STANDARD BIDDING DOCUMENT INTERNATIONAL COMPETITIVE BIDDING

INVITATION FOR SUBMISSION OF BIDS FOR THE

PROVISIONING OF A DESKTOP MANAGEMENT SOLUTION

IFB REFERENCE NO: CPIT/ICB 02/2021

Chairman of Standing Cabinet Appointed
Procurement Committee,
State Ministry of Aviation and Export Zones Development.
On behalf of SriLankan Airlines Limited.

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Dear Sir/Madam,
IFB NO: CPIT/ICB 02/2021

INVITATION FOR BIDS FOR THE PROVISIONING OF A DESKTOP MANAGEMENT SOLUTION FOR SRILANKAN AIRLINES.

SriLankan Airlines hereby invites tenders for the Provisioning of a Desktop Management Solution for SriLankan Airlines. The bid document is attached herewith.

Bid should be submitted in a **sealed envelope** with the IFB number clearly marked on the top left corner of each envelope addressed to **Senior Manager Commercial Procurement, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka** by 11.00a.m. (Sri Lankan time: GMT +0530) on 01st February 2022.

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

All bids shall require a minimum refundable Bid Security amounting to LKR 5,950,000. Bidders shall enclose the Bid security deposit with their bid in the form of an unconditional irrevocable bank guarantee drawn at sight in favor of SriLankan Airlines Limited, valid up to 29th August 2022. Bids without a refundable bid security will not be considered.

A pre-Bid meeting will be organized on 21st December 2021 at 9.00a.m. Sri Lankan time (GMT +5:30 Time Zone) via MS Teams, to provide the prospective Bidders with the necessary information related to the project. Proposals of Bidders who do not take part in this pre-Bid will not be accepted, hence participation in the pre-Bid meeting is mandatory for all Bidders. Please provide the following details of the participants for the pre-Bid meeting through email: tharaka.hindurangalage@srilankan.com by 9.00a.m. on 17th December 2021 Sri Lankan time GMT +5:30 Time Zone).

1) Company Name:
2) Name of the participant: (Maximum 01 participant)

Any inquiry/clarification about the Tender should be e-mailed to tharaka.hindurangalage@srilankan.com and sarath.jayathunga@srilankan.com to reach on or before 06th January 2022.

Bids will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 01st February 2022 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. Kindly note that 01 representative per bidding company is permitted to be present at the tender opening. Please contact any of the above, well in advance for the arrangement of Security clearance.

Yours Faithfully,

Chairman of Standing Cabinet Appointed
Procurement Committee,
State Ministry of Aviation and Export Zones Development.
On behalf of SriLankan Airlines Limited

BID ACKNOWLEDGEMENT FORM

**ALL BIDDERS SHALL COMPLETE AND RETURN THIS FORM AFTER DOWNLOADING
OF THE BID DOCS**

IFB NO: CPIT/ICB 02/2021

**INVITATION FOR BIDS FOR THE PROVISIONING OF A DESKTOP MANAGEMENT SOLUTION FOR
SRILANKAN AIRLINES.**

Download of your ……………….. is hereby acknowledged

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

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

Signed   : …………………………………………………………………………….

Title   : …………………………………………………………………………….

Company   : …………………………………………………………………………….

Date   : …………………………………………………………………………….

Section I. Instructions to Bidders (ITB)

ITB shall be read in conjunction with the section II, Bidding Data Sheet (BDS), which shall take precedence over ITB.

General

1. **Scope of Bid**

1.1. SriLankan Airlines issues these Bidding Documents for a Provisioning of a Desktop Management Solution for SriLankan Airlines as specified in Section V, Schedule of Requirements. The name and identification number of this procurement are **specified in the BDS.** The name, identification, and number of lots (individual contracts), if any, are **provided in the BDS.**

1.2. Throughout these Bidding Documents:

(a) The term "in writing" means communicated in written form by e-mail, fax post or hand delivered with proof of receipt;

(b) If the context so requires, "singular" means "plural" and vice versa; and

(c) "Day" means calendar day.

(d) "SLAL" means SriLankan Airlines Ltd.

2. **Ethics, Fraud and Corruption**

2.1. The attention of the Bidders is drawn to the following guidelines published by the National Procurement Commission of Sri Lanka:

Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;

Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.

2.2. SriLankan Airlines requires the Bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:

(a) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;

(b) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

(c) "collusive practice" means a scheme or arrangement between two or more Bidders, with or without the knowledge of SriLankan Airlines to establish bid prices at artificial, noncompetitive levels; and

(d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons of their property to influence their participation in the procurement process or affect the execution of a contract.

2.3. If SriLankan Airlines find any unethical practices as stipulated under ITB Clause 2.2, SriLankan Airlines will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

3. Eligible Bidders

3.1 All Bidders shall possess legal rights to supply the services under this contract.

3.2 A Bidder shall not have a conflict of interest. All Bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have conflict of interest with one or more parties in this bidding process, if they:

(a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by SriLankan Airlines to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods/services to be purchased under these Bidding Documents; or

(b) submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.

3.3 A Bidder that is under a declaration of ineligibility by the National Procurement Commission (NPC), at the date of submission of bids or at the date of contract award, shall be disqualified. The list of debarred firms is available at the website of NPC www.nprocom.gov.lk

3.4 Foreign bidders shall submit their bids through an accredited local agent registered in Sri Lanka and shall empower them by with a legally executed Power of Attorney. Further, such agents before submission of the bid, shall also register them with Registrar of Public Contract Sri Lanka, as required by the Public Contract Act No. 03 of 1987 and shall submit the original certificate of said registration along with the bid.

4. Eligible Goods and Related Services

4.1 All the Goods and Services rendered under this contract shall be complied with applicable standards stipulated by SriLankan Airlines stipulated in Section V, Schedule of Requirements.

Contents of Bidding Documents

5. Sections of Bidding Documents

5.1 The Bidding Documents consists of all the sections indicated below and should be read in conjunction with any addendum issued in accordance with ITB Clause 7.

- Invitation for Bids
- Bid Acknowledgement Form
- Section I – Instructions to Bidders (ITB)
- Section II - Bidding Data Sheet (BDS)
- Section III - Evaluation and Qualification Criteria
- Section IV - Bidding Forms
- Section V - Schedule of Requirements
- Section VI – Technical Specifications & Compliance Sheet
- Section VII - Draft Contract, Data Privacy & Security Schedule, and Performance Security
- Section VIII - Vendor Information Form

5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.

6. Clarification of Bidding Documents

6.1 A prospective Bidder requiring any clarification of the Bidding Documents including the restrictiveness of specifications shall contact SriLankan Airlines in writing at the SriLankan Airlines' e-mail address **specified in the BDS**. SriLankan Airlines will respond in writing to any request for clarification, provided that such request is received before 06th January 2022. Should SriLankan Airlines deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB Clause 7.

7. Amendment of Bidding Documents

7.1 At any time prior to the deadline for submission of bids, SriLankan Airlines may amend the Bidding Documents by issuing addendum.

7.2 Any addendum issued shall be part of the Bidding Documents and shall be published in newspapers, uploaded to SriLankan Airlines website and will be communicated to prospective Bidders who have forwarded the Bid acknowledgement form.

7.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, SriLankan Airlines may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB Sub-Clause 22.2

Preparation of Bids

8. Cost of Bidding

8.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and SriLankan Airlines shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

9. Language of Bid

9.1 The Bid, as well as all correspondence and documents relating to the bid (including supporting documents and printed literature) exchanged by the Bidder and SriLankan Airlines, shall be written in English language.

10. Documents Comprising the Bid

10.1   The Bid shall comprise the following:

(a) Bid Submission Form and the applicable Price Schedules, in accordance with **ITB Clauses 11,13 and 14;**

(b) Bid Security, in accordance with ITB Clause 19;

(c) documentary evidence in accordance with ITB Clauses 17 and 28, that Goods and Related Services conform to the Bidding Documents;

(d) documentary evidence in accordance with ITB Clause 17 establishing the Bidder's qualifications to perform the contract if its bid is accepted; and

(e) any other document required in the BDS.

11. Bid Submission Form and Price Schedules

11.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

12. Alternative Bids

12.1 Alternative bids shall not be considered.

13. Bid Prices and Discounts

13.1 The Bidder shall indicate on the Price Schedule (Annex B) the unit prices of the goods/services it proposes to supply under the Contract.

13.2 Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, if a Bidder wishes to offer discount as a lot the Bidder may do so by indicating such amounts appropriately.

13.3 If so, indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Unless otherwise indicated in the **BDS,** prices quoted shall correspond to 100% of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award more than one Contract shall specify the applicable price reduction separately.

13.4 Prices indicated on the Price Schedule shall include all duties and sales and other taxes already paid or payable by the Supplier:

(a) on components and raw material used in the manufacture or assembly of goods quoted; or

(b) on the previously imported goods of foreign origin

(I)   However, VAT shall not be included in the price but shall be indicated separately;

(ii)   the price for inland transportation, insurance and other related services to deliver the goods to their destination;

(iii)   the price of other incidental services

13.5 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITB Clause 30.

13.6 All lots, if any, and items must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.

14. Currencies of Bid

14.1 The proposals of the Local bidders should be submitted in Sri Lankan Rupees (LKR) and foreign bidders should submit the proposal in foreign currency. 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.** If this date falls on a public

holiday the earliest working day prior to the date shall be applicable. **This conversion rate will apply on all payments to be made to the successful Bidder during the Contract period of 03 years. All payments to local bidders during the Contract period of 03 years will be made in Sri Lankan Rupees (LKR) using the selling rates as published by the Central Bank of Sri Lanka prevailed at the date of closing of bids.**

15.   **Documents Establishing the Eligibility of the Bidder**

15.1 To establish their eligibility in accordance with ITB Clause 3, Bidders shall complete the Bid Submission Form, included in Section IV, Bidding Forms.

16.   **Documents Establishing the Conformity of the Goods and Related Services**

16.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods confirm to the technical specifications and standards specified in Section V, Schedule of Requirements and in Section VI, Technical Specifications.

16.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of samples, a detailed item by item description (given in Section V, Schedule of Requirements an in Section VI, Technical Specifications) of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.

17.   **Documents Establishing the Qualifications of the Bidder**

17.1 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to SriLankan Airlines' satisfaction:

(a) A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods;

(b) and, that the Bidder meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.

18.   **Period of Validity of Bids**

18.1 Bids shall remain valid until the date **specified in the BDS.** A bid valid for a shorter date shall be rejected by SriLankan Airlines as non-responsive.

18.2 In exceptional circumstances, prior to the expiration of the bid validity date, SriLankan Airlines may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a bid Security is requested in accordance with ITB Clause 19, it shall also be extended for a corresponding period. A Bidder may

refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.

19. **Bid Security/Bank Guarantee**

19.1 The Bidder shall furnish as a part of its bid, a Bid Security/Bank Guarantee, using the Bank Guarantee form included in Section IV - Annex C.

19.2 Any bid not accompanied by a substantially responsive Bid Security/Bank Guarantee in accordance with 1TB Sub-clause 19.1, Shall be rejected by Sri Lankan Airlines as non-responsive.

19.3 Bid Security/Bank Guarantee may be executed:

 (a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission from, except as provided in 1TS Sub-Clause 24.1 or

 (b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to 1TS SubClause 27.1

 (c) If the successful Bidder fails to:

   (i) Sign the contract in accordance security with 1TS Sub-Clause 40;

   (ii) Furnish a performance Security in accordance with 1TS Clause 41;

20. **Format and Signing of Bid**

20.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 10 and clearly mark it as "ORIGINAL". In addition, the Bidder shall submit a copy of the bid and clearly mark it as "COPY". In the event of any discrepancy between the original and the copy, the original shall prevail.

20.2 The original & copy of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.

20.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

Submission and Opening of Bids

21. **Submission, Sealing and Marking of Bids**

21.1   Bidders may always submit their bids by post/ courier or by hand.

 (a) Bidders submitting bids by post/ courier or by hand, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the envelope as "ORIGINAL" and "COPY". These envelopes containing the original and the copy shall then be enclosed in one single envelope.

(b) Completed Technical (un-priced) and Financial (priced) proposal should be submitted in two separate sealed envelopes with the IFB reference no. CPIT/ICB 02/2021 and the Bidding Company's name and the type of proposal (Technical or Financial) clearly marked on the top left corner of the envelope. Also, a soft copy of the Technical proposal including all brochures & supporting documents should be submitted in the form of a CD/DVD/Pen Drive, along with the printed Technical proposal.

(c) The Bidder shall submit the prices and total cost of the proposal in the price schedule forms attached at Annex B-I

(d) The Bidder shall submit the prices for "Optional Items" and "Additional Services / Items" in forms at Annex B-II and Annex B-III

21.2   The inner and outer envelopes shall:

(a) Bear the name and the address of the Bidder;
(b) Be addressed to SriLankan Airlines in accordance with ITB Sub-Clause 22.1; (c) bear the specific identification of this bidding process as indicated in the BDS; and
(d) bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 25.1.

If all envelopes are not sealed and marked as required, SriLankan Airlines will assume no responsibility for the misplacement or premature opening of the bid.

22.   Deadline for Submission of Bids

22.1 Bids must be received by SriLankan Airlines at the address and no later than the date and time **specified in the BDS.**

22.2 SriLankan Airlines may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB Clause 7, in which case all rights and obligations of SriLankan Airlines and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

23.   Late Bids

23.1 SriLankan Airlines shall not consider any bid that arrives after the deadline for the submission of bids, in accordance with ITB Clause 22. Any Bid received by SriLankan Airlines after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

24.   Withdrawal, and Modification of Bids

24.1 A Bidder may withdraw, or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 21, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB Sub-Clause 20.2, (except

that no copies of the withdrawal notice are required).The corresponding substitution or modification of the bid must accompany the respective written notice, All notices must be;

    (a) submitted in accordance with ITB Clauses 20 and 21 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL", or "MODIFICATION", and

    (b) received by SriLankan Airlines prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 22.

24.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 24.1 shall be returned to the Bidders only upon notification of contract award to the successful Bidder in accordance with sub clause 39.1.

24.3 No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission From or any extension thereof.

25.   Bid Opening

25.1 SriLankan Airlines shall conduct the bid opening in public at the address, date and time specified in the BDS.

25.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid may be opened at the discretion of SriLankan Airlines. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening, Envelopes marked "MODIFICATION" shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further.

25.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the Bid Prices, including any discounts and alternative offers; the presence of a Bid Security or Bid-Securing Declaration, if required; and any other details as SriLankan Airlines may consider appropriate. Only discounts and alternative offers read out at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late bids, in accordance with ITB Sub Clause 23.1.

25.4 SriLankan Airlines shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, or modification; the Bid price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security. The Bidders' representatives who are present shall be requested to sign the attendance sheet.

Evaluation and Comparison of Bids

26. Confidentiality

26.1 Information relating to the examination, evaluation, comparison, and post-qualification (if applicable) of bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract Award.

26.2 Any effort by a Bidder to influence SriLankan Airlines in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Bid.

26.3 Notwithstanding ITB Sub-Clause 26.2, if any Bidder wishes to contact SriLankan Airlines on any matter related to the bidding process, from the time of bid opening to the time of Contract Award, it should do so in writing.

27. Clarification of Bids

27.1 To assist in the examination, evaluation, comparison and post-qualification of the bids, SriLankan Airlines may, at its discretion, request any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to request by SriLankan Airlines shall not be considered for purpose of evaluation. SriLankan Airlines' request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by SriLankan Airlines in the Evaluation of the bids, in accordance with ITB Clause 29.

28. Responsiveness of Bids

28.1 SriLankan Airlines' determination of a bid's responsiveness is to be based on the contents of the bid itself.

28.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

   (a) affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or

   (b) limits in any substantial way, inconsistent with the Bidding Documents, SriLankan Airlines' rights or the Bidder's obligations under the Contract; or

   (c) if rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive bids.

28.3 If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by SriLankan Airlines and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

29. Non-conformities, Errors, and Omissions

29.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any nonconformities or omissions in the Bid that do not constitute a material deviation.

29.2 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 nonconformities or omissions in the bid related to documentation requirements. Such 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.

29.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis:

(a) If there is a 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 price 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 discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

29.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified, and its Bid Security shall be forfeited, or its Bid Securing Declaration shall be executed.

30. Preliminary Examination of Bids

30.1 SriLankan Airlines shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 10 have been provided, and to determine the completeness of each document submitted.

30.2 SriLankan Airlines shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the Bid shall be rejected.

(a) Bid Submission Form, in accordance with ITB Sub-Clause 11.1;

(b) Price Schedules, in accordance with ITB Sub-Clause 11;

(c) Bid Security in accordance with ITB Clause 19.

31.   Examination of terms and Conditions; Technical Evaluation

31.1 SriLankan Airlines shall examine the Bid submitted to confirm that all terms and conditions specified in schedule of requirement have been accepted by the Bidder without any material deviation or reservation.

31.2 SriLankan Airlines shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 16, to confirm that all requirements specified in section V, Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation.

31.3 If, after the examination of the terms and conditions and the technical evaluation, SriLankan Airlines determines that the Bid is not substantially responsive in accordance with ITB Clause 28, SriLankan Airlines shall reject the Bid.

32.   Conversion to Single Currency (if applicable)

32.1 For evaluation and comparison proposes, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates prevailed at the date of closing of bids as published by the Central Bank of Sri Lanka. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.

33.   Evaluation of Bids

33.1 SriLankan Airlines shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.

33.2 To evaluate a Bid, SriLankan Airlines shall only use all the factors, methodologies and criteria defined in this ITB Clause 33.

33.3 To evaluate a Bid, SriLankan Airlines shall consider the following:

(a) the Bid Price as quoted in accordance with clause 13;

(b) price adjustment for correction of arithmetic errors in accordance with ITB Subclause 29.3;

(c) price adjustments due to discounts offered in accordance with ITB Sub-Clause 13.2; and 13.3

33.4 SriLankan Airlines' evaluation of a bid may require the consideration of other factors, in addition to the factors stated in ITB Sub-Clause 33.3, if specified in BDS. These factors

may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and related Services.

33.5 If so, specified in the BDS, these Bidding Documents shall allow Bidders to quote for one or more lots, and shall allow SriLankan Airlines to award one or multiple lots to more than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations, is specified in Section III, Evaluation and Qualification Criteria.

33.6 With a view to providing a realistic value addition to local raw materials and domestic bidders, thereby promoting national industry and enterprise, the domestic bidders' bids shall be given 20% of preference during Bid evaluation.

(a) Application of the margins of preference stated above would apply only to manufactured Goods, if the bidder establishes to the satisfaction of the SLA that:
   (i) labour, raw material, components from within Sri Lanka will account to thirty percent (30%) of EXW (Ex.Works) price of the product offered; and
   (ii) the production facility in which those Goods would be manufactured or assembled has been engaged in manufacturing/assembling such Goods at least since the time of Bid submission.

(b) In addition to the above, the bidder should satisfy the following:
   (i) For an individual/sole proprietorship the bidder shall be a Sri Lankan.
   (ii) For partnerships fifty percent (50%) of members of the partnership shall be Sri Lankans.
   (iii) For an individual firm:
      * such firm shall be registered in Sri Lanka; and
      * should have more than fifty percent (50%) ownership by Sri Lankans

   (iv) for a joint venture:
      * application of the margin of preference would be limited only to joint ventures of individual firms who meet the criteria stipulated in (b) (iii) above; and
      * it should be registered in Sri Lanka.

34. Comparison of Bids

34.1 SriLankan Airlines shall compare all substantially responsive bids to determine the lowest-evaluated bid, in accordance with ITB Clause 33.

35. Post qualification of the Bidder

35.1 SriLankan Airlines shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily.

35.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 17.

35.3 After determining the lowest-evaluated bid in accordance with ITB Sub-Clause 34.1, SriLankan Airlines shall carry out the post-qualification of the Bidder in accordance with post qualification of the Bidder, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.

   (a) Financial Capability

      The Bidder shall furnish documentary evidence that it meets the following financial requirement(s):
      Audited financial statements for the last 03 years

   (b) Experience and Technical Capacity

      The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s):
      Partnership Agreement or such other relevant documents.
      Current clientele for the similar services offered with reference letters and reference contacts.

35.4 An affirmative determination shall be prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event SriLankan Airlines shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

36.   SriLankan Airlines' Right to accept Any Bid, and to reject any or all Bids

36.1 SriLankan Airlines reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

Award of Contract

37.   Award Criteria

37.1 SriLankan Airlines will accept the bids of the Bidder/s whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the Bid document requirements.

38.   **SriLankan Airlines' Right to Vary Quantities at Time of Award**

38.1 At the time the Contract is awarded, SriLankan Airlines reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section V, Schedule of Requirements, provided this does not exceed fifteen percent (15%) or one unit whichever is higher and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.

39.   **Notification of Award**

39.1 Prior to the expiration of the period of bid validity, SriLankan Airlines shall notify the successful Bidder, in writing, that its Bid has been accepted.

39.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

39.3 Upon the successful Bidder's furnishing of the signed Contract Form and performance security pursuant to ITB Clause 41, SriLankan Airlines will promptly notify each unsuccessful Bidder.

40.   **Signing of Contract**

40.1 After notification, SriLankan Airlines shall complete the Agreement, and inform the successful Bidder to sign it.

40.2 Upon receipt of such information, the successful Bidder shall sign the Agreement.

41.   **Performance Security**

41.1 Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder may furnish the Performance Security amounting to a minimum amount of 10% of the agreement, using the form included in Section VII. SriLankan Airlines reserves the rights to request for a higher valued Performance Security If required.

41.2 Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or sign the Contract may continue sufficient grounds for the annulment of the award and encashment of the Bid- Security. 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. Bidding Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The name and identification number of the Contract are - Provisioning of a Desktop Management Solution for SriLankan Airlines. (IFB No. **CPIT/ICB 02/2021)**
	B. Contents of Bidding Documents
ITB 6.1	For **Clarification of bid purposes** only: SriLankan Airlines contact details Mailing address: SriLankan Airlines Limited Commercial Procurement Department (IT Procurement) Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Tel : +94 (0) 197331845 Fax : +94 (0) 197335218 A prospective Bidder requiring any clarification of the Bidding Documents shall contact SriLankan Airlines in writing at the e-mail address specified below: E-mail : sarath.jayathunga@srilankan.com tharaka.hindurangalage@srilankan.com
	C. Preparation of Bids
ITB 10.1 (e)	The Bidder shall submit the following additional documents: Company profile Client references – **Section VI – Annex S** Audited financial statements for the last 03 years
ITB 11.1 (e)	The Bidder shall fill and submit the following **Compulsory Forms** in **Section IV.** 1. Bid Submission Form – Annex A 2. Price Schedule – Annex B (B-I, B-II, B-III) 3. Bid Security/Bank Guarantee - Section IV - Annex C
ITB 18.1	The bid shall be valid up to 31st July 2022

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ITB 19.1	Bid shall include Bid Security (issued by bank) using the Bank Guarantee form included in Section IV - Annex C.
ITB 19.2	The amount of the Bid security shall be LKR 5,950,000. The Bid security shall be valid up to 29th August 2022.
	D. Submission and Opening of Bids
ITB 21.2(c)	The inner and outer envelopes shall bear the following identification marks: - Provisioning of a Desktop Management Solution for SriLankan Airlines. IFB No. **CPIT/ICB 02/2021**
ITB 22.1	For bid submission purposes, SriLankan Airlines' address is: Attention: Senior Manager Commercial Procurement Address: Commercial Procurement Department, SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka. The following details of the Bidders who wish to hand deliver bids should be submitted to the e-mail address: <u>tharaka.hindurangalage.com</u> one day in advance to arrange security clearance: 1) Company Name: 2) Name/NIC No of the participants: (Maximum 01 participant) 3) Driver's Name /NIC No (if any): 4) Details of the vehicle (if any): 5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.
	The deadline for the submission of bids is: Date: 01st February 2022 Time: 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)
ITB 25.1	The bid opening shall take place at: Address: SriLankan Airlines ltd, Airline Centre, BIA, Katunayake, Sri Lanka Date: 01st February 2022 Time: 11.15 a.m. Sri Lankan time (GMT +5:30 Time Zone)
	E. Evaluation and Comparison of Bids
ITB 33.4	The following factors and methodology will be used for evaluation: Minimum Eligibility Criteria and Evaluation criteria stipulated in Section III.

