Site skilled man power, equipment repair & maintenance workshop, professionalism in project management and field supervision.

b) Point by point compliance for the terms in this RFP shall be provide. Proposals not in conformity may be rejected. Exceptions to any requirement must be clearly noted in Supplier's response. A sample compliance sheet format is provided under **ANNEX II** and bidders are required to complete and submit it as part of their proposal. Failure to submit the compliance matrix may result in disqualification of the proposal

c) SriLankan Airlines reserves the right to accept any bid or, at its discretion, reject any or all bids for whatever reason it deems appropriate.

d) SriLankan Airlines reserves the right to modify the specifications contained in the Request for Proposal anytime during the bidding period.

e) The Supplier must meet or exceed all minimum qualification requirements. All submitted quotes must provide at a minimum, all requested information in this quote document. Any portion not included will be cause for elimination from the quote process.

f) Supplier should have minimum of two ongoing enterprise customers who has more than 50 printers.

g) Demonstrated commitment to high service level agreements (SLA).

ANNEX I – Details of existing Printers

#	LOCATION	MODEL	S/N	IT NUMBER	WARRANTY EXPIRED
HP CP2025					
1	Flight Operations Building (CAK)	CP2025dN	CNHS908556	IT0009587	Warranty Expired
2	Administration Building (CAK)	CP2025	-	IT0009745	-
HP 3015DN					
3	BIA (CAK)	P3015	VNF3R11150	IT0012732	Warranty Expired
4	Administration Building (CAK)	P3015	-	IT0009503	Warranty Expired
5	Administration Building (CAK)	P3015	-	IT0010642	Warranty Expired
6	Administration Building (CAK)	P3015	-	IT0012399	Warranty Expired
7	Administration Building (CAK)	P3015	-	IT0009269	Warranty Expired
8	Administration Building (CAK)	P3015	-	IT0012626	Warranty Expired
9	Administration Building (CAK)	P3015	-	IT0010779	Warranty Expired
10	Administration Building (CAK)	P3010	VNBXC6WS12	IT0009396	Warranty Expired
11	Administration Building (CAK)	P3015	VNC3Y02859	IT0011167	Warranty Expired

12	Orian City (CMB)	P3015	VNBXC68SB0	IT0009236	Warranty Expired
13	Administration Building (CAK)	P3015	VNC3Y07114	IT0010783	Warranty Expired
14	Administration Building (CAK)	P3015	VNBXC6FS79	IT0009270	Warranty Expired
15	Administration Building (CAK)	P3015	VNC3Y01242	IT0009989	Warranty Expired
16	Administration Building (CAK)	P3015	VNC3Y10873	IT0011460	Warranty Expired
17	BIA (CAK)	P3015	VNBXCDKS2F	IT0009839	Warranty Expired
18	BIA (CAK)	P3015	VNF3R03892	IT0012586	Warranty Expired
19	Administration Building (CAK)	P3015	VNBXC68SB3	IT0009235	Warranty Expired
20	Administration Building (CAK)	P3015	VNF3F06577	IT0012330	Warranty Expired
21	Administration Building (CAK)	P3015	VNC4B00944	IT0009910	Warranty Expired
22	Administration Building (CAK)	P3015	VNBJ9CD0BD	IT0008689	Warranty Expired
23	Administration Building (CAK)	P3015	VNC4B00095	IT0009993	Warranty Expired
24	Administration Building (CAK)	P3015	VNBXC6FS76	IT0009274	Warranty Expired
25	Administration Building (CAK)	P3015	VNC3Y02860	IT0010094	Warranty Expired
26	Engineering Building (CAK)	P3015	VNBJ9CD0BK	IT0008691	Warranty Expired
27	Flight Operations Building (CAK)	P3015	VNC3Y07072	IT0010775	Warranty Expired
28	Flight Operations Building (CAK)	P3015	VNF3F06582	IT0012328	Warranty Expired
29	Flight Operations Building (CAK)	P3015	VNBXC1VS7R	IT0009095	Warranty Expired
30	Flight Operations Building (CAK)	P3015	VNC3509283	IT0011459	Warranty Expired
31	Flight Operations Building (CAK)	P3015	VNB8B7QSPZ	IT0008809	Warranty Expired
32	Flight Operations Building (CAK)	P3015	VNBXC68SB1	IT0009239	Warranty Expired
33	BIA (CAK)	P3015	VNC3509287	IT0011453	Warranty Expired