Section III. Evaluation and Qualification Criteria

The Bidder shall provide detailed evidence / proof for all clauses of "minimum eligibility criteria" and "evaluation criteria" mentioned in Section III.

Minimum Eligibility Criteria

I. The Bidder shall have industrial experience in terms of provisioning and managing Desktop Infrastructure Services having more than 500 users and, expertise in last 5 years period.

II. Bidder shall have completed at least one other large-scale (above LKR 300 million) information technology infrastructure project for reputed company and organization in Sri Lanka or Overseas, in last 5 years.

III. Bidders' fields of experience shall be in following areas.
   a) End User Devices & End Device Management
   b) Virtual Desktops & user profile Management
   c) Application Packaging & Delivery and / or Digital Workspace
   d) Data Storage Solutions & Backups
   e) Internet & Network Services
   f) Information Security Controls
   g) Provision and Managing of Print Servers
   h) Technological Service Management

IV. Bidder shall have skilled and trained human resources in the areas mentioned in minimum eligibility criteria clause III above to implement the proposed solution completely within agreed timeline and to deliver services successfully.

V. Providing the proposal covering ALL the components of this RFP with completed compliance sheet as in Section VI -Annex Q and Annex R

VI. Provide signed Non-Disclosure Agreement (NDA) attached in Section VI -Annex P

VII. The Bidder should provide proof of financial and economic capacity of the Company with a minimum turnover per annum of LKR 1000 million and furnish audited financial statements for the last 03 years

VIII. Solution shall comply with ISO/IEC 27001:2013 Information Security Management System (ISMS) and other applicable legislative and regulatory requirements of Sri Lanka.

IX. All the major components (except Zero Client and Thin Client) of the solution must be top rated, recognized as leaders in respective field by one or more leading independent market research organizations such as Gartner, IDC (International Data Corporation), Forrester etc. in their most recent publication.

Evaluation Criteria

I.   Total final cost of the project for 3 years period.

II.   Additional cost that would incur to SriLankan Airlines for supporting infrastructure & services.

III.   Credit terms specified in the price schedule at Annex B or better. Length of the credit granted, and payment terms will be considered as an evaluation factor.

IV.   Service levels equal or better than specified.

V.   Performance equal or better than specified.

VI.   Compliance for all requirements under this RFP.

VII.   Preferred Implementation lead time is 05 months or less. Maximum implementation lead time is 06 months. Length of the implementation period will be considered as an evaluation factor.

VIII.   Positive customer feedback in relation to 2 on-going customers on similar systems implemented at enterprise level (local or international)

IX.   On-site demonstration & site visits to verify specifications & performance.

X.   Technical competencies of the staff supporting the system and availability of the required equipment and facilities.

XI.   Integration with existing systems / applications (Ex: Office 365/ Security Solutions) already deployed at SriLankan Airlines.

XII.   Providing optional requirements.

XIII.   Comply with ISO/IEC 20000:2018 standard and follow ITIL best practices in all operational procedures & Service Management Systems.

XIV.   With a view to providing a realistic value addition to local raw materials and domestic bidders, thereby promoting national industry and enterprise, the domestic bidder's bid shall be given 20% of preference during Bid evaluation. Application of the margins of preference stated above would apply only to the bidders who fulfill the requirements stipulated in ITB Sub-Clause 33.6.

Section IV. Bidding Forms

Table of Forms

Section IV – Annex A

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

Bid Submission Form

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

Date: *[Insert date (as day, month and year) of Bid Submission]*

No: *[insert number of bidding process]*

To: *SriLankan Airlines Ltd*

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda]*;

(b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the Goods and Related Services.

(c) The total price of our Bid without VAT, including any discounts offered for 03 years is: [insert the total bid price in words and figures];

(d) The total price of our Bid including VAT, and any discounts offered for 03 years is: [insert the total bid price in words and figures];

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

(e) Our bid shall be valid for the period specified in ITB Sub-Clause 18.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 22.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(f) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 41 for the due performance of the Contract;

(g) We have no conflict of interest in accordance with ITB Sub-Clause 3.2;

(h) Our firm, its affiliates or subsidiaries-including any subcontractors or suppliers for any part of the contract-has not been declared blacklisted by the National Procurement Agency;

(i) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

(j) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Bid submission Form]*

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

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of_____ , _____ *[insert the date of signing*

_____

Section IV - Annex B-I: Price Schedule Form

Reference No: CPIT/ICB 02/2021
Proposals for **Provisioning of a Desktop Management Solution for SriLankan Airlines.**
Fully Managed Service model including Installation, Commissioning, Warranty, Maintenance & Support, and insurance cover with end to end support for 3 years through a Service Level Agreement.

Name of the Bidder   : …………………………………………………………………………
Name of the Principle   : …………………………………………………………………………
Name of the Manufacturer   : …………………………………………………………………………

Line Item Number	Description of items	Brand / Model	Unit of Measure	Qty	Rental cost per month	Total (Rental for 36 months)	Remarks
1	**End User Devices & Virtual Desktops**						
1.1	Desktop Computers as per specification provided		Devices	680			
1.2	Enterprise Standard Laptops/Notebooks as per specification provided		Devices	700			
1.3	Enterprise High-end Laptops/Notebooks as per specification provided		Devices	20			
1.4	Virtual Computers as per specification provided		Devices	800			
1.5	Zero Clients (ZC)/ Thin Clients (TC) - as per specification 1		Devices	800			
1.6	Microsoft VDA Licenses [1]		Devices	800			
1.7	Microsoft Licenses (Other than VDA & Desktop/Laptop OS) [1]		To be included by the Bidder				
	<include any other items as appropriate>			…….			
2	**End Device Management**						
2.1	Software Maintenance and Service Support for Endpoints & VDs		Devices	2,200			
2.2	Licenses for End Device Management & Asset Management System		Devices	2,200			
	<include any other items as appropriate>			…….			
3	**Application Packaging and Delivery**						

3.1	Application delivery, Software Metering, license tracking and porting to domain connected devices		Devices	2,200			
3.2	Remote Application Access		Users	100			
	<include any other items as appropriate>			....			
4	**Storage & Backup**						
4.1	User Data Network Share of 25 GB		Users	4500			
4.2	Backup & Data Retention for Business Continuity and Compliance		To be included by the Bidder				
4.3	Connectivity (link / bandwidth) from primary site to offsite to backup data[2]		To be included by the Bidder				
	<include any other items as appropriate>						
5	**Internet Access & Network Services**						
5.1	Firewall with High Availability (Min 2 devices)		To be included by the Bidder				
5.2	Proxy with High Availability (Min 2 devices)		Concurrent Users	2,750			
5.3	Load Balancers- (If required for the solution)		To be included by the Bidder				
5.4	Core Switch/Switches/Routers		To be included by the Bidder				
5.5	Resources for connectivity to the proposed solution's public cloud components (if any), EDR, etc. including internet links for 3 years [2]		To be included by the Bidder				
5.6	Resources for connectivity to OneDrive [2]		Concurrent Users	650			
	<include any other items as appropriate>			....			
6	**Information Security for Endpoints**						
6.1	Next Gen End Point Security (EDR) for end points		Devices	2,200			
6.2	Next Gen End Point Security (EDR) for proposed server/ storage infrastructure		To be included by the Bidder				
6.3	Desktop & Laptop data encryption (if applicable)		Devices	1400			Refer Section VI – Clause 30

6.4	Privilege Access Management (PAM)		User accounts	50			
	<include any other items as appropriate>						
7	**UPS**						
7.1	Redundant UPS power for all backend infrastructure including environment control of UPS room [3]		To be included by the Bidder				
	<include any other items as appropriate>			....			
8	**Any other requirements to provision the Solution which covers the mandatory requirements (To be included by the Bidder)**						
8.1	Other requirements (to be included by Bidder)		To be included by the Bidder				
8.2	Other requirements (to be included by Bidder)		To be included by the Bidder				
	<include any other items as appropriate>			....			
9	**All other related services (Staff, Technology Support & Implementation)**						
9.1	Cost of installing & commissioning the system/solution with all required accessories and labor		To be included by the Bidder				
9.2	Maintenance & Support of the system/solution including spares through a Service Level Agreement for 3 years to meet the service levels stated in the Bid document		To be included by the Bidder				
	<include any other items as appropriate>			....			
10	**Insurance**						
10.1	Cost of Insurance covering all equipment on natural or accidental damages during the 5years contractual period		To be included by the Bidder				
	<include any other items as appropriate>						
	All-inclusive total project cost for 36 months (3 years)						

The proposals of the Local bidders should be submitted in Sri Lankan Rupees (LKR) and foreign bidders should submit the proposal in foreign currency. 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.** If this date falls on a public holiday the earliest working day prior to the date shall be applicable. **This conversion rate will apply on all payments to be made to the successful Bidder during the Contract period of 03 years. All payments to local bidders during the Contract period of 03 years will be made in Sri Lankan Rupees (LKR) using the selling rates as published by the Central Bank of Sri Lanka prevailed at the date of closing of bids.**

Payment term: Managed Service model for a period of 3 years – Quarterly in arrears with 45 days credit from the date of invoice over the 3-year period

Bid Validity :…………………………………………………

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

Acceptance for the conversion rate above if quoted in foreign currency: Yes/ No

Acceptance on 10% performance security :…………………………………………………

Implementation lead time : ……………………………………………………………………………………………………

Available locations for inspection of the proposed solution/service :……………………………………………………………………………………………………..…

Method of payment :

Bank details :

Head Office :

Account Name :

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

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

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

Date : ……………………… *[insert date]*

Section IV - Annex B-II - Optional Items

(The below prices are for future reference only. These cost components will not be considered for the final evaluation of the proposals)
Proposals for Provisioning of a Desktop Management Solution for SriLankan Airlines.
Reference No: **CPIT/ICB 02/2021**

Line Item Number	Description of requirement	Unit of Measure	Qty	Unit price	Total cost	Remarks
1	Advance Network Access Control (NAC)	Devices / Users	2200 / 4000			
2	Zero Clients (ZC)/ Thin Clients (TC) - as per specification 2	Devices	50			
3	Zero Clients (ZC)/ Thin Clients (TC) - as per specification 3	Devices	50			
4	Digital Workspace	Devices	200			
5	Disaster Recovery Solution	To be included by the Bidder				
5.1	Virtual Desktops and Application Delivery	Devices	400			
5.2	Remote Application Access	Users	200			
5.3	Standard Laptops	Devices	200			
6	Data Leakage Prevention (DLP)	Devices	2,200			
	<include any other items as appropriate>					

Section IV - Annex B-III - Additional Services/Items

(The below prices are for future reference only. These cost components will not be considered for the final evaluation of the proposals)
Proposals for Provisioning of a Desktop Management Solution for SriLankan Airlines.
Reference No: CPIT/ICB 02/2021

Line Item Number	Item Description	Unit price	Remarks
1	Desktop Computer as per specification provided		
2	Enterprise Standard Laptop/Notebook as per specification provided		
3	Enterprise High-end Laptop/Notebook as per specification provided		
4	Zero Clients (ZC)/ Thin Clients (TC) - as per specification 1		
5	Zero Clients (ZC)/ Thin Clients (TC) - as per specification 2		
6	Professional Laptop Bag		
7	Optical Wireless Travel Mouse		
8	USB Keyboard		
9	USB Optical Mouse		
10	Inbuilt Keyboard of Laptop		
11	Inbuilt Touch Pad of Laptop		
12	LCD Screen of Laptop		
13	Docking Station for Enterprise High-end Laptop/Notebook (without Keyboard/Mouse)		
14	RAM Upgrade by 8 GB for Desktop Computer		
15	RAM Upgrade by 8 GB for Laptop		
16	LCD 23" Wide Screen Monitor		
17	LCD 19" Non-wide Screen Monitor		
18	DVD drive (External or Internal)		
19	Storage Upgrade by 1TB SSD for Laptop		
20	Storage Upgrade by 1TB SSD for Desktop		

21	Storage Upgrade by 512GB SSD for Laptop			
22	Storage Upgrade by 512GB SSD for Desktop			
23	VGA adapters/Cards with Multiple outputs			
24	External speaker for ZC/TC			
25	RAM Upgrade by 2 GB Per Device (VD)			
26	RAM Upgrade by 4 GB Per Device (VD)			
27	RAM Upgrade by 8 GB Per Device (VD)			
28	Additional vCPU (VD)			
29	Additional 128 GB Storage with 500 IOPS (50% R/W) (VD)			
30	VGA Support for VDs			
31	Additional Storage for Users by 10 GB			
32	Additional Storage for Users by 25 GB			
33	Additional Storage for Users by 50 GB			
34	Additional Storage for Users by 100 GB			
35	Virtual Desktop			
36	USB – C (Type C) to RJ45 adapter			
37	HDMI to VGA adapter			
38	On-Site Support staff (Day Shift) at Mattala Airport			
39	On-Site Support staff (24x7x365) at Mattala Airport			
40	Remote Desktop Access - one user License			
41	Privilege Access Management (PAM) for one user account			
	<include any other items as appropriate>			

Section IV – Annex C

Bid Security/Bank Guarantee

[This Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]
--------------[insert the issuing agency's name, and address of issuing branch or office] ----------

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

Date: _____

BID GUARANTEE No: -------------*[insert (by issuing agency) number]*

We have been informed that ---------*[insert (by issuing agency) name of the Bidder; if a joint venture, list complete legal names of partners]* (hereinafter called "the Bidder") has submitted to you its bid dated **-------------***[insert (by issuing agency) date]* (hereinafter called "the Bid") for the Provisioning of a Desktop Management Solution for SriLankan Airlines, Under Invitation for Bids No.-------*[insert IFB number]*(" the IFB").

Furthermore, we understand that, according to your conditions, Bid must be supported by a Bid Guarantee.

At the request of the Bidder, we ---------- *[insert name of issuing agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *LKR 5,950,000 – Sri Lankan Rupees Five Million, Nine Hundred and Fifty Thousand* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) has withdrawn its Bid during the period of bid validity specified; or

(b) does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or

(c) having been notified of the acceptance of its Bid by SriLankan Airlines during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or (b) if the Bidder is 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, otherwise it will remain in force up to 29 August 2022.

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

_____
[signature(s) of authorized representative(s)]

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Section V – Schedule of Requirements

Line Item Number	Description of items	Unit of Measure	Qty	Destination	Delivery Date (Based on the project implementation on timelines
1	**End User Devices & Virtual Desktops**				
1.1	Desktop Computers as per specification provided	Devices	680		
1.2	Enterprise Standard Laptops/Notebooks as per specification provided	Devices	700		
1.3	Enterprise High-end Laptops/Notebooks as per specification provided	Devices	20		
1.4	Virtual Computers as per specification provided	Devices	800		
1.5	Zero Clients (ZC)/ Thin Clients (TC) - as per specification 1	Devices	800		
1.6	Microsoft VDA Licenses [1]	Devices	800		
1.7	Microsoft Licenses (Other than VDA & Desktop/Laptop OS) [1]	To be included by the Bidder			
	<include any other items as appropriate>		....		
2	**End Device Management**				
2.1	Software Maintenance and Service Support for Endpoints & VDs	Devices	2,200		
2.2	Licenses for End Device Management & Asset tracking System	Devices	2,200		
	<include any other items as appropriate>		....		
3	**Application Packaging and Delivery**				
3.1	Application delivery, Software Metering, license tracking and porting to domain connected devices	Devices	2,200		
3.2	Remote Application Access	Users	100		
	<include any other items as appropriate>		....		
4	**Storage & Backup**				
4.1	User Data Network Share of 25 GB	Users	4500	IT Division SriLankan Airlines	
4.2	Backup & Data Retention for Business Continuity and Compliance	To be included by the Bidder			
4.3	Connectivity (link / bandwidth) from primary site to offsite to backup data [2]	To be included by the Bidder			
	<include any other items as appropriate>				
5	**Internet Access & Network Services**				
5.1	Firewall with High Availability (Min 2 devices)	To be included by the Bidder			
5.2	Proxy with High Availability (Min 2 devices)	Concurrent Users	2,750		
5.3	Load Balancers- (If required for the solution)	To be included by the Bidder			
5.4	Core Switch/Switches/Routers	To be included by the Bidder			

5.5	Resources for connectivity to the proposed solution's public cloud components (if any), EDR, etc. including internet links for 3 years [2]	To be included by the Bidder			
5.6	Resources for connectivity to OneDrive[2]	Concurrent Users	650		
	<include any other items as appropriate>		…….		
6	**Information Security for Endpoints**				
6.1	Next Gen End Point Security (EDR) for end points	Devices	2,200		
6.2	Next Gen End Point Security (EDR) for proposed server/ storage infrastructure	To be included by the Bidder			
6.3	Desktop & Laptop data encryption (if other than MS BitLocker)	Devices	1400		
6.4	Privilege Access Management (PAM)	User accounts	50		
	<include any other items as appropriate>		…….		
7	**UPS**				
7.1	Redundant UPS power for all backend infrastructure including environment control of UPS room [3]	To be included by the Bidder			
	<include any other items as appropriate>		…….		
8	**Any other requirements to provision the Solution which covers the mandatory requirements (To be included by the Bidder)**				
8.1	Other requirements (to be included by Bidder)	To be included by the Bidder			
8.2	Other requirements (to be included by Bidder)	To be included by the Bidder			
	<include any other items as appropriate>		…….		
9	**All other related services (Staff, Technology Support & Implementation)**				
9.1	Cost of installing & commissioning the system/solution with all required accessories and labor	To be included by the Bidder			
9.2	Maintenance & Support of the system/solution including spares through a Service Level Agreement for 3 years to meet the service levels stated in the Bid document	To be included by the Bidder			
	<include any other items as appropriate>		…….		
10	**Insurance**				
10.1	Cost of Insurance covering all equipment on natural or accidental damages during the 3 years contractual period	To be included by the Bidder			
	………………………………….				

¹ *SLAL, at its sole discretion, shall have rights to procure these licenses through SLAL enterprise agreement with Microsoft. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from the Bidder's invoices.*

² *SLAL, at its sole discretion, shall have rights to procure links and internet bandwidth through SLAL existing service providers contracts. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from the Bidder's invoices.*

³ *SLAL, at its sole discretion, shall have rights to provide UPS power through SLAL existing UPSes. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from the Bidder's invoices.*

Section VI - Technical Specifications & Compliance Sheet

Name of the Bidder   : ……………………………………………………………………………………
Name of the Principal   : ……………………………………………………………………………………
Name of the Manufacturer   : ……………………………………………………………………………………
Brand   : ……………………………………………………………………………………
Model   : ……………………………………………………………………………………

Definitions and Abbreviations

Following are explanations of terms and abbreviations appearing throughout this RFP.

AD	Active Directory
BOM	Bill of Materials
BYOD	Bring Your Own Device
FOC	Free of Charge
NDA	Non-Disclosure Agreement
POC	Proof of Concept
RFP	Request for Proposal (This document)
SLAL / UL	SriLankan Airlines
TC	Thin Client
UAT	User Acceptance Test
UPS	Uninterrupted Power Supply
ZC	Zero Client

Introduction

The purpose of this RFP is Provisioning of Desktop Management Solution (The Solution) for SriLankan Airlines to provide users a digital environment with rich user experience. Furthermore, The Solution must satisfy compliance and regulatory requirements and provide in depth visibility.

SriLankan Airlines is currently using various mobile devices, Laptops, Thin Clients, Zero Clients and Desktop Computers for enabling corporate data and application access to its users. In addition, SriLankan Airlines intends to introduce Bring Your Own Device (BYOD) practices. The solution is expected to improve the corporate digital environment beyond domain connected and controlled laptops, desktop computers and virtual computers. In addition to enhanced user experience, it is required to enable Application and Data Services over Internet using state-of-the-art technologies.

Therefore, proposed solution for this RFP ("Provisioning of Desktop Management Solution"), is expected to address following functional areas at minimum but not limited to:

a) Provision of Endpoints
b) Endpoint Management
c) Application Packaging & Delivery
d) Digital Workspace
e) Internet Access & Network Services

f) User/Group/Application & Data Storage
g) Provision of Security Controls
h) Provision and Managing of Print Services
i) Compliance to Industry Standards
j) Support & Maintenance

Basic Requirements

1. Scope of Work

The scope of this RFP includes the following and Bidder shall agree to work within the scope defined here.

A. The current desktop environment of Sri Lankan Airlines to be transformed by a mix of products coming together as single managed solution to enhance the end user experience and improve endpoint performances to address expectation set forth by business.

B. The Solution shall be implemented and maintained for three (3) years.

C. Desktop and application delivery as a managed service is expected from reputed Bidders with relevant skills and expertise on delivering, maintaining & supporting similar environments.

D. Identification and recommendation of an appropriate solutions(s), which fits the SriLankan Airlines requirement herein and allows for future growth. Interested Bidders must perform their own comprehensive sizing assessment.

E. The work consists of design, deploy, and manage a private computing environment with end user devices, virtually isolated from the main data center of SriLankan Airlines. This requires a complete study of the present infrastructure, application suite and the hosting environment.

F. **On demand** execution of comprehensive technical proof of concept (POC) on technologies proposed during technical evaluation by shortlisted Bidder/s

G. Assure the compliance with SriLankan Airlines policies and procedures including information security directives and IT service management standards in the delivery and maintenance of the solution.

H. The solution should enable a convenient, on-demand access to SriLankan Airlines applications with minimal management effort from the SriLankan Airlines support team. It is required to provide agile, performing, flexible and satisfactory services for 5000 users and manage 2200 end user devices or terminals with 100+ applications.

2. Proposal Prerequisites

A. The Bidder shall sign an NDA with SriLankan Airlines prior to requesting any confidential information. The terms and conditions in the NDA (Section VI - Annex P) are not negotiable.

3. Sizing and Design of the Solution

A. Bidder should ensure integration of proposed solution with existing environment seamlessly and the coexistence of the proposed solution with present environment at SriLankan Airlines. A network strategy for proposed solutions should be given with no changes to existing network (core infrastructure). Devices will be connecting to SriLankan network though Internet/intranet, VPN, or any public network. Internal Wi-Fi network also could be used for connecting to the environment by any authenticated user. The backend infrastructure should be able to provide required connectivity for these users to allow below described application and desktop services. In **Annex G**, Desktop & Application Delivery Solution Setup is depicted. **Annex F** describes the main access networks and logical separation of different networks.

B. The Bidder shall thoroughly study and understand related parameters, functional relationships in-between, platform dependencies, application portfolio, network segments, traffic flow rates etc. before responding to this RFP. Bidder should validate, clarify and/or obtain additional relevant information, if any, from SriLankan Airlines so that Bidder can extensively identify technical/business requirements to be delivered with Bidder's solution. If required, the Bidder may request additional information within the first 2 weeks after receiving this RFP in compliance with clause ITB 6.1 in Section II. Bidder`s proposal should clearly indicate Bidder`s findings and parameters /assumptions used to design the solution. Bidder should attend to information sessions conducted by SLAL if requested by SLAL. SLAL will have the right to reject the proposals without meeting this requirement.

C. The Bidder holds the explicit responsibility to perform an independent and accurate sizing assessment. The result of such assessment shall be shared with SriLankan in Bidder's Proposal.

D. Design should be carried out with operationally stable latest available technologies using brand-new infrastructure components/devices. SriLankan Airline has the full right to disqualify the Bidder in case of any deviations.

E. Including Virtual Desktops, the solution should support for future versions of windows client operating systems, like Microsoft Windows 11.

F. The Bidder shall provide detailed solution architecture (logical architecture diagrams, physical architecture diagrams, network diagrams, flow diagrams etc.) including main component of the solution.

4. Eligibility of the Bidder

A. Bidder should have relevant industrial experience in terms of provisioning and managing complex environments (Desktop Infrastructure Services having more than 500 users and expertise in last 5 years period (please indicate relevant clientele and project descriptions).

B. Bidder should have completed at least one **other** large-scale (above LKR 300 million) information technology infrastructure project for reputed companies and organizations in Sri Lanka or overseas, in last 5 years. The reference letter given by the customer company or organization with their satisfactions of the provided services should be presented.

C. Bidder should provide such project details including scope of work, project start date, project duration, cost of the project and project engagements with references. The referees should be able to answer a confidential questionnaire and directly submit to Sri Lankan Airlines. Two such customers should be nominated. Bidder should provide details together with Bidder proposals.

D. Bidders experience should be in following areas but not limited to. Bidder should provide adequate evidence about their previous work on below areas and customers` information with their proposal.

> i   End User Devices & End Device Management
> ii   Virtual Desktops & user profile Management
> iii Application Packaging & Delivery and / or Digital Workspace
> iv   Data Storage Solutions & Backups
> v   Internet & Network Services
> vi   Information Security Controls
> vii Provision and Managing of Print Servers
> viii Technological Service Management

E. Bidder shall have adequate skilled human resources to implement the proposed solution completely within agreed timeline and deliver services successfully.

F. Bidder shall agree to change designated human resources during the engagement, and replacement must be in same or above skill level. Minimum Qualifications of Bidder's resource personals for operation should meet described requirements in **Annex I** accordingly. Bidder should provide details of relevant qualifications of its employees with evidence and solid references. If Bidder do not have requested competencies in all areas for the operation, Bidder should agree to acquire all required competencies within three months after the award of contract by recruiting new employees or training and certification of employees. Successful completion of this task to the satisfaction of SLAL shall be a prerequisite to commence the UAT Process.

G. The Bidder should provide proof of financial and economic capacity of the Company with a minimum turnover per annum of LKR 1000 million and furnish audited financial statements for the last 03 years.

H.   Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this RFP.

5. **Bidder Proposals**

A. SLAL employees/users are having many different requirements due to nature of their duties, responsibilities, working locations and compatibility with other available resources. It is required to have right product & service mix to provide the cost effective and most productive solution. Figure in **Annex D** represent high level architecture of the required solution (Logical Product service Mix). High level summary of the product Mix is presented in **Annex E.** Bidder should provide all the required products and components as mentioned in the RFP. Total number of users in the environment is 5000.

B. Bidders shall provide pricing for all options mentioned in Section IV.

C. Interested Parties should submit proposals with **Mandatory Requirements & Optional Requirements** along with separate financials for each component/option if any cost involves. It is essential to cover both mandatory and optional requirements in the proposal. The proposals without **optional requirements** may not be considered for evaluation.

D. Also, Bidder should provide unit value/unit cost for optional requirement after the initial deployments and for additional options. Bidder shall provide details in line with the layout in **"Section IV Annex B-II Optional Items"** to provide the breakdown of financial charges for (monthly basis / onetime payment) the proposed solution. The proposals without **Optional Requirements** may not be considered for evaluation.

E. Bidder needs to provide cost structures in the format given in **"Section IV Annex B-III Additional Services/Items"** for accessories and upgrades of physical infrastructure and service components. The proposals without **Additional Requirements** may not be considered for evaluation.

F. The Bidder shall clearly identify and detail the dependencies, such as licenses, data links, and efforts for the implementation/integrations which are not covered in the RFP. This is a compulsory requirement.

G. Bidder should include support infrastructure such as Storage, Hosting Servers, Cloud Components, Switches, Load balancers, Server racks/cabinets, cables and accessories and other hardware components which are required in Bidder`s proposal.

H. Bidder should include redundant UPS requirement for backend infrastructure and provide estimated power consumption with Bidder`s proposal.

I. Direct Support from manufacturer, principle, or supplier through back to back agreement is a must for each service component. Principle's letter(s) confirming the requirement shall be attached to the proposal.

J. The Bidder should ensure minimum impact to the SLAL network performances by incorporating the proposed solution. Any increase in resource requirement such as internet bandwidth, firewall,

proxy, routers, switches, storage etc. to be addressed by the Bidder without any cost escalation to SLAL. Please indicate such areas and solutions identified in the proposal.

K. Only Data Center space will be provided by SLAL for Bidder to implement the solution. Bidder shall specify the space (number of racks provided by the Bidder) and cooling requirement (in BTU).

L. The specifications provided in this RFP are the minimum requirements of SriLankan Airlines. The supplier must meet or exceed these specifications to meet the actual requirements.

M. All the major components (except Zero Client and Thin Client) of the solution must be top rated recognized as leaders in respective field by one or more leading independent market research organizations such as Gartner, IDC, Forrester etc. in their most recent publication. Bidder shall attach evidences in the proposal to confirm this requirement. Failure to do so will disqualify the proposal for further evaluations

N. The core product knowledge articles, troubleshooting documents, admin guides, installation guides, and manuals should be made available to SLAL team by Bidder from the beginning of the evaluation and thereafter.

O. Comprehensive and elaborative proposal with relevant technical documentation with explicit reference to compliance statement should be submitted. The proposal should clearly explain the solution & its architecture addressing each point mentioned in this RFP document.

P. A point by point compliance to the requirements laid down in sections of this RFP **including annexes** is essential for the proposal to be taken into evaluation process. The Bidder should completely fill **Annex Q** and **Annex R**, including the remarks column, stating in relation to each statement point of the given requirements & specifications of this RFP, whether the proposed solution is fully complied, partially complied or noncompiled. In case of partial compliance any alternate method of realization should be clearly stated with illustrations and explanations justifying the deviation from the technical specifications. Also, any limitations should be clearly mentioned in the compliance statement. The remarks column should not be kept blank even if the term is "Complied"; use the column to detail out how the requirement is achieved. Completing the compliance statement, which constitute the primary point of information for proposal evaluation, is a prerequisite for the evaluation. All responses which do not satisfy this requirement will not be considered for evaluation. Bidder may attach required amendments as annexures if required.

6. Mandatory Documents

It should include Mandatory Documents mentioned following but not limited to.

	Mandatory Document	Remarks
A	Compliance Sheet	- Including Digital Copy-Excel Annex Q (covering all the clauses in Section VI of this RFP) & Annex R should be filled and submitted. Bidder essentially needs to include and address all the terms which are mentioned in Section VI of this RFP to be eligible for technical evaluation in Bidder's compliance sheet of Bidder's proposal. Should submit hard copies as well as soft copies.
B	Non-disclosure Agreement	- Signed by Respective Authority
C	Report on sizing and Designing of Solution	Comprehensive report on independent sizing exercise, methodology and results
D	BOM	1. Comprehensive Bill of Material 2. Spare and backup stock list
E	Project Plan	Detailed project plan indicating all milestones with aggressive timelines. Must reflect logical deployment phases. Also, should include Schedule of preventive maintenance.
F	POC Proposal	Scale and plan to conduct Proof of Concept
G	Company information & Referrals	1. Desktop Infrastructure Services having more than 500 users and expertise in last 5 years period. 2. Minimum of one other reference for IT infrastructure project of large scale (300 Mil LKR), completed within last 5 years Work Location /Company Contact name and telephone number Start Date, End Date, and duration of contract Nature of the deployment Services Provided Project cost
H	Main technological partners support	Manufacturer Authorization Letter conforming the authorize partnership.
I	Bidder's Financial Reports	Last three years financial statement of the Bidder

J	Bidder's Competency and skilled resources	Skilled Human Resource Allocation for deployment, maintenance & support of proposed solution which include following details at minimum.
		Skilled technical resources allocation.
		Project management resources allocation.
		Experience of similar projects.
		Deployment certifications from the principle for the proposed solution.
		Related Technical skills
		Detail curriculum-vitae of all proposed resources
K	Details of the Technical Solution	Details of technical specifications of products & product catalogues and details of any software versions & releases to be provided.
		Other Technical Specifications of Products used to deliver the solution
J	Financial Proposals	Should submit Along with Bidding Forms provided in Section IV Annex B-I, BII, & B-III

7. **Proof of Concept**

A. Bidder should carry out complete POC to demonstrate the viability of the solution for Sri Lankan requirements if requested by SLAL. All mutually agreed requirements to be demonstrated in the POC and required to be completed within 4 weeks. The total POC cost should be borne by the Bidder. Bidder must provide monitoring capabilities at POC and access for these monitoring tools to SriLankan Airlines. Bidder should provide detailed report based on POC which should include required capacity planning and should assure higher or similar system performance if the contract is awarded.

8. **Contract Award**

A. SriLankan have the right to purchase full or part of the solution from any Bidder depending on the quality and the cost of the proposal.

B. SriLankan Airlines has right to change the device/product mix based on the experiences to be gathered at the delivery of services in the POC while maintaining total requirement.

C. Total order quantity might vary by ±15% at the time the Contract is awarded regardless of success of each service in the POC. There is a possibility of change of user count by ±10% and please identify and clearly indicate areas where cost reduction can be achieved if the user count is reduced.

9. Project Implementation

A. A dedicated project manager with a team shall overlook the project delivery.

B. Project should be completed within 5 months of issuing the letter of intent or purchase order by SLAL. Any delay in project completion will lead to service credits as described in Service Levels & Service Credit Scheme.

C. User Acceptance Test (UAT) will be carried out by Bidder and SriLankan Airlines and it can be started soon after complete and successful deployment of each service Component. Implementation is considered as completed only after receiving User Acceptance.

D. Proper User acceptance test need to be prepared in coordination with SriLankan Airlines which reflect both alfa (before releasing the product to users by internal teams) & beta (by real users of the system) acceptance tests considering followings.

> Project Team Awareness / Preparations
> UAT Team Preparations
> Test Preparations
> Test Execution & Evaluations

E. Project team shall be available on-site, at least one month, after the go-live to support and smooth transfer of system to operations team.

10. Billing & Financials

A. Monthly customized detailed bills for each Division/Department should be made available with inventory/asset details for products and services provided to that Division/Department by the Bidder in addition to the monthly summary of bills/details with cost breakdown indicating cost for each product and service component. Bidder shall provide invoices in line with Annexes B-I, B-II and B-III to provide the breakdown of monthly or onetime payment.

B. Bidder need to provide cost structures as defined in Section IV Annex B-III for devices, accessories and upgrades of physical infrastructure and service components. Costs shall be pre-agreed for devices, accessories, standard repairs, and loss of items, upgrades of system and new device / new virtual Computer / new service deployments throughout the agreement period. Such cost should be at market value or lesser with same level of products or services in Sri Lanka if not particularly defined in the agreement.

C. SriLankan Airlines has right to deduct service credits from the monthly /quarterly invoice or may separately invoice to the Bidder.

D. It is Bidders responsibility to maintain up to date asset/ device inventory which help Bidder to provide accurate Billing. Refer clause 25 "Report and Dashboards" and clause 23 "Proactive System Monitoring & Reporting" under "Management and administration" Section for more details.

Endpoints & Virtual Desktops

11. Provision of Endpoints & Virtual Desktops

A. Users should be given latest Microsoft Windows Operating System (OS) installed Desktop Computers, Laptops, and Virtual Desktops (with Thin Clients or Zero Clients) which are connected to the local Microsoft AD and Azure AD for centralized authentication, administration, and policy maintenance on them.

B. Desktop Computers, Laptop Computers and Virtual Computers need to support all general applications on them. Latest Microsoft Office Package, Adobe Products, Collaboration tools like MS Teams, OneDrive etc. could be considered as few examples.

C. Any Authorized and authenticated user should be able to log in to devices running Windows OS which are connected to SriLankan Domain using their active directory or Azure Active Directory account.

D. Bidder should agree to support Minimum of 25 Virtual Computers with Linux OS and should provide same experience as Windows Virtual Computers as a pilot project. Proposed VDI solution should be capable of replacing Windows OS with Linux for an identified set of VDs on request.

E. Virtual Computers should be accessible from Dummy Devices (like TC and ZC), a browser (without any additional downloads, launchers, intermediate websites, or storefronts) and any other external and internal devices over RDP or PCOIP or HDX or similar protocols. Shared or dedicated Virtual Computer sets with different base images should be provided. This should ideally provide domain connected/standalone/internet connected Desktop Computer experience to users over Internet or intranet. This will include providing required desktop environment and maintaining updates, providing related facilities (Space for User Data, Profile and Email cache/ ost file Management, Mapping network printers, Provisioning applications in VDs etc.) for an excellent user experience.

F. Bidder shall critically consider requirements like profile redirection, email cache (OST file) redirection, email indexing, etc. in VD environment and should come up with industry standard solutions that will improve the performance of VDs and user experience. The Solution shall capable of managing email cache (ost) file efficiently and effectively for Virtual Desktop users. Ost file and email Indexing should not be recreated for each login, reset of Virtual Desktop etc.

G. The solution shall allow users to create customizations that follow them from session to session. User customizations should follow users as they switch devices, or their virtual desktop is destroyed and recreated.

H. The solution shall allow users to use "Switch User" option on Windows OS on selected Virtual Desktops. It is also required to automatically save previous user profile before switching the user.

I. The solution shall allow users to access a set of Virtual Desktops using "common AD account". A particular common account should be able to use for accessing multiple VD sessions at same time by multiple users and each desktop session should work independently.

J. There should be a mechanism to convert a set of desktop/laptop/Virtual desktop to lockdown mode where only a single application or a selected set of applications need to be access.

K. The solution shall support to restrict saving certain file types (for example video and audio files) on network storage by selected users.

L. Virtual Desktops which are access from ZC/TC should be supported USB storage devises (USB portable Hard Disks), USB DVD/CD drives, USB Cameras, USB Printers, USB Scanners & USB Flash Drives, or any other devices directly connected to ZC/TC.

M. Device Redirection should be supported for Virtual Desktops which are access from laptops and desktops while supporting USB storage devises (USB portable Hard Disks), USB DVD/CD drives, USB Cameras, USB Printers, USB Scanners & USB Flash Drives or any other devices directly connected into laptops and desktops.

N. Drives and Folder redirection should be supported for Virtual Desktops which are access from laptops and desktops. Users should be able to modify existing files and create new files in redirected drives.

O. Printing and scanning solutions need to be accessed from any domain connected device where facility is authorized. Printing and scanning devices are connected to internal network or to end user device directly. The user (using the end user device) should be able to print and scan using his applications or virtual desktop/Laptop/Desktop.

P. Mapped network printers and related user settings (default printer) should be always available in a user profile after logoff, restart, shutdown, or maintenance activity of the assigned desktop while providing consistence and personalized user experience.

Q. There should be a mechanism to map printers automatically that are physically near to the user location (location-based printing), enabling users to print to nearest network printer from their desktop, laptop, or virtual desktop.

R. The solution shall support automated power management, create customized power schemes for end devices from a central point to save energy. For example, dim/power off the display, go to sleep mode, hibernate etc. when end device is idle. Any working files/data should not be lost. The solution shall also support to exclude some end points from power management schemes.

S.   The Bidder shall transfer user data on existing end devices to new end devices.

T.   All the additional devices, accessories & components given in Section IV Annex B-III to be provided by the successful Bidder as and when required during the period of the agreement. SLAL will have right to purchase such devices/items/accessories from a vendor other than Bidder in case Bidder has failed to deliver on request or available in the market at a lower price. However, Bidder must continue to support such devices/items/ accessories once installed or purchased by SLA to the system.

U.   Annex K defines the required specifications for Laptops, Desktops, Thin clients, Zero Clients, Monitors and Virtual Computers. **Bidder should comply all the requirements given in Annex K.**

V.   Bidder should maintain minimum of 1 device or 2% of total number of each end user devices (except for high-end laptops where minimum of 2 devices required) whichever is higher as onsite backup which should be replenished within 48 hours. Proposed spare/backup equipment list covering all the hardware components shall be attached to the proposal as part of Bill of Material (BOM).

W.   At its sole discretion, SriLankan Airlines, should have a provision to acquire the end user devices at the end of 3 years term on free of charge (FOC) basis or should have provision to purchase them paying only the value after depreciation at a termination considering linier depreciation cost of 33.3% per annum. All laptop computers, desktop computers, and ZC/TC will be considered to have a lifecycle of 3 years. Prices provided in Additional Services/Items in Section IV Annex B-III by the Bidder will be considered in this case as the initial value of the device.

X.   Bidder should provide any number of additional user devices and /or including services at request of SriLankan Airline within the agreement period subjected to agreed cost.

12. **Regular Upgrades to Endpoints & Virtual Desktops**

A.   Year on year specification of Desktops and Laptops, need to be revised for **new requests** to represent the performance of industry standards in each category. Required specification/features mentioned in Annex K of this RFP should be reviewed regularly or annually and both parties should agree on the specifications. The end user device models to be reviewed every year by Bidder and SLAL and agree for the proposed device well in advance. POC to be carried out with the proposed models at least 3 months prior to the requirement or 3 months prior to annual review.

B.   After First 3 years Bidder should match the performance of end user devices and their features with existing market standard devices at the time and should allocate adequate resources to upgrade the resource and performance in them. The Bidder shall provide cost for such upgrades as an Additional item in Section IV Annex B-III.

C. Any other improvements needed to system/ devices should be discussed and agree with SriLankan Airlines to avoid any performance degradation or service interruptions after reasonable usage period.

13. Endpoint Management

A. The bidder shall provide unified end device management solution which help to manage desktop computers, laptops, mobile devices etc. from a central location.

B. Device Deployment, Replacement, Transfer, Disposal, Storing, Repair, or any other work related to End points should be performed by the Bidder within service levels. Also required device tracking, documentation, CMDB/component database update & Verification must be handled by the Bidder.

C. It is required to maintain the OS, applications, data, service delivery platforms etc. active and seamlessly connected, while securely managing user profiles in those devices. Special Operating System builds (Images) for Virtual Computers/Laptops/Desktop Computers need to be deployed at request. Creation & Setting up of required number of builds during the contract period need to be done by Bidder as per the directions given by SriLankan IT Systems. (Computer disk image building, patch management, software installation, user & device policy management, user experience, monitor software usage, manage asset and licenses etc. to be considered). Bidder should manage these builds with version control and should maintain them to be used whenever required. Bidder shall come with a solution to reduce the number of builds (images) under management without impacting to deployment of different business applications to different user segments.

D. In addition to internally connected end devices, the Solution shall also support patch management of internet connected end devices (for example, work from home (WFH) users` and overseas office users` devices)

E. Bidder shall mutually agree with SLAL and mange application delivery for any laptops, desktops which will be outright purchased by SLAL in future from any vendor.

F. Bidder shall mutually agree with SLAL and create and deploy Builds (images), install/patch/update SW/Applications/OS for laptops, desktops which will be outright purchased by SLAL in future from any vendor.

G. Support needed to be provided for any standard revision or application or resource upgrade in supported devices and in VDs (CPU/Memory/Storage/Network).

H. All devices should be managed independently from the current services and products used in the environment providing the freedom to users to act freely.

14. **Centralized Service, Asset, Configuration and Application Management System for Endpoints and Virtual Desktops.**

A. Bidder`s solution shall provide centralized automated Service, Asset, and Application management capabilities for each type of Endpoints and Virtual Desktops.

B. The system should provide all management data necessary to manage the resources securely and optimally.

C. The system shall maintain accurate up to date end device registry with its ownership. This will also assist support staff to do IT Asset Clearance when staff moves to other division or exit from SLAL.

D. Proposed solution should provide a comprehensive performance measurement, patch management for device firmware and OS patches, application packaging capabilities which will be distributed and managed from centralized repository.

E. Fast deployment of shortcuts, wallpapers, news alert and notification display on for internally and externally (over Internet) connected devices (Desktop Computers/laptops/Virtual Computers/official mobile devices) using policies should be available.

F. A remote assistance solution should be incorporated to support users whenever required. This should be supported in both internal and external networks and facility should be enabled from any internal or external team to support the user securely.

G. Cost for any system/tool to manage and track end devices, licenses, software meeting etc. should be include in Section IV-**Annex B-I**.

15. **Application Packaging and Delivery**

A. The application virtualization and porting for internal network shall enable users to connect to applications and user desktops using any intranet connected devices (Laptop/Desktop/Virtual Desktops/TC/ZC). Application and Data Services should also be extended to Laptop/Desktop/Virtual computers. End users should have proper access to the applications without compromising performance and information security to increase their productivity/efficiency. The solution may incorporate multiple technologies to provide the outcome without compromising performance, usability, and maintainability.

B. The application virtualization and porting for Domain Connected Devices should support all applications and services which are running in current environment at SLAL. It should support any new application to run on existing platforms or Microsoft windows operating systems. Applications may be client-server, web based or stand-alone and should be able to deliver to Virtual Computers, Desktop Computers, and Laptop Computers while connected to intranet.

C. There is mainly 100+ applications including very critical 20+ business applications. However, Bidder should support up to 200 applications altogether. These applications depend on platforms like Java, Dot Net etc., (different versions of them) and different versions of IE or other browsers. 70% of the main applications are web based, hosted internally and externally. The backend database servers/ app servers are in internal or external datacenters or on cloud while some applications use remote access technologies to deliver the application to user. In **Annex H** the number of applications in each category are provided. All applications are supported on Microsoft desktop platforms hence the proposed solution should be capable of supporting applications compatible with MS client OSes.

D. Solution should support current enterprise-wide products like Microsoft Office 365, MS office, MS Teams, OneDrive etc. and should be able to provide all the capabilities of it without compromising performance and usability on all end devices including Virtual Desktops while being compatible with update/upgrade cycles.

E. Solution should support provisioning and rollout of standard and specific commercial applications (Adobe, MS Office, chatbots, collaboration and social media tools like Zoom, MS Team, Google meet etc.) and Licensing need to be managed for all user devices & users in domain environment (at the level of provisioning and delivery of applications).

F. Application virtualization/porting need to be deployed on existing SriLankan Airlines owned devices and new devices (provided by the Bidder) as well.

G. Application virtualization/porting should support on all windows operating systems and platforms. Also new Microsoft operating system versions should be supported.

H. At times, it is required to provide various versions of same application to a user. It is required to support different application or different versions of same applications running on end device which is having incompatible platforms (for example one application to be run with Java 6 and another application to be run with Java 7 on same end device/ VD).

I. Application virtualization and porting should provide application interoperability within the logged in computer as on Microsoft Windows computer with some applications locally installed (e.g.: Initiate IE browser session from a hyperlink in windows from Adobe PDF, Initiate Opening saved Microsoft office documents from the IE browser/word documents, Support interaction between office packages as normal).