34	Flight Operations Building (CAK)	P3015	VNB8B9DS69	IT0008869	Warranty Expired
35	Administration Building (CAK)	P3015	VNC3Y02854	IT0010092	Warranty Expired
36	Engineering Building (CAK)	P3015	VNC3509296	IT0011455	Warranty Expired
37	Engineering Building (CAK)	P3015	VNC3Y07116	IT0010781	Warranty Expired
38	Flight Operations Building (CAK)	P3015	VNC3502114	IT0009988	Warranty Expired
39	BMICH (CMB)	P3015	VNC3Y07113	IT0010784	Warranty Expired
40	Cargo Building (CAK)	P3015	VNC3Y16339	IT0011762	Warranty Expired
41	Cargo Building (CAK)	P3015	VNC3Y07071	IT0010777	Warranty Expired
42	Cargo Building (CAK)	P3015	VNC3Y04122	IT0010263	Warranty Expired
43	Cargo Building (CAK)	P3015	VNC3502113	IT0009990	Warranty Expired
44	Cargo Building (CAK)	P3015	VNC3504158	IT0010257	Warranty Expired
45	Cargo Building (CAK)	P3015	VNBXC6WS17	IT0009397	Warranty Expired
46	Administration Building (CAK)	P3015	VNC3509213	IT0011638	Warranty Expired
47	Flight Operations Building (CAK)	P3015	VNBXC68SB4	IT0009238	Warranty Expired
48	Flight Operations Building (CAK)	P3015	VNC3Y21626	IT0011989	Warranty Expired
49	Administration Building (CAK)	P3015	VNC3Y07037	IT0010780	Warranty Expired
50	WTC Ticket Office (CMB)	P3015	VNB8B7QSPH	IT0008810	Warranty Expired
51	WTC Ticket Office (CMB)	P3015	VNC3Y16288	IT0011759	Warranty Expired
52	Engineering Building (CAK)	P3015	VNF3F04340	IT0012202	Warranty Expired
53	Engineering Building (CAK)	P3015	VNBXC6WS15	IT0009593	Warranty Expired
54	Regional Building (CMB)	P3015	VNC3Y02857	IT0010653	Warranty Expired
55	Regional Building (CMB)	P3015	VNF3F06585	IT0012331	Warranty Expired

56	Regional Building (CMB)	P3015	VNBJ9CD0BC	IT0008690	Warranty Expired
57	WTC Ticket Office (CMB)	P3015	VNBXCBNS04	IT0009654	Warranty Expired
58	Administration Building (CAK)	P3015	VNBXC1VS5R	IT0009138	Warranty Expired
59	Regional Building (CMB)	P3015	VNF3F06583	IT0012329	Warranty Expired
60	BMICH (CMB)	P3015	VNC3Y04123	IT0010259	Warranty Expired
61	Flight Operations Building (CAK)	P3015	VNC3509304	IT0011461	Warranty Expired
62	Regional Building (CMB)	P3015	VNBXCBNS0B	IT0009653	Warranty Expired
63	Regional Building (CMB)	P3015	VNC3509302	IT0011454	Warranty Expired
64	Cargo Building (CAK)	P3015	VNC4B00950	IT0009913	Warranty Expired
65	Regional Building (CMB)	P3015	VNC3507881	IT0011166	Warranty Expired
66	Regional Building (CMB)	P3015	VNBXC1VS79	IT0009092	Warranty Expired
67	Cargo Building (CAK)	P3015	VNB8B9MS0Z	IT0008872	Warranty Expired
68	Engineering Building (CAK)	P3015	VNBXCBNS09	IT0009656	Warranty Expired
69	Flight Operations Building (CAK)	P3015	VNF3R11379	IT0012726	Warranty Expired
70	Flight Operations Building (CAK)	P3015	VNC3Y07115	IT0010785	Warranty Expired
71	Administration Building (CAK)	P3015	VNC3Y20970	IT0012056	Warranty Expired
72	Cargo Building (CAK)	P3015	VNC4B00947	IT0009914	Warranty Expired
73	BIA (CAK)	P3015	VNB8B9MS0Y	IT0008867	Warranty Expired
74	Flight Operations Building (CAK)	P3015	VNF3R07248	IT0012625	Warranty Expired
75	Flight Operations Building (CAK)	P3015	VNB8B7QSQ0	IT0008807	Warranty Expired
76	BIA (CAK)	P3015	VNF3F11724	IT0012395	Warranty Expired
77	Regional Building (CMB)	P3015	-	IT0008692	Warranty Expired