J. Users should be given a functional and user-friendly desktop environment where SLAL will need to introduce new technologies/ tools to user for improved performance, efficiency, collaboration, and Work from Home at lesser cost while fulfilling the customer expectations. Graphical interface needs to be changing and up to date with great look and feel to enable alerting/News bulletins/KPI Display/application access. User experience and desktop background and behavior should be similar in all the devices (Laptop Computers/Desktop Computers/Virtual Computers including all the SriLankan Airlines' Desktops & Laptops). Also, whenever user changes his /her preferences in

application or environment settings (user profiles) it need to be applied to all devices that user interacts with.

K. Applications should be delivered or made available through intranet (LANs and WAN of SriLankan Airline) to authenticated users using secure channels. Users connected to the network internally or externally should be able to use their applications on any logged in device by default whenever they need.

L. It should be possible to access applications from multiple terminals at the same time for users.

M. There should be a mechanism/solution to provide application remote access for 100 of users (with expansion capability) to make access to any internally available applications over Internet or intranet from any standard user device without using a Virtual Desktop and without limiting the features of the application.

N. The Bidder shall provide costing for additional remote access license in Section IV Annex B -III

O. The Bidder shall agree to test All new releases or modifications to the system in the TEST environment provided by the Bidder before enabling those to the users.

16. Network User Data Storage

A. Up to 4500 users shall be able to keep 25GB of data (need to increase up to 100 GB on request for 5% users) in internal Network Drive or Folder and should be able to access from the internal network from his logged in device. Users should be able to access their official data, using any domain connected device with required security levels.

B. User Data growth on Network drive per year is 15% - 20%. Current average capacity of User Data is 15 GB (per user). This is in addition to the user profile and email cache (ost file) capacity. The Bidder shall provide and manage user data, user profile and email cache separately.

C. A set of users (concurrent 650) will use Microsoft OneDrive to store their Data after implementing new Desktop Management Solution. The Bidder`s solution shall provide required link (bandwidth) to upload and sync this Data. Local copy of OneDrive data shall be in user`s laptop/desktop computers.

D. It should provide the facility to share data over the network with other users based on AD security groups or AD user accounts.

E. Security and Protection to be provided for User Data Storage.

F. Snapshots and backups should be maintained as defined in clauses 36 (Backup, Retention & Redundancy).

17. Provision and Managing of Print Services

A. Bidder shall provision and manage Windows print server cluster based on an automatic failover strategy. The print server cluster should provide driver level high availability for existing print devices in SLAL.

B. The print cluster should be able to support up to 300+ network connected printers such as Laser jet printers and Multifunctional photocopiers etc. SLAL occasionally add new print devices to the network and Bidder must continue to support such devices.

C. SLAL shall provide available print driver packages from OEM manufactures for existing and new devices. Bidder shall maintain a printer driver repository, and there should be a mechanism to conduct driver compatibility test prior applying them to production environment.

D. Bidder shall fully manage all print server related services including installing new drivers, updating drivers, mapping printers to user profiles, and troubleshooting etc.

E. Proposed solution should be capable of supporting MS client operating systems including Win7 / Win8.1 / Wn10, and all shared printers should be accessible through laptop/Desktop/VD/ZC/TC connected to the local network.

F. All printers should be shared using internet printing feature and remote users should be able to access their network printers through the internet and Internal Wi-Fi network.

G. There should be a mechanism to monitor print queue, spooler proactively and action accordingly.

H. The Bidder shall agree and provide access to SLAL authorized staff to do first level of troubleshooting on print services. (for example, delete print jobs etc.)

Secure Network Services & Internet Access

18. Secure Web Gateway

A. The Solution should consist of Secure Web Gateway with the Specifications provided in **Annex M.** It is required to provide all the features requested in **Annex M** with detailed cost breakdown for each component or licenses with compliance to each term given.

B. The Bidder needs to manage the Secure Web Gateway as per requests of SLAL. The support and maintenance to be carried out by the Bidder meeting agreed service levels. All necessary rights to be available to SLAL team and successful Bidder should provide necessary training & documentation so that SLAL team can fully manage the system as and when required.

19. Next Generation Firewall

A. Whole inbound and Outbound Internet traffic of Virtual Desktops, Desktops, Laptops & Sri Lankan Airlines Environment should be protected by Next Generation Firewall. The solution should provide all the features defined in **Annex N.** It is required to provide all the features requested in **Annex N** with detailed cost breakdown for each component or licenses with compliance to each term given.

B. The Bidder needs to manage the Next Generation Firewall as per requests of SLAL. The support and maintenance to be carried out by the Bidder meeting agreed service levels. All necessary rights to be available to SLAL team and successful Bidder should provide necessary training & documentation so that SLAL team can fully manage the system as and when required.

Management and Administration

20. Identity Management

A. The solution must entirely rely on AD as the primary source of authentication for end users and administrators (to cover entire operation and maintenance).

B. The solution must support, AD security groups-based permission assignment for end users and administrators (to cover entire operation and maintenance).

C. All endpoints/servers must manage (enforced with policies) centrally via AD and Azure AD or suitable Mobile Application and Device Management (MADM) platform provided by the Bidder.

D. Solution must rely on certificate-based authentication for applications and services.

E. Solution must tightly integrate with Identity and Access Management (IAM) platform (for example Microsoft Identity Management – MIM or any other) to support,
- automated application provisioning to endpoint, based on user profiles (reflected via AD security group)
- automated application access and roles provisioning, based on user profiles

(reflected via AD security group)
- end user group AD membership management
- self-service password management

21. System Administration & Administrative Access Control

A. System Administration for servers, network devices, storage etc. should be provided with the secure infrastructure & centralized management. Also, centrally controlled Server Management should be provided.

B.   The Solution must provide a role-based access control with granularities. All Administration accounts should be managed centrally, and role-based access should be configured on all servers and network devices. Access to devices must be audited authenticated, authorized, and logged.

C. The Solution must allow administrators to define roles based on job functions and appropriate levels of access to functionality.

D. The Solution must integrate with Active Directory for user authentication and AD security group-based authorization.

E. Solution must support restrictions on source IP of administrative access.

F. The Solution must have search option in GUI to search configuration options and should directly take administrator to configuration window of search result by clicking on search results.

G. The Solution must have an easy to use, searchable interface.

H. The Solutions should have the option to add exceptions for network and services.

I. The Solution must support detailed user activity auditing and must forward comprehensive logs to Security Information and Event Management system.

J. Bidder shall provide review access to authorized SLAL IT team for all IT security controllers (eg: Firewall, Proxy, EDR etc.) of the Solution.

22. Proactive System Monitoring & Reporting

The Solution shall provide all below Proactive System Monitoring & Reporting requirements.

A. Centralized and comprehensive monitoring with facility to set threshold limits & alerts and reporting facility including CPU usage, memory usage, and storage IOPS usage for each application on each device need to be included.

B. Accurate Reporting and Monitoring systems need to be in place to provide in detail information about network, system, links performance, utilization and stability related to the solution.

C. Timing & Performance related to boot, login, application loading, and other process should be measured and presented.

D. Centralized monitoring (including comprehensive detail and user/device level granularity) with alerting and logical troubleshooting methods to be implemented with use of proper tools. Alert should be made fully available to SriLankan Teams.

E. Automated & Simplified Dashboards and Data related to Virtual Computer Infrastructure, Application usage, End Device usage and tracking, Patch update levels, Virus Protection levels need to be available for any authorized person (IT or non-IT) to access.

F. Daily, Weekly and Monthly automated customized reports with any of above details in dashboard need to be configured.

G. Comprehensive asset tracking & management and usage statistics of desktops, laptops, ZC/ TC & applications shall be made available to Monthly bill of different departments/ divisions within the SriLankan Airlines. In addition to that the system should capable of providing reports/dashboard on all end points and virtual desktops. Below are few sample reports.

> Up to date end point distribution (location /department / division / owner etc.)

> End points which are online / offline

> End points which are offline for more than x number of days.

> Usage of Virtual Desktops in different pools

H. SLAL should be able to obtain customized usage reports (software metering, access logs, usage reports etc.) at any time. Also, periodic, and ad-hoc usage reports and relevant statistics of resource utilization shall be provided by Bidder as and when requested by SLAL.

I. Software Metering is essential to produce the reports on application usage. Monthly reports to be available for each application running on end user devices. Please indicate any tool proposed to deliver this requirement. Sample reports to be incorporated with the proposal. This requirement is compulsory, and proposals may be rejected if not addressed.

J. Proactive UPS & Environment monitoring and reporting systems need to be in place to provide critical insights on battery charge, performance, temperature and sends alerts on critical situations. The monitoring system should be able to alert when a battery needs to be replaced and when a battery cannot sustain the requirements of the network.

K. Access to All "Proactive System Monitoring & reporting" systems should be granted for SriLankan Airline for Monitoring and Audit purposes.

L. The Solution must support detailed user activity auditing and must forward comprehensive logs to Security Information and Event Management system

M. Bidder should get independent reviews of systems & configurations from solution principles on yearly basis and share them with SriLankan Airlines.

N. Bidder should provide 50" Large Screen Displays with each monitoring solution covering all aspects including User Experience & End Device Performance, Service Monitoring & Resource Utilization, Security and Vulnerability Status

23. High Availability and Scalability

A. The Solution architecture and related licensing model must allow for Active-Active deployment which assure high availability and reliability.

B. Proposals shall be scalable for potential future expansions. System should be expandable up to minimum 25% of its capacity. Please provide all the details with your proposal.

C. The Solution must not have any single point of failure, excluding management and reporting modules. The Bidder should clearly explain the design and how the salient user requirements are met with the solution. This is a compulsory requirement.

D. The Bidder shall provide proposed Solution architecture diagram showing all redundant components which provide high availability.

E. Providing Disaster Recovery (DR) site is an optional requirement. Refer clause number 50 in "Optional Requirements" for more details for DR requirement.

24. Reports and Dashboards

A. The solution should provide different types of dashboards to get insights of user experience, system performance, asset management and information security etc.

B. The Solution should provide facility to generate scheduled and on-demand reports daily/weekly/monthly/yearly/specific range (date and time), etc.

C. Solution should provide a Dashboard that offers real time visibility and as part of the solution: Bidder shall deploy real-time monitoring station (including supply of a display panel – 50" recommended) which indicate, including but not limited to -

    Threat dashboard - Top Attacks and characteristics

    Service heath/status

    High risk users/endpoints

    Policy violations

D. The Solution must provide the ability to generate reports directly from dashboards that include the same visual elements and results.

E. The Solution should provide report templates base on Applications, Users, Threats, Traffic and URLs etc. and reports in (not limited to) HTML/CSV/PDF/XML Formats.

F. The Solution Should be able to create reports on system usage.

G. The Solution should have features to prioritize and send alerts via SMS and/or email.

H. The Solution must allow each user to define multiple user-specific dashboards.

I. Dashboard elements shall be fully customizable by filtering to display data based on asset list, vulnerability or compliance checks, time, key word search, IP address, etc.

J. The Solution should provide the ability to define various visual elements for customized dashboards to include pie charts, bar charts, and trending charts.

K. The Solution must provide reports against Information security and governance standards such as ISO27001:2013 and PCI-DSS and EU- GDPR

L. The Solution must provide Reports on operational inelegance with contextual information to visualize and explore.

25. Seamless Integration with existing infrastructure

A. Solution must support virtualization technologies and shall seamlessly Integrate with virtualize server and desktop environment without imposing any performance impact for optimum operation.

B. The Solution shall support Seamless Integration (via flexible-extensive interfaces (APIs) and connectors,) with existing or future security framework to respond to threats and share intelligence. System including not limited to,

  i.   Perimeter and internal firewall
  ii.   Vulnerability management systems
  iii. Security Information and Event Management
  iv.   Web Application Firewalls
  v.   Database firewall
  vi.   Server and desktop virtualization

C. It should be able to provide Network Traffic Spanning for security or other requirements.

D. The Solution should support integration of privately generated intelligence with other security devices through open standards-based protocols like STIX/TAXII, Open IOC etc.

E. The Solution shall provide events-based alerts/logs and forward to Security Information and Event Management system. Comprehensive security and operational logs should be available.

F. The Solution should support SNMP, Flow data, OPSEC and syslog for integration with a Security Information and Event Management and existing security/monitoring framework.

G. Proposal should indicate connectivity requirements to external services, feeds, and call home functions in terms of dedicated destination IP address and ports.

26. Proactive & Preventive System Maintenance

A. Firmware and software versions of all infrastructure components should be maintained up to date to most stable commercially available versions with enterprise standards.

B. Schedules should be made for proactive and preventive maintenance and should be submitted and agree with SLAL. Such records and completed tasks need to be shared with SLAL Weekly/Monthly/Quarterly/Annually.

C. Bidder should demonstrate proficiency to do any critical change within the system including on connected end devices via internet /intranet within 24 hours while keeping the availability targets for the month.

D. Dependency Matrix for services & hardware interdependence need to be submitted and updated regularly.

E. Monthly Evaluations for Proactive and Preventive system maintenance should be done internally with technical teams and should share the progress with SLAL together with Monthly report.

27. Skilled Employees allocated for Management and Maintenance of the Solution

A. At the time of implementation proper skilled project team should be deployed.

B. Onsite support including client-side application support with stationed technical staff should be available at Colombo & Katunayake premises of SriLankan Airlines. Other offices within Sri Lanka can be catered with on demand on-site support and remote support rest of the time. For services consumed at overseas locations, only the remote support from head office, (Katunayake) deemed essential. It is Bidder's responsibility to arrange transport between premises and inside the premises where external vehicles are allowed.

C. There should be Minimum number of Experts from each of Following categories of technology as in below table after implementation but not limited to as per the technologies used. There should be adequate number of onsite engineers /technical officers to support day today operation tasks.

#	Expertise	Experts /Consultants	Manager/ Lead Engineer	Senior Support Engineers	Support Engineer	Associate Support Engineers/ Technical Officers
1	Administration/General		1(Onsite)			4 (Onsite-Day Shift), 2 (Onsite-Night Shift)
2	Desktop /Application Delivery	1		1(Onsite)	1(Onsite)	
3	Microsoft /Server Infrastructure	1		1(Onsite)	1 (Onsite)	
4	Backup & Storage	1		1	1(Onsite)	
5	Networking & Security	1(Network), 1(Security)		1	1(Onsite)	

D. As above total of minimum of 11 staff in day shift and 2 staff in night shift with relevant experience, certification and qualifications should be onsite. All onsite support engineers, senior support engineers and lead engineers shall work 8x5 onsite and 24x7 on-call. They can contribute to any day-to-day operations of the managed desktop services while maintaining the specific domain expertise to be used as and when necessary. If Bidder could manage work in any better way while meeting the expertise levels and minimum staff counts requested, please explain in detail in the proposal with the methods used and support structure.

E. On Call Engineers (Manager/Lead Engineer, Senior Support Engineers, Support Engineers) should be available in holidays and in off hours and they should be able to report to work within 1 hour of time.

F. At least one person from Daytime support staff should be assigned to support service desk functions and shall be seated in SLAL IT Service Desk.

G. Bidder should allocate experts /Senior engineers/ Support Engineers and Technical Officers as per the Skill Matrix given in **Annex I:** during the project and throughout the contract period.

H. The Bidder shall update and submit Skill Matrix annually to SLAL.

I. Service Credits will be applied if Bidder could not maintain the required number of employees with the relevant skills.

J. SriLankan Airlines will have right to interview and verify qualifications of any employee recruited or all employees working under the project. Bidder is liable to inform new recruits or change of employees through proper communication channels before one week in case of planned change or within 24 hours if emergency change of employment.

K. Bidder's Employees should comply with all applicable SriLankan Airlines' HR Policies including Proper Dress codes and Ethics. SriLankan Airlines management shall have undisputed right to request the Bidder to terminate any employees (from servicing SriLankan Airlines) who do not

meet expected qualifications, performance or do not corporate with SriLankan Airline's Staff, where Bidder essentially need to heed the request.

L.   The cost of the above support staff to be separately indicated in your proposal.

Information Security Administration

28. Endpoint Detection & Response (EDR) and Endpoint Security

A. Endpoint Detection & Response (EDR) and Endpoint Security Solution and its components MUST include general technical characteristics as mentioned in the **Annex L** at the time of proposal submission with detailed cost breakdown for each component or licenses, with compliance to each term given. (Interested Parties are expected to provide a detailed description of how their solutions meet each of below characteristics).

29. Integration with Security & Monitoring Solutions

A. All components of the solution, including endpoints (VD, Desktop, and laptop) and applications shall be enabled with comprehensive event logging and logs must be forwarded to corporate Security Information and Event Management system. Also, Logs should be retained in the centralized locations up to minimum of 3 months but not limited to.

B. Copy of all network traffic between solution components and endpoints (including but not limited to server to server, user to servers and user/server to internet/external network) must be forwarded to corporate Network Behavior Analysis Solution via SPAN, RSPAN. (Network Behavior Analysis Solution currently used by SLAL requires direct connectivity via 10 Gigabit SFP+ Optical Transceivers)

C. If SLAL decides to implement any other Security & Monitoring Solutions or replace current systems related to Device Management, Device Protection, Data Protection, the Bidder should support deployment of such systems and integrations.

D. The Bidder shall use Microsoft "Local Administrator Password Solution" (LAPS) for all end devices managed by the Bidder, which provides management of local account passwords of domain joined desktops and laptops.

30. Data encryption (Laptops and Desktops)

A. Encryption of data in endpoints (laptops and desktop computers) is compulsory. Laptops and Desktops provided and managed by the Bidder should support for data encryption mechanism currently used by SLAL (Microsoft BitLocker) or any other solution proposed by the Bidder for the purpose. Bidder is fully responsible for licensing, deploying, operating, maintaining, monitoring and comprehensive reporting of the encryption solution for the endpoints. Any solution proposed by the Bidder other than BitLocker should possess the features and capabilities of Microsoft BitLocker latest version. The cost for the solution proposed by the Bidder should be clearly mentioned in Section IV – **Annex B-I.**

31. Data in Transit Security

A. All communications channels between solution components including endpoints (server to server, server to endpoint) must be protected by transport layer security (SSL, TLS)

B. The solution must establish Internal certificate framework (AD based CA)

    i   authentication of devices

    ii   to authentication of application and services (omit the use of service accounts)

C. Inbound & Outbound Data transfers to be logged centrally, including copying of data locally or through network to/from any other media.

D. Disable/Enable/ Control all data transfers through policy and based on connected network and devices.

32. Vulnerability Monitoring and Remediation (applicable to whole solution)

A. All network devices IOS or firmware need to be up to date with latest stable versions to maintain security compliance. Any upgrade cost to meet security compliance need to be borne by the Bidder.

B. Centralized Vulnerability Scan, reporting & identification should be able to monitor patch levels, version details and vulnerability status in all components/endpoints/servers and take them in to convenient report formats.

C. Device Firmware, OS & Application patch updates need to be managed centrally for end devices & Windows Servers. It should have capability to deploy patches effectively within acceptable timeline (Within 24hrs from the release date. See Service Level Definitions for related service

levels). Any other network components also should be maintained up to date by applying regular patches. Installation of security patches needs to be supported for all end devices & Servers.

D. If any Critical vulnerability identified on a device need to be fixed with maximum of 5 days. Any High vulnerability identified on a device need to be fixed within maximum of 10 days. Any Medium vulnerability identified on a device need to be fixed within maximum of 30 days Any deviations from agreed vulnerability management conditions, service credits to be received by SLAL as defined in "Service Credits Scheme" of this document.

E. It should be able to verify system hardening against industry benchmark.

Information Security Governance

33. Compliance to Organizational Standards and Processes

A. Bidder should follow proper CR (Change Request) process and update CMDB (Configuration Management Database) & maintaining transparency of all maintenance and administration activities together with responsibility of Bidder's internal teams to be maintained. Corporate security incident response and management procedures and change management procedures must be followed administrator/analyst, at all the time.

B. Bidder should develop comprehensive standard operations procedure manual which cover all operational requirements and obtain approval from SriLankan management.

   (Standard operations procedures must be reviews and improved at least annually)

C. Monthly service review/information security review meetings should be held with required parties and agreed actions should be taken accordingly.

D. Bidder should Align to ITIL best practices & ISO20000-1 standard. Also, solution shall comply with ISO/IEC 27001:2013 Information Security Management System (ISMS) and other applicable legislative and regulatory requirements of Sri Lanka.

E. The core product troubleshooting documents like admin guides, installation guides, and manuals should be made available including OEM documentation and Knowledge Bases during technical evaluation and thereafter.

F. SriLankan Airlines has the right to audit any network device or system at any time. Bidder should provide SriLankan Airlines with admin access without any delay at minimum, but not limited to. SriLankan Airlines will have authority to question/inquire any Bidder employee or obtain assistance for any system related investigations at sole discretion of SriLankan Airlines. Also, SriLankan should be given physical/virtual access to any location where the data of SriLankan Airlines resides.

G. Application inventory and license tracking system should be maintained for whole environment by the Bidder and should be shared with authorized SLAL personal at any time.

H. Bidder should manage and maintain assets tracking together with electronic notification to users and Service Teams. Should include approval process & should support obtaining web-based acknowledgement from users. This should provide an interface to get changed information to SriLankan CMDB.

34. License and intellectual properties

A. All License must be procured under SriLankan airlines ownership unless there is a legal limitation or cost benefit where both parties should be mutually agreed for the exceptions. However, if Bidder has obtained any license from SriLankan Airlines the values should be transferred to SLAL.

B. All devices including VDs (Not needed for ZCs) should come along with Microsoft Windows Professional or higher OS Licenses (OEM Windows OS, Microsoft VDA for VDs) provided by Bidder where the OS should be able to upgrade to Enterprise Versions with Microsoft Software Assurance.

C. All custom build connectors for integrations shall be with SriLankan airlines ownership.

35. Privileged Access Management

A. Privileged Access Management (PAM) solution and its components MUST include all requirements as mentioned in the **Annex O** at the time of proposal submission with detailed cost breakdown for each component or licenses, with compliance to each term given.

Compliance to Organization Business Continuity Plan

36. Backups, Retention & Redundancy

A. Bidder shall essentially consider business continuity in designing and continual improvement of the systems. Bidder shall take adequate Precautions, Procedures & Processes, Systems, Backup Devices, Redundancy (Should be having automatic failover), Spare Parts, Data Backup and technological advantages to ensure business continuity.

B. Backup of Systems & Data must be done according to the SriLankan Backup policies.

Following backups & snapshots to be maintained

Data Type	Description	Frequency	Backup Type	Backup Location	Data Retention Period
User Data	File servers & Storage with User Data & User Profiles	Hourly	Snapshots	Onsite Storage	1 day
		Daily	Snapshots	Onsite Storage	1 week
		Weekly	Snapshots	Onsite Storage	1 month
		Monthly	Snapshot	Onsite Storage	3 months
		Daily	Full Backup	Offsite Storage	7 days
		Weekly	Full Backup	Offsite Storage	1 month
		Monthly	Full Backup	Offsite Storage	3 months
Systems & Configurations	File servers / Application servers & Files / Special VMs & Appliances / Data Bases / Servers & System Configurations together with any data	Daily	Snapshots	Onsite Storage	1 week
		Monthly	Snapshots	Onsite Storage	3 months
		Daily	Full Backup	Offsite Storage	7 days
		Monthly	Full Backup	Offsite Storage	3 years

	required for DR in case of Full or Partial failure of systems.				

C. All the backup jobs should be configured with system 'Verification' process that is to be initiated at the end of a backup.

D. Restoration should support for recovering only part of data of a user or device as well as for whole of data at a given date/time. Bidder should maintain required infrastructure (server, storage etc.) for backup restoration.

E. Restoration testing and confirmation at the initial phase of a system setup is a must for all the systems.

F. Restoration testing is carried out with the frequency as detailed in 'Business Continuity Management Policy'. Restorations are carried out and processes are documented for identified critical & high severity systems. User acceptance signoff is also carried out on the restorations.

G. SLAL shall provide offsite location (Regional Office, Colombo 01) to host Bidder`s data backup infrastructure (only space is provided). Bidder shall provide required network links between primary site (Data Centre, Katunayake) and offsite location. SLAL may consider a different option suggested by Bidder as the offsite location, provided that SLAL accept that option after an evaluation and all associated costs are borne by Bidder.

37. Regulatory Compliance

A. Bidder should retain Information to comply with RTI (Right to Information) act.

B. Data Retention as per organizational requirements should be maintained.

C. Data & Information Transfer at the end of Project/ Service Contract need to be done by the Bidder to safeguard business continuity of SriLankan Airlines. Bidder will be responsible till the data & information transfer is completed.

D. Upon termination or expiration of the Contract, Bidder shall ensure that all user data and configuration data are securely returned/transferred to SLAL electronically and permanently deleted from Bidder`s storage media as directed by the SLAL in its sole discretion.

38. Training & Knowledge Sharing

A. Bidder should provide necessary trainings (official curriculum) to SLAL staff leading to full certifications in all major technologies used in the proposed solution (minimum of four programs) and shall be continued for the contract period on annual basis. The overall price of the proposal should include the training and related costs all inclusive.

B. Bidder should facilitate knowledge transfer and technology update measures (including participation for recognized industry workshops & conferences) worth of at least USD 500 per quarter and can be cumulative. SLAL will have the right to reclaim it at the end of each year in case the necessary knowledge transfer does not happen as expected. This serves for SLAL core technical teams to be prepared in meeting business continuity requirements in case of a vender agreement termination due to unavoidable circumstances such as bankruptcy or non-delivery of services.

C. Bidder should provide informative sessions carried out by competent personal covering front end technical aspects of the services for SLAL Service desk, field technical officers/supervisors and end users. An annual schedule for sessions to be proposed by Bidder and should be mutually agreed.

D. SLAL Engineers and Technical Staff should be involved in the project implementation for hands-on experience after necessary trainings. Onsite demonstrations to be provided by the implementation team on relevant aspects.

39. Solution Verification & OEM Certifications

A. The Bidder should be a partner for the principle products that they provide and should provide the certification letter from the principle together with proposal indicating Bidder's partnership level and validity. The proposal shall include annual health checks and performance checks carried out by the principles and a schedule to be attached.

B. The Bidder shall obtain and provide SLAL verification of core solution implementation from its principle before go-live.

C. The Bidder shall obtain warranty and support for the equipment which are used to provide the services, from the manufacturers/principles (ex: VMWare, Cisco, Citrix, Microsoft etc.) with commitment. This should include warranty, maintenance, and support from the Principle throughout the contract period. Bidder shall provide a letter from principle confirming their eligibility to obtain services from the principle for existing equipment for the relevant contract period at each term or annually.

40. Insurance

A. Vendor should agree to arrange and keep in place the undernoted policies of insurance.

    i.   A property all risk insurance policy covering any property of the Bidder whilst on the premises of SLA for their current replacement costs. The insurance policy so arranged shall be extended to cover but not be limited to the perils of fire, lightning, electrical and electronic damage, riot & strike, Malicious damage, explosion, cyclone, storm, tempest, flood, natural perils, aircraft damage, impact, accidental damage, terrorism, burglary.

    ii.   A public liability insurance policy with a limit of indemnity of not less than LKR 5,000,000 per event. The insurance policy so arranged shall be extended to cover liability arising out of fire and explosion.

    iii.   A workmen's compensation insurance policy covering any employees of the two companies whilst on the premises of SLA in the performance of this agreement. The insurance policy so arranged shall be extended to cover riot and terrorism. In the event a non-Sri Lankan national is employed in the performance of this agreement such employee or consultant shall have a suitable personal accident insurance cover which shall be extended to cover riot and terrorism.

    iv.   A professional indemnity insurance policy with a limit of indemnity of not less than LKR 10,000,000 per event.

    v.   The Bidder shall provide SLAL copies of all certificates or policies of the above insurance covers as evidence.

Performance Benchmark

41. System Performance

A. Total Application performance and Device performance should be maintained as agreed and performance need to be proactively measured. Bidder shall carry out periodic performance benchmarking (at least annually or whenever changes happen). Bidder shall support and participate for all relevant disaster recovery / business continuity drills and implement any improvements identified during the drills. Reports should be provided to SriLankan Airline after each test/ drill and Accuracy of those reports should be maintained.

B. Bidder should provide a standard tool for performance measurement from the beginning of POC & After that for comparing current SriLankan Airlines systems. SriLankan Airline shall have full rights to use any performance monitoring tools to measure performance.

C. SLAL can run a performance tests time to time to compare the product with standard devices. SriLankan Airline shall have full rights to use any other performance monitoring tools to measure performance.

D. User might be using few business applications at a time and performance should not decrease with number of concurrent applications running on a Device/ Virtual Desktop.

E. Performance of application delivery should not degrade with other backend workloads related to maintenance and updating of the system. Bidder should provide a standard tool for performance measurement from the beginning of POC for comparing with current SriLankan Airlines systems.

F. Applications on Virtual Desktops should be able to run as it run on a standard enterprise grade computer (having Windows 10 Professional 64-bit OS, Core i5 10th Gen- 4 GHz CPU and 8 GB RAM with SSD), running on internal network of SriLankan Airlines at Katunayake. Log in to application or system should not exceed that of loading an application directly installed on the standard enterprise grade computer. The Bidder shall consider this when planning and allocating resources to Virtual Desktops.

G. Indexing, Paging & Virus Scanning requirements need to be handled on VDs and on App Streaming, App Virtualization Servers without affecting the applications running and without any interruption to logged-in or logging in users.

H. Virtual Computer Refresh, Virtual Computer Updates with Patches and any similar Maintenance should be able to carry out in the background within 12 hours for total environment without affecting the performance of applications and user tasks.

I. Fully loaded System should maintain the system load under 60% in RAM / Network / CPU / IOPS etc. in general operating conditions.

J. Boot time should be less than 20s for Virtual computers, Desktop Computers, Laptop Computers while the Login Time to Device & Workspace on any device should be less than 20s.

K. If performance defined in this proposal are not met in any or all devices or systems/services provided by Bidder, it will be assumed that those applications or services are unavailable. In Such a situation Bidder, should improve the system to satisfactory or specified levels or if not rectified within SLA, it will be considered as an incident of service outage.

42. End User Experience Benchmark

A. User feedback also will be considered in evaluating the system performance. User Satisfaction should be positive according to 90% users in overall Services to users for any application or service. At minimum for all the major business applications this should be true.

B. Feedback will be collected from users by Survey or feedback received to system/Service Management Centre.

C. Bidder need to conduct enterprise wide surveys as per instructions given by SriLankan Airlines annually to evaluate performance and identify system wide issues. Results need to be shared with SriLankan Airlines.

D. Technical measures will be taken to check the key performance metrics related to user experience. Following will be considered as key matrices.

    i   Instantaneous response over clicks and selection. (Under 100ms is perceived as instantaneous)
    ii Switch between opened applications within 300ms.
    iii Response should be received within one second for simple submissions
    iv Locked but connected sessions should load in 2 seconds
    v Locked down but not connected sessions should load in 10 seconds

Service Level Requirements

43. Service Levels

A. A comprehensive service level agreement should be signed by successful Bidder, including terms of Service Continuity, Disaster Recovery and Service Credit scheme to ensure the performances, availability, latency, and other salient parameters as described in this RFP.

B. Nature of Support and Locations are described in below table and Bidder should support all the locations according to working hours. Special requests by SriLankan Airlines related to services outside working hours need to be catered by Bidder around the clock at all those locations. When SriLankan Offices are relocated still the Bidder needs to change the support locations accordingly without any additional cost.

#	Nature of Support	Based	Support Locations	Time Duration	Number of support staff
1	Experts & Consultants	To be decided by Bidder	All SLAL offices	As when Necessary	5
2	Support Engineers, Senior Support Engineers & Manager/Lead Engineer) Onsite Support & Management (8x5)	Airline Center	All SLAL offices	Office Hours (8 AM to 5 PM, Mon to Fri)	7
3	Associate Support Engineers/ Technical Officers Onsite Support (24 x7 x 365)	Airline Center & Cargo Terminal Katunayake	All SLAL offices and locations in Katunayake. All SriLankan Catering Locations in Katunayake.	24 x7 x 365	3 (Day Shift) 2 (Night Shift at Airline Center and Cargo Terminal)
4	Onsite Support (8x6)	SLAL Regional Building Colombo	All SLAL Offices in WTC Colombo	Office Hours (8 AM to 5 PM, Mon to Fri) and	1

#	Description		Location	Hours	Quantity
			All SLAL Offices in Regional Building (Sir Baron Jayatileke Mawatha, Colombo 01) All SLAL Offices in Cargo Building (De Vos Avenue, Colombo 04) SLAL Call Centre (Iceland Business Centre, Colombo 03) Any other office location in Colombo	Office Hours (8 AM to 1 PM, on Sat)	
5	On-demand (arrive at location within 4hrs) on-site Support (8 x 6)	Any	SLAL Sales offices in Kandy & Galle	Office Hours (8 AM to 5 PM, Mon to Fri) and Office Hours (8 AM to 1 PM, on Sat)	on demand (minimum 1)
6	On-demand (arrive at location within 8 hrs.) on-site Support (24x7x365)	Any	SLAL offices at MRIA, Mattala Airport	24 Hours	on demand (minimum 1)
7	Remote Support /Telephone Support (24x7x365)	Any	All Local & Overseas SLAL offices. And All remote users who work remotely over Internet from any location.	24 Hours	on demand (minimum 1)

C. Escalations, complaints, and any incident will be assigned to relevant teams of Bidder through SriLankan Airlines' Service Management System. SLAL defined Incident Management, Request Management, Problem Management and Change Management, Processes should be followed by the Bidder.

D. Selected Bidder should carry out Service Desk functions using the Sri Lankan Airline ITIL compliant ITSM tool, BMC Remedy or any other application provided by SriLankan Airlines. Bidder will be given necessary access and permission to facilitate this requirement.

E. Bidder shall provide secure VPN access for support from principles, consultants etc. Access should only be given to required device/system for the necessary support duration only with approval from SLAL officials.

F. Bidder should agree to provide the requested service availability targets as described below.

Availability of any service (including devices) in a particular month is calculated as a percentage using following formula.

> **Service Availability = (Total Minutes in Month - Planned Service Outage Time in Minutes- Unplanned Service Outage in Minutes)/ (Total Minutes in Month-Planned Service Outage Time in Minutes) x 100%**

Service Availability Targets for different services are calculated as described in **following table.**

#	Service	Availability Target (Monthly)	Calculation
1	End User Devices (Aggregate)	99.9 %	Availability = (Sum of "Service Availability of each End User Device") / (Total Number of End User Devices)
2	User Profiles (Aggregate)	99.9%	Availability = (Sum of "Service Availability of each User Profile") / (Total Number of User Profiles)
3	Application Delivery (Aggregate)	99.9 %	Availability = (Sum of "Service Availability of Application Delivery for each user profile") / (Total Number of user profiles with Application Delivery)
4	Internet Access	99.95 %	Availability of Internet Access Service
5	Network services	99.95 %	Availability of Network Service
6	User Data Storage	99.9 %	Availability of Data Storage Service
7	Print services	99.9%	Availability of Print Services
8	Any Other Service which is billed to SLAL	99.9%	Availability of Service

G. If a service is interrupted for more than 10% of user / device base of that service component, it will be considered as failure of total infrastructure/total service component. Also, it is considered as a **Critical** failure and will be treated accordingly.

H. Application delivery service is considered as not available even if delivery of a single application is not available to a user.

I. Partial failure of a High Available (HA) configuration that do not interrupt the services is also treated as a service failure if the configuration is not brought back to high availability within 72 hours. This will count towards the monthly availability of services provided through that HA configuration.

J. Details of service outages, interruptions and performance could be gathered from user feedback, formal tests, Monitoring tools, logs or any other reliable source while Service Management tool is considered as the basic source. Service Level will start from the time it is recorded in any of the mentioned sources and the Bidder shall fix all the Incidents and Problems as they become aware of the situation from any source.

K. To maintain required service reliability Bidder should agree to following terms. At operations, any violation of them will be considered as unavailability of service for additional 24 hours per each incident in addition to real outage.

     i. No more than 2 (two) **Critical** Failures in 12 (twelve) months, and Mean Time between Critical Failures should be greater than 90 days. (If recorded it will be considered as Critical Failure of additional full day)

     ii. No more than 4 service interruptions per user per month due to same issue. (If recorded it will be considered as one full day interruption per each incident even though it is resolved within the service target limits.)

     iii. No more than 4 service interruptions per device per month due to same issue. (If recorded it will be considered as one full day interruption per each incident even though it is resolved within the service target limits.)

     iv. Any incident due to unprofessional management of infrastructure and services.

L. The target resolution, delivery and implementation time for each Incident or Service Request or Change Request or Report Request should depend on its Priority. The requested service targets are as follows. Bidder should agree to provide resolution or complete the request successfully within the target resolution time or target delivery time.

Priority	Description	Target Response Time	Target Resolution Time for Incidents	Target Delivery Time for **New Request**	Target Delivery Time for **Change Request & Report Requests**
1	Critical	5 minutes	1 hour	1 Day	1 hour
2	High	15 minutes	3 hours	Max 1 Week	Max 36 hours
3	Medium	20 minutes	6 hours	Max 2 Weeks	Max 1 week
4	Low	45 minutes	24 hours	Max 1 Month	Max 3 weeks

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

Method 1: Based on affected Userbase

Priority 1 (Critical) - Complete failure of a service. The service is no longer available for greater than 10% of the users to carry out their business functions.

Priority 2 (High) - Failure of a service for greater than 10% of the users to carry out their business functions; however, the service is available partially or in degraded mode. Users do have alternatives and workarounds to undertake critical business functions. Any incident reported by users in operationally critical areas are also considered as Priority 2 if not meeting the criteria for Priority 1.

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

Priority 4 (Low) – Any other service degradation which has minimum impact to users` business functions and not covered by definitions of Priority 1-3

Method 2: Based on Urgency and Impact

Additionally, Priority will be determined by the Urgency and the Impact of the Incident or Service Request or Change Request, as per below table: Impact & Urgency will be decided by SriLankan Airlines.

Urgency	Impact			
	Extensive / Widespread	Significant / Large	Moderate / Limited	Minor / Localized
Very High	Critical	Critical	High	High
High	Critical	High	High	Medium
Medium	High	Medium	Medium	Medium
Low	Low	Low	Low	Low

M. Urgency is considered according to the service requirements. Impact is decided based on following table.

Extensive	10% of devices and 10% of users will be considered as having Extensive Impact
Significant	20% of devices and 20% of users will be considered as having Significant Impact
Moderate	60% of devices and 60% of users will be considered as having Moderate Impact
Minor	10% users and 10% of devices will be considered as having Minor Impact

Not exceeding the above-mentioned percentages, certain locations can be declared as having Extensive or Significant or Medium or Minor Impact level depending on its business functions. All users and devices within such a location will have the declared Impact level.

N. The parties agree to resolve their differences internally in good faith. In case a difference persists, parties can submit their complaints to an arbitrator as mutually agreed by both parties. The decision of the arbitrator will be considered final and must be accepted by both parties. All the costs associated with arbitration process to be borne by selected Bidder.

O. Periodic (Monthly) Service Review Meetings to be held with SLAL representatives to review the services provided Bidder and any other concerns of both parties.

P. If bidder does not meet any condition mentioned in the RFP terms that can impact the Service Levels such as not providing agreed number employees (on-site staff and experts), deploying employees not meeting the set qualifications (on-site staff and experts) etc., SLAL has right to deduct up to 25% of the monthly payments to the Bidder prorated for the period the violation persists. This is in addition to any applicable service credits for the period. If Bidder fail to comply with such terms exceeding 30 days, payments can be permanently held and/or the agreement can be considered for full or partial termination.

Q. Bidder should provide Root Cause Analysis (RCA) reports within two weeks and any deviations will be subjected to service credits as applicable to report requests.

R. Bidder should make every effort to avoid planned service outages. Maximum planned service outages allowed for a calendar month is two hours.

44. Service Credits Scheme

A. Unless it demonstrated with clear evidence that a breach of service levels occurred due to a failure of "SriLankan Airlines" in delivering its obligations, SLAL has rights to obtain service credits from the Bidder.

B. Service Credits shall not be sole or exclusive remedy with respect to the Bidder`s failure to perform the Services in accordance with the Service Levels.

C. For any service availability below the agreed service levels, a prorated service credit will be earned by SriLankan Airlines as bellow. This could be earned for each service component. The service credits earned for a particular moth for different service components are cumulative.

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

D. When an Incident resolution target, Request completion target, change implementation target or report request target is breached, SriLankan Airline shall earn service credits from the Bidder. For each target breach Service Credit shall be calculated as mentioned below and all service credits are cumulative.

> **Service Credit= Monthly fee for particular month prorated per Minute x (Time of Actual Resolution in Minutes - Target Resolution Time in Minutes) x W**
>
> where W = Weight Applied based on Priority as below table

Priority	Description	W
1	Critical	0.75
2	High	0.50
3	Medium	0.25
4	Low	0.10

E. If any services are not delivered as agreed SriLankan Airlines will earn Service Credits for the duration of failure beyond target and the rate of service credits shall double each day if the resolution delayed more than 48 hours from the target till total cumulative service credits goes

up to 20% of the total monthly solution cost. This is also applicable for additional new equipment delivery which comes under this agreement.

F. In a situation where Bidder cannot meet agreed service levels and not able to provide agreed services for more than one month (after exceeding the service levels), all the payments will be withheld immediately until service(s) are restored. Also, SriLankan Airline has rights to receive or obtain the products and services (full or in part) from an alternate Bidder/service provider and to deduct the corresponding cost (derived from SriLankan Airlines procurement process) from any payment due for the Bidder.

G. Service Credits will be applied for project deliverables delayed beyond the schedule present in project plan for the implementation, considering the situation as unavailability of service or services that are planned to deliver from the respective project deliverable.

H. Service credits will be applied for any deviation from given timelines as in following table in a failure of addressing vulnerabilities in any solution component except end user devices.

Impact of the vulnerability	Maximum Duration Bidder should apply the fix/patch	Service Credits Per Day (After Exceeding given timelines)
Critical	5 Days	200 USD
High	10 days	100 USD
Medium	30 Days	50 USD

I. In a deviation from vulnerability management target specified in the "term 44-H" for any end user device(s), service credits to be received by SLAL considering the device(s) is fully out of service for the period until vulnerability is fixed.

Optional Requirements

45. Advance Network Access Control

A. A network solution should be proposed (as an option) to enable BYOD which is expandable per requirements. It should be able to deliver the required services to domain connected devices as well.

B. Functionalities in solution must include features related to Visibility, Profiling, Compliance check, Alert, Remediation & Blocking support and support Access policies based on

      i   User attributes and context

      ii   Application-level posture and compliance requirements

      iii Device posture (USB detection etc.)

      iv Threat intelligence

      v   Time, location

C. The Solution should support Active Directory integration for identification user and related attributes.

D. Solution should capable to achieve all feature & functionality with agentless or Dissolvable agent mode where possible and use Agent based deployment as last resort.

E. The Solution should provide a comprehensive view of the network (all the IP enabled devices connected in the network)

F. The solution should be able to identify all network devices such as routers and switches using factory default or common credentials

G. The Solution Must support the below high-level use cases:

      i.   Device tracking (What, Where, Who, When and how)

      ii.   Posture check & compliance control

      iii.   Auto-Remediate or adjust the non-complied endpoint

      iv.   Guiding users through a self-remediation process

      v.   Grant Time based access to guest after checking security posture

| | vi. | Discover any new network device entering the network and permit network access based upon the policy for this network device |

vi. Discover any new network device entering the network and permit network access based upon the policy for this network device

vii. Provide complete asset inventory i.e. hardware and software inventory

viii. Capability to block the access of endpoints which are connected on unmanaged network (i.e. Unmanaged Switch)

ix. Real time alerts

H. The Solution should provide information about users accessing the network.

I. The Solution should support for device profiling, endpoint profiling and provide information regarding the endpoint connected to the network, such as IP Address, MAC Address, NetBIOS Name, NetBIOS Domain, Domain User, Domain Member, OS-Class, IP of the connected switch, Switch Port, Switch Port VLAN, Switch Port Status, Switch Bidder, Access status.

J. The Solution should support for guest services and BYOD requirements

i. Support captive portal-based solution

ii. Users must get alerted if the compliance check on their machines fails.

iii. Notifications and user interaction via Web Page redirect, SMS integration, Email

K. The Solution should detect when endpoints try to masquerade as other endpoints.

L. The Solution should perform Endpoint isolation based on Indicator of compromise (IOC).

M. The solution should have a provision to support non-NAC capable hosts (i.e., printers, IP phones, IoT's etc.) based on different parameter and it should support exception lists for non-NAC capable hosts.

N. The Solution should Integration into existing environment

i. Operate within a heterogeneous network with devices from multiple Bidders

ii. Integrate with existing Antivirus for Auto- Remediation.

iii. Integrate with SCCM or WSUS for Auto-Remediation.

iv. Validate List of Allowed Applications running on the Machine.

O. The solution must support the authentication methods such as 802.1X Authentication and MAC Address based Authentication.

46. Zero Clients (ZC)/ Thin Clients (TC) - as per Specification 2

A. The bidder shall provide costing for 50 unites of ZC or TC as per technical specification in Annex K

47. Zero Clients (ZC)/ Thin Clients (TC) - as per Specification 3

A. The bidder shall provide costing for 50 unites of ZC or TC as per technical specification in Annex K

48. Digital Workspace

A. The Solution should consist of a Digital Workspace for Laptop and mobile users with specifications provided in **Annex J.** It is required to provide all the features requested in **Annex J** with detailed cost breakdown for each component including licenses with compliance to each term given.

The Digital Workspace should support the total application portfolio deployed at SLAL.

49. Disaster Recovery Site

B. Disaster Recovery Plan for 1000 users/profiles & devices should be shared optional to the provided system for normal operations.

C. Bidder should comply to Business Continuity plan of SriLankan Airlines by keeping required backups, Systems & Processes for DR and to meet requested RTO & RPO.

D. Disaster recovery site should be able to communicate with SriLankan Airlines Disaster recovery site together with application delivery for critical applications.

E. Disaster recovery site could be located at SriLankan Airlines Disaster recovery site or on cloud. For any option, all relevant cost should be communicated clearly together with link cost required for maintaining and operating the DR site.

50. Data Classification and Data Loss Prevention

A. Data Classification and Data Loss Prevention solution and its components MUST include all requirements as mentioned in the Annex T at the time of proposal submission with detailed cost breakdown for each component or licenses, with compliance to each term given.