78	Regional Building (CMB)	P3015	-	IT0009594	Warranty Expired
79	BIA (CAK)	P3015	-	-	Warranty Expired
80	BIA (CAK)	P3015	-	IT0008688	Warranty Expired
81	BIA (CAK)	P3015	-	IT0010964	Warranty Expired
82	Flight Operations Building (CAK)	P3015	-	IT0011462	Warranty Expired
83	Engineering Building (CAK)	P3015	-	IT0012725	Warranty Expired
84	Engineering Building (CAK)	P3015	-	IT0009237	Warranty Expired
85	Engineering Building (CAK)	P3015	-	IT0012727	Warranty Expired
86	Engineering Building (CAK)	P3015	-	IT0009651	Warranty Expired
87	Flight Operations Building (CAK)	P3015	-	IT0012327	Warranty Expired
88	Engineering Building (CAK)	P3015	-	IT0012367	Warranty Expired
89	BIA (CAK)	P3015	-	-	Warranty Expired
90	BIA (CAK)	P3015	-	IT0009987	Warranty Expired
91	BIA (CAK)	P3015	-	IT0008844	Warranty Expired
92	Engineering Building (CAK)	P3015	-	IT0008806	Warranty Expired
93	Galle (Ticket Office)	P3015	-	IT0012728	Warranty Expired
94	Kandy (Ticket Office)	P3015	-	IT0011458	Warranty Expired
95	Mattala international Airport (HRI)	P3015	-	IT0012724	Warranty Expired
96	Mattala international Airport (HRI)	P3015	-	IT0010093	Warranty Expired
97	Mattala international Airport (HRI)	P3015	-	IT0010644	Warranty Expired
98	Engineering Building (CAK)	P3015	-	IT0009909	Warranty Expired
99	Engineering Building (CAK)	P3015	-	IT0010641	Warranty Expired

100	Cargo Building (CAK)	P3015	-	IT0009088	Warranty Expired
101	Cargo Building (CAK)	P3015	-	IT0009271	Warranty Expired
102	Cargo Building (CAK)	P3015	-	IT0009655	Warranty Expired
103	BIA (CAK)	P3015	-	IT0009772	Warranty Expired
HP 4015N					
104	Administration Building (CAK)	P4015	CNFY228580	IT0008522	Warranty Expired
105	Administration Building (CAK)	P4015	CNFY285745	IT0009196	Warranty Expired
106	Administration Building (CAK)	P4015	-	IT0008545	Warranty Expired
107	WTC Ticket Office (CMB)	P4015	-	IT0009588	Warranty Expired
108	Regional Building (CMB)	P4015	-	IT0008570	Warranty Expired
109	Administration Building (CAK)	P4015	CNFY148514	IT0008543	Warranty Expired
110	Administration Building (CAK)	P4015	CNFY148518	IT0008548	Warranty Expired
111	Administration Building (CAK)	P4015	CNFY148672	IT0008547	Warranty Expired
112	Flight Operations Building (CAK)	P4015	CNFY148523	IT0008546	Warranty Expired
113	BIA (CAK)	P4015	CNFY861860	IT0009091	Warranty Expired
114	BIA (CAK)	P4015	CNFY162962	IT0008571	Warranty Expired
115	Flight Operations Building (CAK)	P4015	CNFY148522	IT0008542	Warranty Expired
116	Cargo Building (CAK)	P4015	CNFY162958	IT0008572	Warranty Expired
117	Cargo Building (CAK)	P4015	CNFY128618	IT0008526	Warranty Expired
118	Cargo Building (CAK)	P4015	CNFYC13145	IT0009590	Warranty Expired
119	Administration Building (CAK)	P4015	CNFY148525	IT0008544	Warranty Expired
120	Cargo Building (CAK)	P4015	CNFY821108	IT0008866	Warranty Expired