Section VI-Annex D: Proposed Solution Architecture
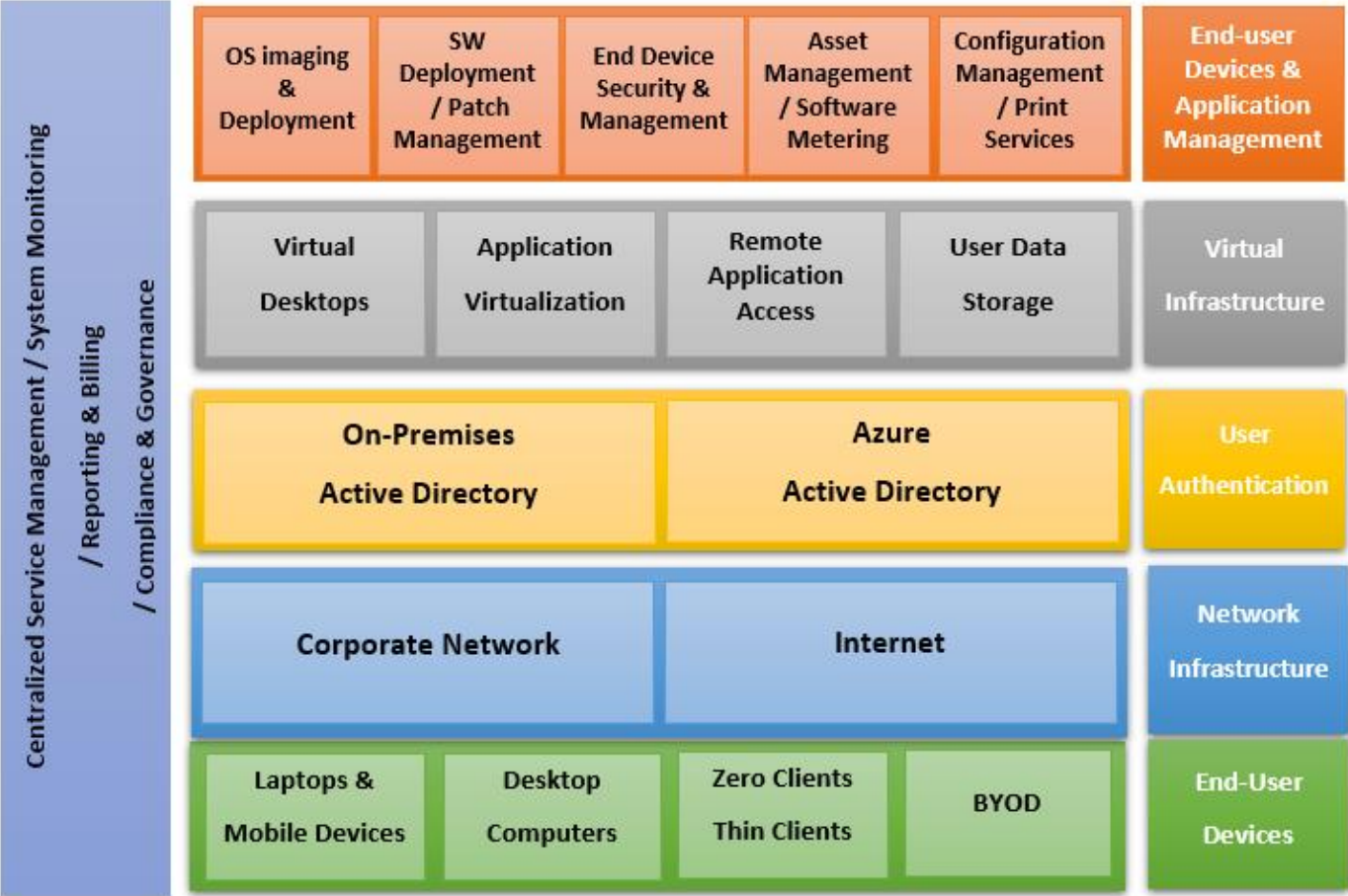
FIGURE: PROPOSED SOLUTION ARCHITECTURE

Section VI-Annex E: High Level Summary of Requirements

Description of Count	Number of Users	Number of Devices	Details
Desktop Computers		680	For Operational Areas Like Engineering/Airport/ Cargo and Highly Shared Devices- (Reduce the dependency of Centralized environments) However, there might be some dedicated devices too.
Laptop Computers		720 (700- Standard 20- High End)	For 720 Users who need to access service with mobility
Virtual Computers		800	These may be shared or dedicated to Office /Shift users. Should be able to access from internal and external network.
ZC/ TC		800	Should Include Management and Maintenance need for virtual computer access
Application delivery & porting to domain connected devices		2200	For domain connected users/devices (Desktop Computer/Virtual Computer/Laptops/)
End Device Management		2200	Software Maintenance, Software Metering, Application/Software license tracking, Device tracking, Reporting and Service Support for Endpoints & VDs
Remote Application Access	100		For users who do not have virtual desktop should have a solution to access business applications and user data from external network.
Internet & Network Services	2750		2750 Concurrent Users -To be decided by Bidder based on their proposed solution
Proxy Service	2750		Concurrent Users
Firewall Service			To be included by the Bidder
Load Balancer			To be included by the Bidder
Information Security for Endpoints			As mentioned in Section IV – Annex B-I
UPS			As mentioned in Section IV – Annex B-I

Notes

- Total Number of Devices may indicate total number of maximum concurrent users.
- This is only a high-level summary of the requirements.
- Bidder`s solution should provide all the requirements mentioned in the RFP.

Section VI-Annex F: High Level Network Architecture
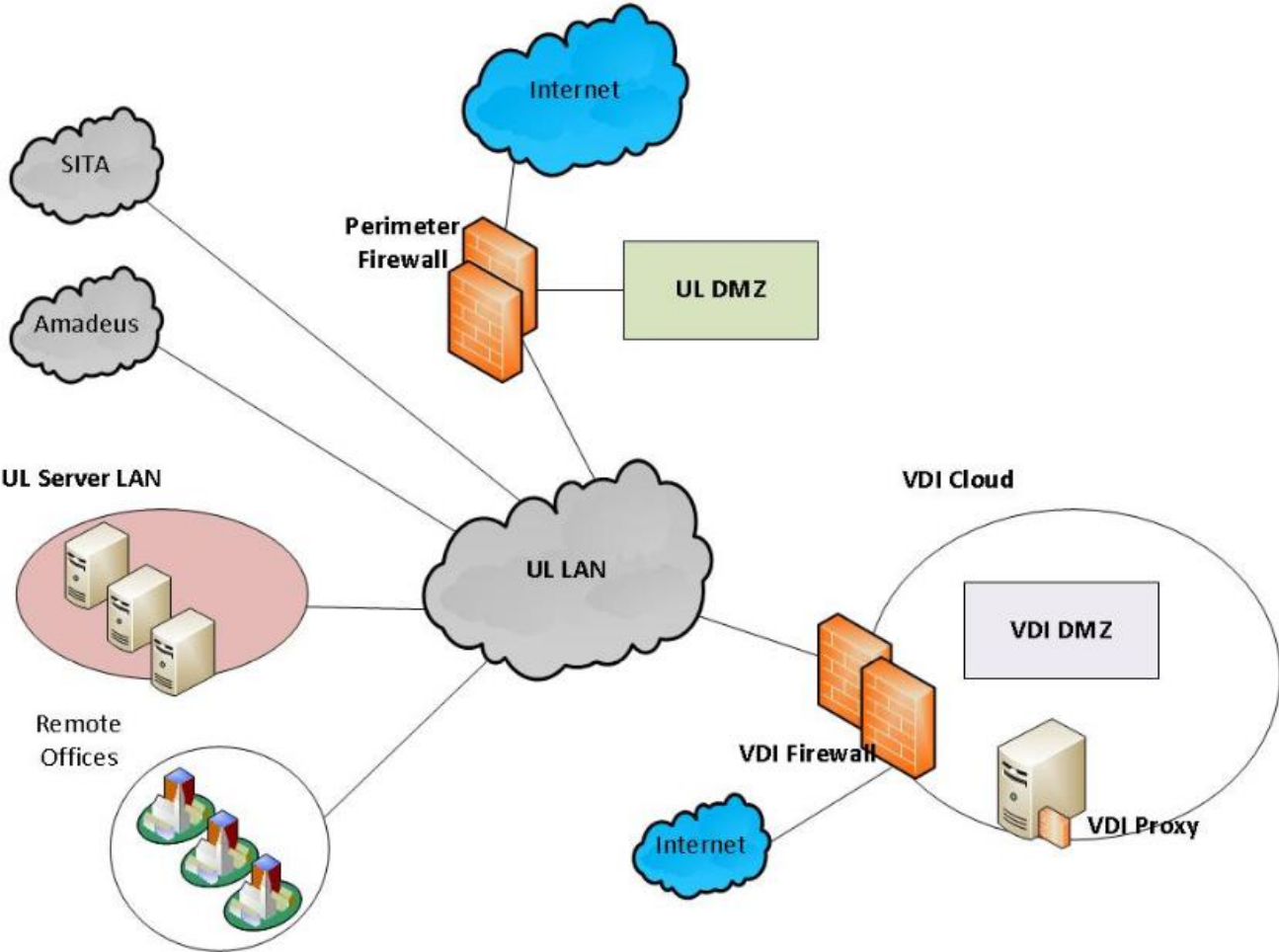
FIGURE: High Level Network Architecture

Section VI-Annex G: Desktop & Application Delivery Solution Setup
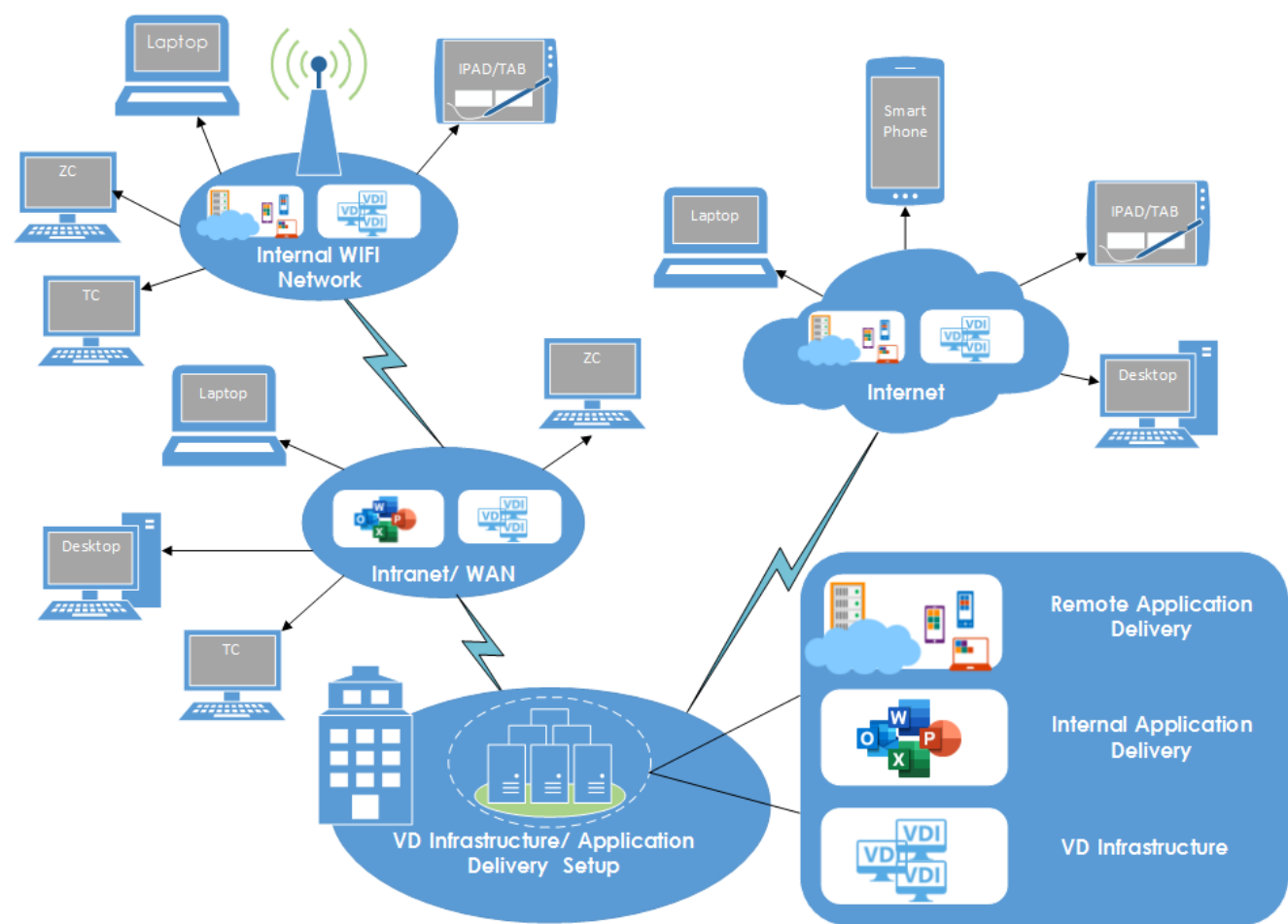
Section VI-Annex H: Summary of Main Business Applications & Users

Business Applications

App Category	Importance			
	Critical	High	Medium	Total
Web Based	8	22	43	73
External Hosted	3	2	6	11
In-house Hosted	5	20	37	62
Windows	9	5	8	22
External Hosted	5	1	0	6
In-house Hosted	4	4	8	16

TABLE: BREAKDOWN OF APPLICATIONS

User Details

Total Number of users   5000

(85% users are based in Katunayake, Rest of the users are in WTC Colombo 01, Cargo Office in Colombo 04, Regional Office in Colombo 01, Iceland building Colombo 03, Ticket office Kandy, Ticket office Galle and HRI airport Mattala).

Section VI-Annex I: Skilled Employees and Skills Matrix for Support Personals

Experts/Specialists- Minimum One Employees from Each Category of Principle Products Used

1. Degree from Recognized University or Degree Equivalent Qualification from recognized institute in relevant Discipline
2. Minimum of 5 Years Working Experience in relevant Discipline
3. Expertise in Respective Domains (Certifications should be available for highest expert levels by principles)

Senior Support Engineers – Two Onsite & Minimum One Employees from Each Category of Principle Products Used

1. Degree from Recognized University or Degree Level Qualification from recognized institute in relevant Discipline
2. Minimum of 3 Years Working Experience at Engineer/Executive Level
3. Medium to High Level Professional Qualifications in relevant category

4. ITIL foundation certification

Lead Engineer/Manager – One Employee (On site/Office Hours)

1. Bachelor's Degree in Engineering, Computer Science, General Science with Mathematics, Management Information Systems or Applied Statistics from a recognized University or Full professional qualification equivalent to NVQ Level 7 in a mentioned field of education.
2. High level Professional Qualifications in two or more relevant technical disciplines including ITIL/ISO /PMP
3. Expertise in Communication (English/Sinhalese) and Managerial Skills
4. Minimum of 5 Years of Experience in technical and Service Management

Support Engineers- Minimum Four Employees (Onsite /Office Hours and Non-Office Hours)

1. Degree from Recognized University or Degree Equivalent Qualification from recognized institute in relevant Discipline
2. Medium to Entry Level Professional Qualifications in relevant category
3. Minimum of 1 Year Working Experience at Engineer Level in relevant Disciplines
4. Fluency in English

Technical Officers/Technicians- To cover required daily tasks and operations (Onsite /Office Hours or Non-Office Hours). Minimum 4 on Day Shift and minimum 2 on Night Shift

1. Minimum of Diploma Level (NVQ 5-6 verified) Qualifications
2. Minimum of 1 Year Working Experience in Technical Backgrounds
3. Fluency in English

Section VI-Annex J: Digital Workspace for Mobile users & Devices
(Optional Item)

1. **Connecting to Applications & Desktop from any where**

A. Digital workspace for Mobile Users & Devices shall enable users to connect to applications and desktops anywhere anytime using any device through intranet or internet (minimum 5 devices per user). Application and Data Services should be extended to various end user devices (Laptops/Desktops/TC/ZC/Tablets/Smart Phones) or to virtual computers. End users should have proper access to the applications without compromising performance and information security to increase their productivity/efficiency.

2. **Self Service Enabled**

A. Product Features for User Friendliness need to be available.
   i. Access Portal
   ii. Unified Enterprise App Store & Request portal
   iii. Fast End User Access
   iv. Easy Device Enrollment
   v. Easy to Manage devices and enrolments
   vi. Over the Air Diagnostics & Support
   vii. BYOD, Single Sign On
   viii. Peripheral Devices & Resource Redirection (Including USB Devices) & Other features will be considered for rating the user friendliness of the solution.

B. Digital workspace for Mobile Users should be a single technical solution for application and Desktop Delivery. This should not add complexities to users or devices. It should be easy to set up required client components on different devices by users themself.

3. **Single Sign On**

A. Digital workspace for Mobile Users (laptops) should enable users with single sign on (SSO) facility where users should not need to log in to another app by typing the same password again if user has entered it once. Also, this should support required security standard to protect unauthorized access to applications.

B. The solution shall facilitate users to relay on Active Directory (AD) credentials to access all applications (web, client/server), local and network resources (using a single set of credentials) and automatically authenticates user to all their applications and resources.

C. The solution shall enforce central password policy (based on AD).

D. The solution shall provide Multi-directory support –Microsoft Active Directory, oracle identity manager or generic Lightweight Directory Access Protocol (LDAP) directories.

4. Workflow Management

A. Workflow Management with Self-service portal/Approving console/User Rating and feedback to be integrated to apps and devices. Users should be able to get installed their allowed set of applications on their devices.

5. Remote Assistance

A. Remote assistance solution should be incorporated to support users whenever required. This facility should be enabled from any internal or external team to support the user.

6. Connect through Different End Devices

A. Not only laptops, users who need application access while on the go should be able to use their mobile devices to access applications (without log in to virtual or remote desktops). Authorized Users should be allowed to set up their preferred devices (not only one but few devices) by themselves.

B. There are some set of users who may use their own Laptops or Mobile Devices to access the applications through Internet or some other external network including internal Wi-Fi network. This should be facilitated by Digital Workspace Solution for Mobile Users & Devices.

C. Digital workspace for mobile Users & Devices should support all mainstream mobile and desktop operating systems and platforms. It is essential that any end user workspace should support devices running different operating systems such as Apple IOS, Windows, Android, Linux, Chrome OS etc. or Standard Browsers (Including Current and Future Releases). New mainstream operating system versions should be supported.

7. Support for Bring Your Own Device (BYOD)

A. The solution should be extendable to support BYOD with required security features (*including network admission control*) if SriLankan decides to migrate its services to BYOD concepts anytime within the tenure. Implementation timelines, costs must be clearly indicated in the proposal. Any additional cost to implement the BYOD to be separately identified and quoted as optional pricing.

8. Two Factor Authentication

A. Two factor authentications should be supported for above digital workspace devices for first time setup & Continuous use for all the users. Different policies shall be supported based on Device Type/User Type/Access Network etc. If accessing from external network from any new device two

factor authentication should be triggered. For internal network It should have the simple password authentication mechanisms. Please indicate if there is any cost escalation to include this feature.

9. **Automated Compliance Check**

B. These externally & internally connecting devices should be audited and allowed only if it has met defined conditions such as updated malware protection, secured operating system on the device etc.   Please indicate if there is any cost escalation to include this feature.

10. **Enhanced Communication & Collaboration**

A. It should deliver full featured corporate email & communication functionality & empower corporate communication. Email is one major communication medium and manageability of IM and corporate social media would be a plus point. Client should support existing email and communication services, or General Email Clients should be able to manage with Digital Workspace.

11. **Support All Current/New Applications & Services**

A. The Digital workspace should support all applications and services which are running in current environment at SLAL. It should support any new application released to run on existing platforms or operating systems. Applications may be client-server, web based or stand-alone and should be able to deliver to Virtual Computers, Desktop Computers, Laptop Computers, mobile devices etc. while connected to intranet/Internet. Internally hosted applications use different application servers, database servers etc.

B. There is mainly 100+ applications including critical 40 business applications. However, Bidder should support up to 200 applications altogether. These applications depend on platforms like Java, Dot Net etc. (different versions of them) and different versions of IE or browser. The backend database servers/ app servers are in internal or external datacenters or on cloud while some applications use remote access technologies to deliver the application to user. Some applications are hosted internally are not published to Internet. In *Annex H* the number of Business-related applications used in each category in SriLankan Airlines' are provided.   All applications are supported on Microsoft platforms hence the proposed solution should be capable of supporting applications compatible with MS client OSes (including Win 7, Win 8.x, Win 10).

C. Facility need to be provided for users to connect or use only one or two applications at a time without any dedicated desktop but from any terminal (including ZC/TC), or browser.

D. Mobile users should be able to access their applications from external network using workspace solution without log on to Virtual Desktop

E. Mobile users should be able to access their Home Drive / Group Drive from external network using workspace solution without log on Virtual Desktop.

12. Support O365, Office Apps, Store Apps, Play Store Apps Management

A. Solution should support current enterprise wide products like Microsoft Office 365, MS office package etc. and should be able to provide all the capabilities of it without compromising performance and usability while being compatible with update/upgrade cycles.

13. Provisioning & Deployment of Applications

A. Provisioning and rollout of Standard and specific commercial applications (Adobe/Office etc) and Licensing need to be managed for all user devices & users (at the level of provisioning and delivery of applications).

14. Support Multiple application versions

A. At times, it is required to provide various versions of same application to a user. It is required to support different application or versions of applications running on a Computer which is having incompatible depending platforms (E.g.: Java app running on Java 6 and another running on Java 7).

15. Application Interoperability

A. Application interoperability within the device should be made possible by the Digital Workspace.

16. User Desktop

A. Users should be given a functional and user-friendly desktop environment at lesser cost while fulfilling the customer expectations. Graphical interface needs to be changing and up to date with great look and feel to enable alerting/KPI Display/application access. Users should be able to see the installed applications, available applications and all applications conveniently. User experience and desktop background and behavior should be similar in all the devices (Laptop Computers/Desktop Computers/Virtual Computers/Mobile devices). Also, whenever user changes his /her preferences in application or environment settings (user profiles) it need to be applied to all devices that user interacts with.

17. Secure Network Channels

A. Desktops and Applications should be only delivered through secure channels to authenticated users.

18. **Connect Peripherals**

A. Printing and scanning solutions need to be accessed from any internal or external device where facility is authorized. Printing and scanning devices are connected to internal network or to end user device directly. The user using the end user device should be able to print and scan using his applications or virtual desktop.

B. USB redirection should be supported while supporting USB storage devices, USB DVD/CD drives, USB Cameras, USB Printers, USB Scanners & USB Flash Drives.

19. **Web Printing**

A. Web printing to printers in internal network & on internet should be enabled for authorized and authenticated users to print from outside network. Page wise selections of uploaded document and paper size and other optional settings while printing is preferred.

20. **Storage & Content Sync**

A. Users should be able to access their official data, using any device. When required it should be supported to be stored in local devices for using when there is no network access. Synchronizing new versions of edited files from /to device is required. It is needed to have high standard for data protection while having a mechanism to control /restrict end user devices at required levels to remotely wipe out end user devices. User data in internal Network Drive or Folder should be able to access from internal and external network from his device. Data should be encrypted while stored on mobile device.

B. Sharing and collaboration of data and files should made available remotely with other users.

21. **Segregate Cooperate Data & Data Protection**

A. The solution should segregate corporate data from personal data using a secure container solution for cooperate data and apps installed on device. User should be allowed to use his choice of data and other secure apps on stores to use as per his/her wish.

B. Data Leakage protection (DLP) solution need to be given for all end user devices with USB data logging enabled. Please indicate if there is any cost escalation to include this feature.

C. Cooperate Data should be encrypted while stored on Devices' Data Storages (Laptop/Desktop Computers, Mobile devices). Please indicate if there is any cost escalation to include this feature.

22. **Performance**

A. Application delivery should be having performance as described in this RFP. User might be using few business applications at a time and performance should not decrease with number of

concurrent applications running on the device. Also, the performance of Digital Workspace should not degrade with other backend workloads related to maintenance and updating of the system.

23. **Reliable, Scalable, Flexible**

A. Solution Should be high available with mechanisms to reduced downtime, scalable, flexible, highly configurable, and highly manageable by design.

24. **Reporting**

A. Advanced Logging and Reporting should be available. Custom Reports and app usage, resource metering should be supported.

25. **Centralized Monitoring & Management**

A. All mobiles devices (laptops, iPad, tab etc.) deployed to end-users must be centrally managed via comprehensive Mobile Device and Application Management Solution - based on policy.

B. Should be able to apply policies based on device type/group as well as based on user groups and support policy-based Application Provisioning.

C. It should have the ability to manage the registered devices and if required wipe data remotely as required by administrators/owners.

D. The solution should incorporate a dashboard that monitors application performances from the end user's perspective with display of performances at any point of the delivery chain.

26. **Advance management features**

A. Advance device management features such as custom scripting, encryption management (In app or device level), app management, profile management etc. shall be provided with the solution. B. Should provide administrative facilities for above features provided.

Section VI-Annex K: Technical Specifications of User Devices

No	Feature	Description
	Technical Specifications for Standard Laptops	
1	Type	Business Laptop (Enterprise Grade)
2	Processors	Intel Core i5-11th Generation Processor or Higher
3	OS	Standard OEM Windows 10 Professional 64-bit OS license should come along with the device.
		Upgrade-ready to Windows 11: should be able to upgrade to Windows 11 with no issues.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		Support for Enterprise versions of Windows Operating Systems is mandatory Attach documentary proof from manufacturer confirming full scale support for Enterprise versions of windows OSs
		Support for Professional versions of Windows Operating Systems is mandatory
4	Graphics	**Integrated FHD** Graphics
5	Display	**Internal**: 14-inch, diagonal LED-backlit, anti-glare, resolution FHD 1920 x 1080
6	Memory	DDR4 PC4-3200 SDRAM (Transfer rates up to 3200 MT/s)
		Minimum 8GB-DDR4 or higher
		Maximum: Ungradable to 32GB
7	Communications	**Integrated** 10/100/1000 Gigabit Ethernet Network Connection
8	Wireless Type	802.11 a/b/g/n/ac/ax WI-FI & Bluetooth
9	Audio	HD audio. Integrated stereo speakers and microphone.
		Button for volume mute, function keys for volume up and down.
		Combo microphone-in/stereo headphone-out jack.
10	Video Camera	Integrated (Fixed type) 720p HD camera
11	Pointing device	Clickpad with multi-touch gesture support
12	Internal storage	Type: SSD, Min Capacity 512 GB
		Additional SSD slot (to upgrade the internal storage)
13	Optical Drive	DVD+/-RW (optional), External Drive need to be provided on request

14	Battery	**Primary battery**: 3-cell, 45 Wh or better **Battery Life**: Up to 12 hours or better
15	Ports & slots	2x USB 2.0
		2x USB 3.0 or higher
		1 SuperSpeed USB Type-C
		HDMI Port
		VGA Port (Optional)
		RJ-45 / Ethernet
		Headphone/microphone combo
		AC port
16	Security Management	Security lock slot;
		TPM 2.0 (should support MS BitLocker)
		Preboot Authentication (password)
		Fingerprint reader
17	Keyboard	US international English, Spill-resistant, backlit keyboard
18	AC Adapter	65 W AC Adaptor Input 100~240V AC,50/60 Hz
19	Weight	1.5 Kg or below
20	Dimensions (w x d x h)	12.67 x 8.42 x 0.78 in (32.19 x 21.39 x 1.99 cm) or below
21	Travel mouse	Mini optical USB travel mouse
22	Accessories	Carry bag
23	Finishing	Black/Silver

Technical Specifications for High End Laptop		
No	**Feature**	**Description**
1	Type	Ultra-thin Business Laptop (Enterprise Grade)
2	Processors	Intel Core i5-11th Generation Processor or Higher.
3	OS	Standard OEM Windows 10 Professional 64-bit OS license should come along with the device.
		Upgrade-ready to Windows 11: should be able to upgrade to Windows 11 with no issues.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		Support for Enterprise versions of Windows Operating Systems is mandatory Attach documentary proof from manufacturer confirming full scale support for Enterprise versions of windows OSs
		Support for Professional versions of Windows Operating Systems is mandatory
4	Graphics	Models with integrated graphics: Intel Iris X Graphics or better
5	Display	13.3''-14'' inch (diagonal) display, IPS, BrightView FHD (1920 x 1080) Display or better
6	Memory	Minimum 16GB DDR4
7	Communications	**Integrated** 10/100/1000 Gigabit Ethernet Network Connection
8	Wireless Type	802.11a/b/g/n/ac/ax compatible Wi-Fi Bluetooth 5 wireless technology
9	Audio	HD audio. Integrated stereo speakers and microphone.
		Combo microphone-in/stereo headphone-out jack.
10	Video Camera	Integrated (Fixed type) HD 720p
11	Pointing device	Click pad with multi-touch gesture support
12	Internal storage	Type: SSD, Min Capacity 512 GB
		Additional SSD slot (to upgrade the internal storage)
13	Optical Drive	External Drive
14	Battery	Up to 10 hours wireless web or better Up to 30 days of standby time or better Built-in 41.4-watt-hour battery or better
15	Ports & slots	2 SuperSpeed USB Type-A (up to 5Gbps ;1 charging port)
		2 Thunderbolt 4 with USB4 Type-C

		VGA output (using Type-C to VGA Multiport Adapter)
		Inbuilt RJ 45 LAN Port or USB-C to RJ45 Adapter/Dock
		HDMI video output
		SIM card slot
		Headphone/microphone combo
		1 AC power
16	Security Management	Security lock slot;
		TPM 2.0 (should support MS BitLocker)
		Preboot Authentication (password);
		Fingerprint reader
17	Keyboard	US international English, Spill-resistant, backlit keyboard
19	Weight	1.3 Kg or bellow
20	Dimensions (w x d x h)	Lesser than 29.2 cm x 20.1 cm x 0.85 cm
22	Travel mouse	Mini Wireless travel mouse
23	Supplied Accessories	Carry bag, Docking station
24	Finishing	Silver/Gold

Technical Specifications for Standard Desktops		
No	**Feature**	**Description**
1	Type	Enterprise Grade
2	Processors	Intel Core i5-10th Generation Processor or Higher
3	OS	Standard OEM Windows 10 Professional 64-bit OS license should come along with the device.
		Upgrade-ready to Windows 11: should be able to upgrade to Windows 11 with no issues.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		Support for Enterprise versions of Windows Operating Systems is mandatory
		Support for Professional versions of Windows Operating Systems is mandatory
4	Memory:	8GB 2666 MHz DDR4 SDRAM or more; Memory slots: 2 DIMM or more upgradable to 32GB
5	Internal Storage:	Type: SSD, Min Capacity 512GB
6	Dimensions:	Small Form Factor PC (less than 35cm x 40cm x 10 cm)
7	Optical Drives:	SATA Slim Super Multi DVD writer
8	Graphics:	integrated graphics: FHD Graphics (1920 x 1080)
9	Audio:	High Definition Audio
10	Internal speaker:	Standard
11	Communications:	Integrated 10/100/1000 Gigabit Ethernet Network Connection
12	Expansion Slots:	1 low-profile PCI; 1 low-profile PCIe x1; 2 low-profile PCIe x8
13	Ports and Connectors:	4 USB 3.0; 4 USB 2.0; 1 serial;2 PS/2; 1 VGA;1 HDMI; 1 DisplayPort; 1 audio in; 1 audio out; 1 RJ-45; 1 headphone; 1 microphone
14	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
15	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
16	Security Management	BIOS Security Internal solenoid lock
		TPM 2.0 (should support MS BitLocker)
		Preboot Authentication

17	Weight:	less than 4 kg
18	Power:	240W & 230V AC Compliance ENERGY STAR® qualified configurations
19	Display:	Included 23" LCD/TFT/IPS Color Display with 1920x1080 Resolution HDMI Port |DisplayPort | VGA Connector

Technical Specifications for Thin Clients – Specification 1		
No	**Feature**	**Description**
1	Processors	Intel Core Supported Processor for OSs
2	OS & Application Support	Windows Thin OS (or Windows 10 or Any Other supported for the technology used)
		Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported
		IE11, Edge, Chrome Browser Support
		Remote Management Mechanisms and Remote configuration
3	Memory:	8GB DDR4 SDRAM or better
4	Internal Storage:	16 GB SSD Flash
5	Dimensions:	Tower or all in one (less than 2.3 in x 8.5 in x8.6 in)
6	Optical Drives:	External Drive need to be provided on request
7	Graphics:	Integrated Shared Graphics
8	Audio:	Integrated with Headphone/Microphone combo jack
9	Communications:	Integrated Gigabit network connection (standard)
		Wake on LAN (WoL), DHCP support, PXE support
10	Expansion Slots:	1 low-profile PCI; 1 low-profile PCIe x1; 2 low-profile PCIe x8
11	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI Port; 1 HDMI; 1 headphone/ microphone combo
12	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
13	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
14	Weight:	less than 500g
15	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations
16	Display:	Included 23" LCD/TFT/IPS Color Display with 1920*1080 Resolution HDMI Port |DisplayPort | VGA Connector

Technical Specifications for Zero Clients – Specification 1		
No	**Feature**	**Description**
1	Firmware	Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported Remote Management/Update Mechanisms and Remote configuration
2	Dimensions:	Tower or all in one
3	Optical Drives:	External Drive need to be provided on request
4	Audio:	Integrated with Headphone/Microphone combo jack
5	Communications:	Integrated Gigabit network connection (standard) Wake on LAN (WoL), DHCP support, PXE support
6	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI; 1 HDMI; 1 headphone/microphone combo
7	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
8	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
9	Weight:	less than 300g
10	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations
11	Display:	Included 23" LCD/TFT/IPS Color Display with 1920*1080 Resolution HDMI Port |DisplayPort | VGA Connector

No	Feature	Description
**Technical Specifications for Thin Clients with Built in speaker / Built in Mic – Specification 2 (Optional Requirement)**		
1	Processors	Intel Core Supported Processor for OSs
2	OS & Application Support	Windows Thin OS (or Windows 10 or Any Other supported for the technology used)
		Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported
		IE11, Edge, Chrome Browser Support
		Remote Management Mechanisms and Remote configuration
3	Memory:	8GB DDR4 SDRAM or better
4	Internal Storage:	16 GB SSD Flash
5	Dimensions:	Tower or all in one (less than 2.3 in x 8.5 in x8.6 in)
6	Optical Drives:	External Drive need to be provided on request
7	Graphics:	Integrated Shared Graphics
8	Audio:	Integrated with Headphone/Microphone combo jack
9	Internal speaker & Mic:	**Built in speaker / Built in Mic**
10	Communications:	Integrated Gigabit network connection (standard)
		Wake on LAN (WoL), DHCP support, PXE support
11	Expansion Slots:	1 low-profile PCI; 1 low-profile PCIe x1; 2 low-profile PCIe x8
12	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI Port; 1 HDMI; 1 headphone/microphone combo
13	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
14	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
15	Weight:	less than 500g
16	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations
17	Display:	Included 23" LCD/TFT/IPS Color Display with 1920*1080 Resolution HDMI Port |DisplayPort	VGA Connector

Technical Specifications for Zero Clients with Built in speaker / Built in Mic – Specification 2 (Optional Requirement)		
No	**Feature**	**Description**
1	Firmware	Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported Remote Management/Update Mechanisms and Remote configuration
2	Dimensions:	Tower or all in one
3	Optical Drives:	External Drive need to be provided on request
4	Audio:	Integrated with Headphone/Microphone combo jack
5	Internal speaker & Mic:	**Built in Speaker / Built in Mic**
6	Communications:	Integrated Gigabit network connection (standard) Wake on LAN (WoL), DHCP support, PXE support
7	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI Port; 1 HDMI; headphone/ microphone combo
8	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
9	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
10	Weight:	less than 300g
11	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations
12	Display:	Included 23" LCD/TFT/IPS Color Display with 1920*1080 Resolution HDMI Port |DisplayPort	VGA Connector

Technical Specifications for Thin Clients with Wi-Fi – Specification 3 (Optional Requirement)		
No	**Feature**	**Description**
1	Processors	Intel Core Supported Processor for OSs
2	OS & Application Support	Windows Thin OS (or Windows 10 or Any Other supported for the technology used)
		Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported
		IE11, Edge, Chrome Browser Support
		Remote Management Mechanisms and Remote configuration
3	Memory:	8GB DDR4 SDRAM or better
4	Internal Storage:	16 GB SSD Flash
5	Dimensions:	Tower or all in one (less than 2.3 in x 8.5 in x8.6 in)
6	Optical Drives:	External Drive need to be provided on request
7	Graphics:	Integrated Shared Graphics
8	Audio:	Integrated Stereo with Headphone/Microphone combo jack
9	Communications:	Integrated Gigabit network connection (standard)
		Wake on LAN (WoL), DHCP support, PXE support
10	Expansion Slots:	1 low-profile PCI; 1 low-profile PCIe x1; 2 low-profile PCIe x8
11	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI Port; 1 HDMI; 1 headphone/microphone combo
12	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
13	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
14	Weight:	less than 500g
15	Wi-Fi	**802.11 a/b/g/n/ac/ax**
16	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations
17	Display:	Included 23" LCD/TFT/IPS Color Display with 1920*1080 Resolution HDMI Port |DisplayPort | VGA Connector

Technical Specifications for Zero Clients with Wi-Fi – Specification 3 (Optional Requirement)		
No	**Feature**	**Description**
1	Firmware	Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported Remote Management/Update Mechanisms and Remote configuration
2	Dimensions:	Tower or all in one
3	Optical Drives:	External Drive need to be provided on request
4	Audio:	Integrated Stereo with Headphone/Microphone combo jack
5	Communications:	Integrated Gigabit network connection (standard) Wake on LAN (WoL), DHCP support, PXE support
6	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI Port; 1 HDMI; 1 headphone/ microphone combo
7	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
8	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
9	Weight:	less than 300g
10	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations
11	WI-FI	**802.11 a/b/g/n/ac/ax**
12	Display:	Included 23" LCD/TFT/IPS Color Display with 1920*1080 Resolution HDMI Port |DisplayPort	VGA Connector

Technical Specifications for Monitor	
Feature	**Description**
Size:	23 inch Wide
Type:	LCD/LED/IPS Display
Brightness(typ):	250nits(cd/m^2)
Contrast ratio:	Static 1000:1; Dynamic 1,000,000:1
Native Resolution:	1280 x 1024 / 1920 x 1080 @ 60 Hz
Panel Backlight:	LED
Color Support:	16.7 million colors
Response time:	5 ms
Viewing angle	Horizontal 170^0, Vertical 170^0
No of minimum VGA ports:	1
No of Display/DVI ports:	1
No of HDMI Ports	1
Voltage:	100 to 240 V AC/50 or 60 Hz / 1.5 A
Other Accessories:	Stand, Cable cover, Power cable, Display Cable, VGA cable, HDMI cable

	Technical Specifications for Virtual Computers
	Should support enterprise standard desktop performance in current Market. (minimum having Windows 10 Professional 64-bit OS, Core i5 10th Gen 4Gz CPU and 8 GB RAM with SSD)

No	Feature	Description
1	Type	Virtual
2	Processors	Should support enterprise standard desktop performance in current Market as mentioned above.
3	OS	Microsoft VDA license should come along with the solution
		Support for Enterprise versions of Windows Operating Systems (including Windows 10 pro 64bit) is mandatory by technology used
4	Memory:	Should support enterprise standard desktop performance in current Market as mentioned above.
5	Storage:	Adequate OS Partition supporting user profiles.
		(Network storage of 25GB for each user should be accessible)
		Should support enterprise standard desktop performance in current Market as mentioned above.
6	Graphics:	HD Graphics with Dual Monitors Support
7	Audio & Video:	Microphone in & Speaker out supported/ built-in speaker Mic support/ Web cam support
8	Communications:	Virtual Network Adapter- Minimum 1 Gbps
9	Ports and Connectors:	Virtual USB Host Controller/Virtual USB Hub (USB 3.0, USB 2.0); 1 serial;2 PS/2; 1 VGA; 1 DisplayPort; HDMI
10	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
11	DVD/CD	Virtual DVD/CD drives & External DVD/CD Drive Mapping
12	Usage/ Performance	MS office application suite, multiple web browser (Edge, Chrome, IE), MS Teams, Business applications, network printers, external devices etc. should be accessible from VD without degrading the performance.
13	Redirected drives and folders	Capable to access local drives / files and folders/locally attached peripheral devices in Laptop or Desktop when connects to VD from that Laptop or Desktop.

Section VI-Annex L: Endpoint Detection & Response (EDR) and Endpoint Security

Endpoint Detection & Response (EDR) Solution and its components MUST include following general technical characteristics at the time of proposal submission. (Interested Parties are expected to provide a detailed description of how their solutions meet each of below characteristics).

A. Solution MUST be "Off-the-Shelf", meaning that Solution is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any part of Solution is a fully compatible extension of a field-proven product line, it MUST have been publicly announced on or before the date that the proposal is submitted.

B. Proposed EDR solution must be compatible with the overall Managed Desktop Solution (including provision of endpoints such as desktops, laptops, virtual desktops, and storages) proposed by respective vendor.

C. The proposed solution MUST provide a complete backup and restore capability by itself or be integrated through the standard backup software.

D. Interested parties MUST provide 24/7 technical support, including issue/problem reporting and assistance.

E. Solution MUST seamlessly integrate with all leading Security Information & Event Management (SIEM) Solution. Interested parties shall submit details of any dependencies together with the proposal.

F. Solution components should be certified by independent assessing authorities.

G. Proposed solution shall run on a Single Agent (compatible for Windows, Mac, and Linux OS) and Single Console to reduce complexity.

H. Proposed solution deployment and updates (agent, policies, settings, etc..) are available globally and where possible should not require rebooting (server endpoints) during installation/upgrade.

I. Proposed solution must be tamper-resistant and protect endpoint sensors against attempts to modify.

J. Proposed solution shall map and correlate all assets within the environment such as endpoints (desktop computers, laptops, virtual desktops etc.), servers, installed apps, user accounts, and be able to generate inventory reports.

K. Proposed solution shall have USB Device Control.

L. Solution shall have machine learning capabilities and the ability to detect and block malicious files without relying on daily/weekly definition updates. Also, shall have the ability to detect and block bad behaviors exhibited from known-good files (such as outlined in the MITRE ATT&CK framework).

M. Solution should be a tested solution by MITRE against its ATT@CK Framework

N. Solution should provide 100% visibility over Advanced Persistent Threats and should be evaluated by MITRE ATT@CK framework for the same.

O. Proposed solution shall support exploit blocking, custom whitelisting, and blacklisting, behavioral, attack attribution, and adware blocking. Such protection shall exist whether the endpoint is online or offline and must not interfere with business-critical applications.

P. Proposed solution must identify malicious files and prevent them from execution, including viruses, trojans, ransomware, spyware, and cryptominers using machine learning and behavioral techniques before it could create any damage to respective systems.

Q. Proposed solution must identify malicious behavior of executed files, running processes, registry modifications, or memory access and terminate them at runtime, or raise an alert (exploits, fileless, Macros, PowerShell, WMI, etc.)

R. Proposed solution must support the creation of rules to exclude specific addresses/IP ranges.

S. Proposed solution must identify and block privilege escalation attacks.

T. Proposed solution must identify and block reconnaissance attacks.

U. Proposed solution must identify, and block credential theft attempts occurring in memory (credential dump, brute force) or network traffic (ARP spoofing, DNS Responder).

V. Proposed solution must identify and block/alert on lateral movement (SMB relay, pass the hash).

W. Proposed solution must identify user account malicious behavior, indicative of prior compromise.

X. Proposed solution must identify malicious interaction with data files.

Y. Proposed solution must identify data exfiltration via legitimate protocols (DNS tunneling, ICMP tunneling).

Z. Proposed solution must identify and block usage of common attack tools (Metasploit, Empire, Cobalt etc.).

AA. Proposed solution must continuously collect data on all the entities and their activities within the environment such as: File interaction – create, open, rename, delete, execute | process execution (including process tree). | User login | Network traffic. | Registry changes. | Installed software.

BB. Proposed solution must support the display of entity and activity data. Search on behavioral patterns in all fields of coverage (users, files, machines, network traffic).

CC. Proposed solution must support real-time dynamic identification and analysis of malicious content to detect and prevent zero-day attacks.

DD. Proposed solution must support cross-organization queries. Search for the occurrence of process, file, network, or user activities across all endpoints.

EE. Proposed solution must support the means to execute forensic investigation: Investigation of running processes or files, machine-level investigation, memory activity investigation, obtain memory dump, etc.

FF. Proposed solution must support isolation and mitigation of malicious presence and activity on the endpoint, via remote operations, including and not limited to: (i) Ability to run a coordinated command (such as CMD interface). (ii) Running scripts or files from a network location or mapping a drive. (iii). Shutting down an endpoint or server. (iv). Isolating an endpoint or server from the network. (v). Deleting a file (including active run files). (vi). Quarantine a file (including active run files).   (vii). Kill a process. (viii). Remove or delete a service or scheduled task. (ix). Lock a local user account or domain user. (x). Reset user password. (xi). Block telecommunications based on destination (domain address or IP address). (xii). Disconnect of network cards. (xiii). Change IP address. (xiv). Edit HOST file. (xv). Renewed operation of an end station and/or a server.

GG.   Proposed solution must support isolation and mitigation of malicious presence and activity globally across the entire environment. (such as firewall or proxy: block IP, block domain, block port).

HH. Proposed solution must support incident response automation (such as, incident response playbooks for common scenarios available off-the-shelf as part of the solution and ability to define customized response playbooks).

II. Proposed solution shall support File Integrity Monitoring (FIM) capabilities.

JJ. Proposed solution shall have capabilities to perform or integrate with vulnerability assessment engines to identify missing security updates within endpoints.

KK. Proposed solution shall provide the means to conduct Inventory Management. Map and correlate all assets within the environment such as endpoints, servers, installed apps, user accounts, and generate inventory reports.

LL. Proposed solution shall provide log collection, retention, and integration with SIEM.

MM.   Proposed solution must include threat hunting. Search for malicious presence by known Indicators of Compromise. Indicate response times, techniques, tactics, and processes.

NN. Proposed solution must support the discovery of unattended attack surfaces.

OO.   Proposed solution must support rapid and seamless installation across all endpoints and servers in the environment.

PP. Proposed solution must have a light footprint for minimal impact on the endpoint (desktop computers, laptops, virtual desktops etc.) /server (including storages) performance. Indicate the expected maximum RAM, CPU, Bandwidth consumption etc.

QQ.   Proposed solution must provide encrypted communication between the central EDR server and the agents on the endpoints or servers.

RR. Proposed solution must support all commonly used Operating Systems. State any limitations.

SS. Proposed solution must support connection to Active Directory.

TT. Proposed solution must co-exist with all commodity and proprietary software on the endpoints or servers.

UU. Proposed solution must provide full protection for endpoints and servers that are offline (do not connect to the organization's network). A threat protection mechanism that do not always rely on connectivity to a management server/console.

VV. Proposed solution must collect endpoint, file, process, user activity and network traffic in a fully self-sustained manner. Eliminate the need for manual configuration of rules or policies or reliance on additional devices.