121	Cargo Building (CAK)	P4015	CNFY162914	IT0008566	Warranty Expired
122	WTC Ticket Office (CMB)	P4015	CNFY861593	IT0009093	Warranty Expired
123	Engineering Building (CAK)	P4015	-	IT0008596	Warranty Expired
124	Flight Operations Building (CAK)	P4015	-	IT0008567	Warranty Expired
125	Flight Operations Building (CAK)	P4015	-	IT0008524	Warranty Expired
126	Flight Operations Building (CAK)	P4015	-	IT0009197	Warranty Expired
127	Engineering Building (CAK)	P4015	-	-	Warranty Expired
HP M602N/ HP M605DN/ HP M603/ HP M605					
128	BIA (CAK)	M602	CNC8F2Q68Q	IT0011473	Warranty Expired
129	Administration Building (CAK)	M602	-	IT0010646	Warranty Expired
130	Administration Building (CAK)	M603	-	IT0011472	Warranty Expired
131	Engineering Building (CAK)	M605	-	IT0012995	Warranty Expired
132	Engineering Building (CAK)	M602	CNE8G9FD2L	-	Warranty Expired
133	Engineering Building (CAK)	M602	CNC8F2Q649	IT0011478	Warranty Expired
134	Engineering Building (CAK)	M602	CNC8F2Q63S	IT0011471	Warranty Expired
135	Engineering Building (CAK)	M602	CNE8G9FD2L	IT0012368	Warranty Expired
136	Administration Building (CAK)	M602	CNC8F2Q675	IT0011477	Warranty Expired
137	Engineering Building (CAK)	M602DN	CNC8F2Q68C	IT0011470	Warranty Expired
138	Regional Building (CMB)	M605DN	CNBXH6S8X8	IT0012729	Warranty Expired
139	BIA (CAK)	M605	CNDXJ9S0DV	IT0012998	Warranty Expired
140	Cargo Building (CAK)	M605	CNDXJ9S0F1	IT0012997	Warranty Expired
141	Cargo Building (CAK)	M605	CNDXJ8Z35Z	IT0012909	Warranty Expired

142	Engineering Building (CAK)	M605DN	CNDXJ67D3G	IT0012863	Warranty Expired
143	Engineering Building (CAK)	M605DN	CNDXJ67D2Y	IT0012864	Warranty Expired
144	Cargo Building (CAK)	M602	-	IT0012207	Warranty Expired
HP M506					
145	Engineering Building (CAK)	HP M506	PHCHQ08411	IT0013613	Warranty Expired
146	BIA (CAK)	HP M506	-	-	Warranty Expired
147	Cargo Building (CAK)	HP M506	PHCHQ08423	IT0013618	Warranty Expired
148	Cargo Building (CAK)	HP M506	PHCHQ08426	IT0013608	Warranty Expired
149	Cargo Building (CAK)	HP M506	PHCHR03118	IT0012862	Warranty Expired
150	Cargo Building (CAK)	HP M506	PHCHQ08430	IT0013617	Warranty Expired
151	BIA (CAK)	HP M506	PHCHQ08373	IT0013609	Warranty Expired
152	BIA (CAK)	HP M506	PHCHR02071	IT0012823	Warranty Expired
153	Flight Operations Building (CAK)	HP M506	PHCHR10812	IT0013398	Warranty Expired
154	Flight Operations Building (CAK)	HP M506	PHCHR02499	IT0012874	Warranty Expired
155	Cargo Building (CAK)	HP M506	PHCHR02397	IT0012855	Warranty Expired
HP M451dN					
156	Administration Building (CAK)	M451dn	CNC1101953	IT0010658	Warranty Expired
157	Administration Building (CAK)	M451dn	-	IT0010659	Warranty Expired
158	Regional Building (CMB)	M451dn	-	IT0011994	Warranty Expired
159	Administration Building (CAK)	M451dn	CNFG407458	IT0012635	Warranty Expired
160	Flight Operations Building (CAK)	M451dn	CNC7100178	IT0010098	Warranty Expired
161	Flight Operations Building (CAK)	M451dn	CNFG401932	IT0011992	Warranty Expired

162	Administration Building (CAK)	M451dn	CNFG406090	IT0012392	Warranty Expired
163	Flight Operations Building (CAK)	M451dn	CNFG407056	IT0012599	Warranty Expired
164	Cargo Building (CAK)	M451dn	CNCG200482	IT0011449	Warranty Expired
165	BIA (CAK)	M451dn	VNC3H00799	IT0012821	Warranty Expired
166	Flight Operations Building (CAK)	M451dn	CNFG307455	IT0012658	Warranty Expired
167	Administration Building (CAK)	M451dn	CNFG307913	IT0012632	Warranty Expired
168	Flight Operations Building (CAK)	M451dn	-	IT0012753	Warranty Expired
169	WTC Ticket Office (CMB)	M451dn	-	IT0011448	Warranty Expired
HP 651dn					
170	Flight Operations Building (CAK)	M651	JPCXH404FX	IT0012757	Warranty Expired
171	Flight Operations Building (CAK)	M651	JPCXH404GF	IT0012758	Warranty Expired
172	Flight Operations Building (CAK)	M651	JPCXH404H6	IT0012759	Warranty Expired
HP M608DN					
173	Cargo Building (CAK)	M608	CNB8L6DCZS	IT0013622	Warranty Expired
HP CP 4025					
174	Flight Operations Building (CAK)	CP 4025	JPDXF7J8CT	-	Warranty Expired
HP 4515					
175	WTC Ticket Office (CMB)	HP-P4515X	CNFY452293	-	Warranty Expired
176	Flight Operations Building (CAK)	HP-P4515X	-	DMSE BAKCUP	Warranty Expired
CANON M426FDW					
177	Administration Building (CAK)	M426FDW	CNB8L6DCZK	IT0013463	Warranty Expired
HP M477FDW					
178	Regional Building (CMB)	M477FDW	VNBKL1RC4W	IT0013494	Warranty Expired
179	BIA (CAK)	M477FDW	-	IT0013335	Warranty Expired

180	Administration Building (CAK)	M477FDW	-	IT0013358	Warranty Expired
181	Engineering Building (CAK)	M477FDW	-	-	Warranty Expired
HP P3005					
182	Administration Building (CAK)	HP P3005DN	-	IT0008654	Warranty Expired
183	Orian City (CMB)	HP P3005D	JPKFY03677	-	Warranty Expired
184	Engineering Building (CAK)	HP P3005DN	CNK1R69817	-	Warranty Expired
185	Engineering Building (CAK)	HP P3005DN	-	IT0008497	Warranty Expired
186	Engineering Building (CAK)	HP P3005DN	-	IT0008481	Warranty Expired
HP 2015DN					
187	Administration Building (CAK)	HP P2015	-	IT0008363	Warranty Expired
188	Flight Operations Building (CAK)	HP P2015N	-	IT0008343	Warranty Expired
189	BIA (CAK)	HP P2015N	-	IT0008499	Warranty Expired
HP M452DN					
190	Administration Building (CAK)	HP M452DN	-	IT0012822	Warranty Expired
HP P4250N					
191	Administration Building (CAK)	HP P4250N	-	IT0008411	Warranty Expired
EPSON LQ-590					
192	Administration Building (CAK)	EPSONLQ-590	-	IT0010769	Warranty Expired
CANON MF756CX					
193	Administration Building (CAK)	CANON MF756CX	-	IT0014901	Warranty Expired
194	Administration Building (CAK)	CANON MF756CX	-	-	Warranty Expired
195	Regional Building (CMB)	CANON MF756CX	-	IT0014902	Warranty Expired
196	Regional Building (CMB)	CANON MF756CX	-	IT0014903	Warranty Expired
AMT ACCEL 7450					

197	BMICH (CMB)	AMT ACCEL 7450	-	IT0014100	Warranty Expired
CANON M645Cx					
198	Regional Building (CMB)	CANON M645Cx	-	IT0014443	Warranty Expired
HP P3013FDN					
199	BIA (CAK)	HP P3013FDN	-	IT0010265	Warranty Expired
HP M611					
##	BIA (CAK)	HP M611	-	IT0016112	Warranty Expired
201	BIA (CAK)	HP M611	-	IT0016113	Warranty Expired
HP P2035N					
##	BIA (CAK)	HP P2035N	-	IT0008659	Warranty Expired
##	Cargo Building (CAK)	HP P2035N	-	IT0008656	Warranty Expired
HP M507					
##	BIA (CAK)	HP M507	-	IT0016114	Warranty Expired
##	BIA (CAK)	HP M507	-	IT0016717	Warranty Expired
CANON MF645CX					
##	BIA (CAK)	CANON MF645CX	-	IT0015802	Warranty Expired
CANON 1643i II					
##	Flight Operations Building (CAK)	CANON 1643I	-	IT0015957	Warranty Expired
##	Flight Operations Building (CAK)	CANON 1643I	-	IT0015959	Warranty Expired
##	Flight Operations Building (CAK)	CANON 1643I	-	IT0015960	Warranty Expired
210	Cargo Building (CAK)	CANON 1643I	-	IT0015958	Warranty Expired
HP P3005DN					
211	Engineering Building (CAK)	HP P3005DN	-	IT0008497	Warranty Expired
212	Engineering Building (CAK)	HP P3005DN	-	IT0008481	Warranty Expired
213	Administration Building (CAK)	HP P3005DN	-	IT0008654	Warranty Expired

CANON M643CDW					
214	Engineering Building (CAK)	CANON M643CDW	-	IT0015303	Warranty Expired
CANON C3326I					
215	Engineering Building (CAK)	CANON C3326I	-	IT0016211	Warranty Expired
HP P420DN					
216	Engineering Building (CAK)	HP P420DN	-	IT0006720	Warranty Expired
HP 4003DN					
217	Engineering Building (CAK)	HP 4003DN	-	IT0015148	Warranty Expired
HP CP5225					
218	Engineering Building (CAK	HP CP5225	-	IT0014383	Warranty Expired
CANON MF8080CW					
219	Engineering Building (CAK)	CANON MF8080CW	-	-	Warranty Expired
HP M404DW					
220	Cargo Building (CAK)	HP M404DW	-	IT0014433	Warranty Expired
HP 1320N					
221	Engineering Building (CAK)	HP 1320N	-	IT0007986	Warranty Expired
PRINTRONIX P8000					
222	Administration Building (CAK)	P8000	-	IT0012046	Warranty Expired

Annex II – Sample Compliance Sheet

Bidder Name:		Date	
Address		Comments & Details	
Number #	**Description**	**Compliance (Complied / Not Complied)**	Remark
2.0	**SCOPE**	Complied	
3.0	**GENERAL CONDITIONS**		
3.1	Contract Term	Complied	
3.1.1	Early Termination	Complied	
3.2	Proposal Effective Period	Complied	
4.0	**BASIC REQUIRMENTS**		
a)	The support shall be delivered in a timely changing environment with future expandable capability. High availability and quality of the printout to be always ensured.	Complied	
b)			
c)			