WW. Proposals shall clearly explain how the intended solutions will integrate with the proposed Managed Services Agreement.

XX. EDR deployment in Servers shall have Breach Prevention Warranty.

YY. Solution should be in Leaders in the latest Gartner Magic Quadrant.

ZZ. Solution should be a leader in Gartner Critical capabilities used cases.

AAA. Solution must support integration with common SIEM products.

BBB. Solution must have real time streaming of alerts via API.

CCC. Solution must be capable to Query device status via API including OS, version, first seen, last seen.

DDD. Solution should support broadcasting of customer messages via management console.

EEE. Should support export all raw agent data events.

FFF. Solution must support standardized and customizable reports.

A. Bidder proposal should include an Internet Proxy solution and it should be able to provide authenticated users & devices with multiple sessions and should include layer 7 filtering capabilities using constantly updated filter lists. Also, it should be able to cover up all Internet session requirements of the Desktop & Laptop Environment as well as App Delivery platforms, O365 & other public cloud access requirements etc.

A. The Solution must have on premise and/or cloud web filtering engine which work independently to device type and network perimeter to protect mobile workforce.

B. The Solution may provide on premise in-line proxy and/or cloud-endpoint-agent for in-box malware inspection, content filtering, SSL inspection, protocol filtering functionalities.

C. The Solution should protect users from downloading virus / malwares embedded files by stopping viruses / malwares, malicious-code detection, and filtering at the gateway itself. The Solution should provide Real-Time security scanning.

D. The Solution should stop incoming malicious files with updated signatures & prevent access to malware infected websites & unblock the sites when the threats have been removed.

E. The Solution must have a URL categorization that exceeds 100+ million URLs filtering database. The Solution should have pre-defined URL categories.

F. The Solution must be able to create a filtering rule with multiple URL categories. It should support enforcing corporate and regulatory policy compliance on web traffic based on URL categories, users, groups and/or devices.

G. The Solution should have the capabilities to inspect in depth block, permit, allow & log, wide range of protocols not limiting to HTTP, HTTPs, FTP. (The Bidder should provide the protocols that support the above requirement).

H. The Solution should perform inspection to detect & block malicious content downloaded through SSL.

I. The Solution shall provide in-depth visibility in Application level and capable to enforce filtering rules and policies. It should provide application controls for popular Web-based applications (such as instant messaging (IM) and Skype) and should be able to identify Microsoft O365/O365 /Facebook and any specific traffic automatically and route them separately. It is preferred if itself shall have the uplink load-sharing methodology for applications or categories.

J. The Solution shall provide reputation-based URL filtering to avoid users visiting/redirecting to blacklisted/high risk/suspicious URL (DNS level threat mitigation or URL rewriting)

K. Solution should be able to provide a customizable user and group quota allocation system based on data access volumes.

L. The Solution should support

      i.   Content caching and traffic optimization
      ii.   Bandwidth management
     iii.   Quota Management (per user, Volume based, Bandwidth based, Time based etc.)
     iv.   Quota Based user alert facility (Alerts must be customizable on SLAL requirements. For example, alerting on the list of users who exceed quota limits)
      v.   Reporting on per user/ AD group-based internet usage (Customizable reporting must be available based on SLAL requirements such as most visited sites, distribution of bandwidth utilization on internet access per user, per website etc.)
     vi.   Streaming media splitting and caching
    vii.   Method level controls, per protocol
   viii.   User level awareness and authentication
     ix.   Native or integrated data leak prevention

M. The Solution shall be of High Availability configuration and Bidder shall indicate the full specifications.

N. The Solution shall include a dashboard to monitor the real-time behavior of internet usage passing the device on access of web sites, applications and/or services etc. Also scheduled reports and on demand reports should be provided by the supplier as when requested by SLAL. Monitoring tool & Reports should have the capability of providing information on per user activity, usage reports, etc.

1. **Next Generation Firewall functionalities**

A. The solution shall support,

    i   Firewall throughput - More than 2 Gbps

    ii   Threat prevention throughput – More than 1.2 Gbps

    iii connections per second – More than 12,000

    iv No of sessions – More than 150,000

    v   IPSec VPN throughput – More than 1.5 Gbps

    vi   Security rules – More than 1,000

    vii NAT rules – More than 2,500

    viii SD-WAN rules – More than 50

    iX Policy based forwarding rules – More than 200

    X   Objects - Address objects, Address groups, Service objects, Service groups, FQDN address objects

    Xi App-ID signatures – More than 5,000

    Xii Should support SSL Port Mirror

    Xiii SSL concurrent decryption sessions – More than 18,000

    Xiv SSL Decryption

    XV URL Filtering entries for allow list, block list and custom

Categories – More than 22,000

    XVi IPv4 route forwarding table size – More than 8,000

    XVII Static Routes – More than 1,000

    XVIII L2 Forwarding (ARP table size) – More than 2,500

    XIX   NAT/PAT

    XX Site to site IPsec VPN – More than 1,000

B. All WAN links should be monitored, and supplier should provide a monitoring tool to view traffic information in real time. Also scheduled reports and on demand reports should be provided by the supplier as when requested by SLAL. Monitoring tool & Reports should have the capability of providing information on per user activity, link utilization, inbound/outbound traffic details, source/destination/port details, etc.

C. The Solution should support "Stateful" policy inspection technology and application intelligence.

D. The Solution shall support network traffic classification which identifies applications across all ports irrespective of port/protocol/evasive tactic.

E. The Solution must support filtering of TCP/UDP/IP based applications with standard and nonstandard TCP/UDP ports.

F. The Solution should be able to handle (monitor, block or allow) applications and all UDP & TCP communications

G. The Solution should have the ability to be deployed in inline mode.

H. The Solution (NGFW) should support IPS/IDS functionality for mitigating potential threats that arise externally.

I. Cyber security related measures must have been taken into consideration when designing the total solution and it should contain firewalls, IPS/IDS, etc. where necessary to mitigate potential threats that arise internally and externally.

J. The Solution (NGFW) should support SSL VPN and IPSec VPN for both Site-Site & Remote Access VPN. Also it should support IPSec ISAKMP methods such as MD5, IKE (v1, v2), AES256, SHA(256,512), DH(1,2,5,7,11,15,20,21,24), RSA & Manual Key Exchange Authentication, 3DES/AES-256 Encryption of the Key Exchange Material and algorithms like RSA-1024 / 1536.

K. The Solution (NGFW) should support PKI Authentication with PCKS#7 & PCKS#10 standards, Route-Based IPSec VPN, Perfect Forward Secrecy (PFS) and NAT-T (NAT Traversal).

L. The Solution should support (without depending on IP addresses)

      i   URL based traffic Policy Enforcement,

     ii   URL based traffic Routing (Static, Dynamic, Policy

        Based)

    iii URL based traffic Bandwidth Shaping

    iv URL based traffic Load Balancing

     v   URL based traffic Quota Management

M. The Solution (NGFW) shall be able to do SSL traffic inspection for all inbound and outbound communications.

N. The Solution (NGFW) shall support the ability to have an SSL inspection policy differentiate between personal SSL connections i.e. banking, shopping, health and non-personal traffic.

O. The Solution should have a provision to handle the bandwidth & quota management.

P. The Solution should be able to explicitly limit bandwidth for bi-directional traffic i.e. upload & download.

Q. The Solution should have in-depth Identity Awareness Capabilities

R. The Solution should support VLAN tagging (IEEE 802.1q) and trucking

S. The Solution should support Link Aggregation, Ethernet Bonding functionality to group multiple ports as single port.

T. The Solution must support at least 2048 VLANs

U. The Solution must support practically unlimited policy option.

V. The Solution should support the multicast protocols as a multicast host, by participating in DVMRP, IGMP and PIM-DM / PIM-SM

W. The Solution should support SLAAC Stateless Address Auto configuration

X. The Solution must provide NAT functionality, supporting all applications and services-including H.323 and SIP based applications. (NAT functionality must not depend on the IP assignment of directly connected interfaces)

    i.   Source based and destination-based NAT

    ii.   Dynamic and static NAT translations

    iii.   NAT exclusions

    iv.   Dynamic IP reservation,

    v.   Port oversubscription

    vi.   Dual Stack IPv4 / IPv6 (NAT64, NPTv6)

Y. The Solution should support Bidirectional Forwarding Detection (BFD), Policy Base Routing, and routing protocols such as

    i.   Static

    ii.   RIP v2

    iii.   OSPFv2/v3 with graceful restart

    iv.   BGP v4 with graceful restart

Z. The Solution should support the authentication protocols such as RADIUS, LDAP, and TACACS etc.

AA. The Solution shall be able to create custom application signatures and categories using the inline packet capture feature.

BB. The Solution shall be able to implement Zones, and use IP address, URL, Port numbers, User id, Application id under the same firewall rule or the policy configuration.

CC. The Solution should have the ability to block Instant Messaging like Yahoo, MSN, ICQ, Skype (SSL and HTTP tunneled) with controls over File Transfer, Block Audio, Block Video, Application Sharing and Remote Assistance.

DD. The Solution shall delineate different parts of the application such as allowing Facebook chat but blocking its file-transfer capability inside the chat application base on the content

EE. The Solution shall be able to protect the user from the malicious content upload or download by application such as Facebook chat or file sharing by enforcing the total threat protection for known and unknown malicious content such as virus, malware or a bad URL.

FF. The Solution shall support DNS sink holing for malicious DNS request from inside hosts to outside bad domains and should be able to integrate and query third party external threat intelligence data bases to block or sinkhole bad IP address, Domain and URLs

GG. The Solution (NGFW) should be able to call threat intelligence feeds on malicious IPs, URLs and Domains and to use those dynamic data feeds in firewall policy to block those malicious attributes.

HH. Automated policy tuning based on thereat intelligence shared by solution components (sandbox, IPS) or external security platforms (vulnerability management module/ endpoint security module)/feeds.

II. The Solution should have the ability to enable/blocking of Peer-Peer applications, like Kazaa, Gnutella, Bit Torren.t, IRC (over HTTP).

JJ. The Solution shall possess Identity Context Awareness to support:

      i.   Identity based policy deployment

      ii.   Identity based logging options

      iii.   Identity based Quota Management

KK. The Solution must support clustering protocols including VRRP.

LL. The Solution must support minimum 3 virtual contexts without performance degradation at full featured functionality.

MM. NGIPS/FW appliance must be supplied with at least ten (10) 10/100/1000Mbps interfaces/ports (copper /SFP+ copper) and should contain minimum four (4) x 10 Gigabits SFP+ optical interfaces along with "dedicated/separate expansion slot" to add four (4) more 10G/40G interfaces when required (scalability) without changing the Appliance.

      i.   Required Single mode SFP module and single fiber cable shall be included as part of the solution

      ii.   The Solution should have inbuilt high-performance storage (minimum of 200 GB SSD) and storage for log retention

      iii.   The solution should have Capability of handling defined number of concurrent users (as in Annex E) with multiple sessions.

NN. Should be able to automatically prevent malicious domains identified with real-time analysis and continuously growing global threat intelligence.

OO. Should be able to quickly detect command-and-control or data theft through DNS tunneling with machine learning-powered analysis by observing the DNS queries, query rate and patterns, entropy, and n-gram frequency analysis of domains to accurately detect tunneling behavior.

PP. Should be able to gather Passive DNS to understand domain resolution history to prevent future DNS base attacks

QQ. Should be able to automate dynamic response to find infected machines and quickly respond.

RR. Should be able to set up policies by automating responses based on DNS traffic types.

SS. Device discovery, profiling (including IoT and OT) and classification (type, vendor, model, etc.)

TT. Solution should support machine learning and behavioral anomaly-based detection and automated enforcement capabilities.

UU. Solution should be able to provide risk-based policy recommendations.

VV. Solution should have capabilities to perform Vulnerability Assessment with Common Vulnerabilities and Exposures (CVE) integration

WW. Solution should be able to perform risk scoring based on the Common Vulnerability Scoring System (CVSS).

2. **Load Balancing and Traffic Optimization**

A. The Solution should support ISP link load balancing (Spill Over, Source based, Destination based, Weighted, URL Based, Application Based, Bandwidth Priority) via dedicated Link Load Balancer appliance or an integrated module with policy-based traffic handling where high-performance is assured.

B. The Solution should provide provisions to load balance Outwards links to ISPs based on QoS/Application-Delivery policies. [Guaranteed bandwidth, Maximum bandwidth, Priority bandwidth utilization,)

C. The solution should have following capabilities.
   i. WAN optimization,
   ii. Traffic Shaping with Category based traffic shaping

D. Solution should support automatic link failover between different ISPs in following cases i. ISP Link failure ii. Increase of Latency / Jitter iii. Service unavailability
   iv. Degradation of Link Performance

E. The solution should be capable of monitoring and alerting ISP link failure or degradation of performance.

F. Firewall's real time traffic logs (Allowed & Denied), system logs, security logs and event logs should be available at least for 180 days.

Section VI-Annex O: Privileged Access Management

Privileged Access Management (PAM) consists of the cybersecurity strategies and technologies for exerting control over the elevated ("privileged") access and permissions for users, accounts, processes, and systems across an IT environment. By implementing appropriate level of privileged access controls, PAM helps condense the attack surface, and prevent, or at least mitigate, the damage arising from external attacks as well as from insider malfeasance or negligence.

A. Proposed solution should be capable to handle fifty (50) number of users with Privilege Access Management and Two Factor Authentication.

B. The bidder shall provide costing for additional license as requested in Section IV Annex B - III

C. Proposed solution should be identified as leader in the latest Forrester Wave Privileged Identity Management.

D. Proposed solution must be easy-to-install, as well as being easy to configure. Proposed solution should be able scalable.

E. Proposed solution should confirm to open database standards to ensure a non "black box" approach to data storage and protection.

F. Proposed solution must support high availability architecture.

G. Proposed solution must have a tool or agent to be installed (in a resilient manner with multiple nodes) in DMZs to provide password rotation and discovery locally to this environment.

H. Proposed solution should have options to withstand a disaster (Disaster Recovery). Should describe how the solution would manage this.

I. Solution infrastructure should easily support multiple data centers.

J. Proposed solution must support building out across multiple geographic locations to support a global environment with multiple regions. Describe how the architecture works.

K. Proposed OEM should be identified as Leader in the latest Gartner Magic Quadrant for Privileged Access Management

L. Bidder should provide all the servers, operating systems, system software and other hardware, software and any other relevant licenses.

M. Proposed solution should support the following types of privileged accounts (not limited to):
   a. Domain Administrators
   b. Windows Local Administrators
   c. Windows Domain Service Accounts
   d. Any Unix/Linux distribution Accounts
   e. SQL Accounts (Microsoft SQL, Oracle, MySQL, Sybase, MongoDB, Postgres)
   f. Networking and Firewall devices (Cisco, Juniper, Blue Coat, Checkpoint, etc)

g. Cloud-based accounts (Office365, Salesforce, Amazon, Google)

h. Hypervisor accounts (Hyper-V, VMWare ESX)

i. Privileged accounts for Dell DRAC and HP ILO accounts

j. Privileged accounts in application configuration files, scripts, and DevOps tools

N. Proposed solution must allow custom scripts (SSH, PowerShell, SQL) to be easily added, such that all applications with an external API can be fully onboarded into the solution. Describe how this is achieved in the solution.

O. Proposed solution must have a native integration with Active Directory (AD). Please describe.

P. Solution's platform must allow for granular role-based access control and full separation of duties amongst users of the service.

Q. A break-glass mode must be available that allows access to credentials in the event of a failure or disaster.

R. Proposed solution should provide have the separation of duties. Should describe how separation of duties are handled within the service.

S. Proposed solution should be capable to manage different level of organizational users within and without the proposed managed desktop solution.

T. Proposed solution must support the use of Active Directory Security Group membership to enable access.

U. Proposed solution must be able to integrate in to an IAM or IDAM tool to allow for user provisioning and access management.

V. Proposed solution must allow policies to be enforced such that specific functions, such as session recording, are easily mandated on different account types.

W. Proposed solution should be integrated with any SAML-based SSO provider. Explain the integration.

X. Proposed solution must support integrated Windows authentication SSO.

Y. Proposed solution must feature in-built workflows for approval requests, separate to any ticketing system. Please describe how this is achieved.

Z. Proposed solution must have a mechanism that mandates exclusive use for an individual user for a period of time, allowing both One Time Passwords (OTP) and Just-In-Time (JIT) access to specified accounts. Detail the capability.

AA. Proposed solution should assign sets of varying permissions to different groups of users, (example, the "Company Admins" or "Contractors"? etc.)

BB. Solution platform must support the recording of SSH and RDP sessions out of the box. Describe how this would be achieved, and what software (if any) is required on initiating sessions (workstations) and receiving (target servers).

CC. Solution platform must be able to remove the ability for users to see passwords from privileged sessions but still enable users to do their work. Should describe how you would achieve this.

DD. Solution platform must enable administrators to create custom applications to be quickly and easily launched through the PAM solution without the need to rely on vendor professional services.

EE. Proposed solution must support recording of sessions launched through the platform. These sessions must be able to be viewed in real time. Describe how this is achieved.

FF. Proposed solution must make possible for sessions to be brokered through the solution itself, without relying on the introduction of extra servers.

GG. Proposed solution should support SSH command whitelisting on active sessions.

HH. Proposed solution must allow session recording to be offloaded into a storage mechanism, ie NAS or SAN (encrypted) to minimize the storage requirement for the service itself.

II. Proposed solution must support generalized SIEM solution log offload via Syslog and CEF.

JJ. Proposed solution must provide detailed and auditable trails on every single privileged account.

KK. Proposed solution must have the ability to record privileged user keystrokes by default and on-demand.

LL. Proposed solution must support cross-searching of keystroke activity performed by privileged users.

MM. Proposed solution shall have out-of-the-box reporting compliant to ISO/IEC 27001:2013

NN. Proposed solution must support the automated discovery of Windows domain service accounts and their associated dependencies (Windows Services, IIS Application Pools, Scheduled tasks).

OO. Proposed solution must support the automated discovery of Windows local administrator accounts.

PP. Proposed solution must have a method of discovering accounts on non-domain-joined devices.

QQ. Proposed solution must support the streamlined import of privileged accounts from popular tools such as KeePass databases and spreadsheets.

RR. Proposed solution must have extensive APIs to allow for internal integrations to the service. Should describe the specifics of the available APIs.

SS. Solution must integrate out-of-the-box with airline's service management tool BMC Remedy.

TT. Proposed solution must have integrations with Rapid7.

UU. Proposed solution must protect sensitive data-at-rest protected by encryption.

VV. Proposed solution must support offloading the master encryption key for the service in to a PKCS11-supporting Hardware Security Module (HSM)

WW. Proposed solution should configure privileged account password length and complexity.

XX. Proposed solution should limit sessions and access based on user IP address.

YY. Solution should Support multi forms of Authenticators.

ZZ. Solution shall be able to support multiple factors and vendor shall specify all the mechanisms in place to support the specified factors.

AAA. Proposed solution should be able to meet the requirements specified in PCI DSS standard.

BBB.   Proposed solution shall support the OATH compliant OTP security algorithms based on AES for OTP authentication.

CCC.   Solution's OTP authentication solution shall support both the time-sync and event-sync options not at same time.

DDD.   The solution should be able to alert (via SMS or e-Mail) unauthorized access attempts to desired administrators.

Section VI-Annex P: 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

1. 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.

2. 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

3. 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.

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

5. 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.

6. 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.

7. 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   :

Section VI-Annex Q: Compliance Sheet

LIST OF COMPLIANCE TO BE SUBMITTED WITH THE PRPOSAL (MANDATORY) in following format.

Refer the attached Excel Sheet. Do not add or remove any columns from the original format. Add rows to include all clauses and its sub clauses in this RFP including annexes.

Bidder Name:			Option:	
Comments & Details:			Date:	
Number	Description	Keep Blank (Official Use by SLAL)	Compliance (Complied / Not Complied / Partially Complied)	Remarks
#	Heading (Eg. Technical Specifications & Compliance Sheet)			
	Introduction Basic Requirements		Read and understood clearly (yes/no)	
1	Scope of Work			
A				
B				
C				
......	....			
2	Proposal Prerequisites			
A				
3	Sizing and Design of the Solution			
A				
B				
......	....			
......	....			
	Optional Requirements			
......	....			
......	....			
	Annex D - Proposed Solution Architecture		Read and understood clearly (yes/no)	
......	....			
......				
	Annex J -Digital Workspace for Mobile users & Devices			
1	Connecting to Applications & Desktop from any where			
A	....			
......	....			

Section VI-Annex R: Compliance Sheet for Information Security Requirements

	Extended Information Security Schedule for service providers, contractors, and other interested 3rd parties						
#	Policy statements/ Compliance requirements for Third Party Organizations	Deployed technical controls	Deployed procedural controls	Overall compliance (Yes/No/ Not Applicable)	Reasons for Not Applicability	Compensating controls	Remarks
1	**General**						
1.1	**Access control** (access to buildings/areas) Technical and/or organizational procedures shall be in place for access control and, in particular, for the identification of authorized persons						
1.2	**Access controls** Procedures shall be available with regard to user identification and authentication, both technical (password/password security) and organizational (master user data)						
1.3	**Access privilege controls** (the prevention of prohibited activities that exceed the granted user rights within an IT system). Authorization model and access rights to meet requirements shall be available; with monitoring and logging of the same						
1.4	**Transfer controls** (for all aspects of the transfer of personally identifiable data: electronic transmission, data transport, conveyance checks) shall be available						

1.5	**Input controls** (audit trail, documentation on data administration and maintenance) Procedures that support a historical audit of when data was entered, modified or removed (deleted), and by whom shall be available.						
1.6	**Contract controls** (assurance of policy-compliant processing of contractual data) Procedures (technical/organizational) shall be available defining the responsibilities of contractor and client.						
1.7	**Availability controls** (data shall be protected against accidental deletion or loss) Procedures for data archiving (physical/logical) shall be available						
1.8	**Controls for separation of duties** (datasets that are created for different purposes shall also be processed separately). Procedures shall be available to support the separate processing (storage, modification, deletion, transmission) of datasets that serve different contractual purposes.						
2	**Privacy Policies**						
2.1	The Third-Party Organization shall comply with the obligations under the EU General Data Protection Regulation (GDPR) in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines (hereafter referred to as "Personal Data").						
2.2	The Third-Party Organization shall process any Personal Data solely for the purposes identified by the relevant Agreement.						

2.3	The Third Party Organization 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 in particular to protect against accidental or unlawful destruction, loss, alteration or unauthorized disclosure of or access to Personal Data. These measures shall take into account and be appropriate to the state of the art, nature, scope, context and purposes of Processing of personal data and prevent unauthorized or unlawful Processing or accidental loss, destruction or damage to Personal Data. For the avoidance of doubt in the event of a dispute between the Third-Party Organization and SriLankan, SriLankan shall decide whether the Third-Party Organization has put in place appropriate technical and organizational measures in accordance with this Clause 11.							
2.4	The Third Party Organization shall will 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 Data Breach; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.							

2.5	The Third-Party Organization shall not engage any third parties or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such third parties. The Third Party Organization shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing.						
2.6	The Third-Party Organization shall use reasonable endeavors to provide such assistance as SriLankan reasonably requires in relation to satisfying any legitimate requests received from Data Subjects in relation to the Personal Data.						
2.7	The Third Party Organization shall keep a record of any Processing of Personal Data it carries out, including: 9.7.1 the purposes of the processing; 9.7.2 a description of the categories of data subjects and of the categories of Personal Data; 9.7.3 the categories of recipients to whom the Personal Data have been or will be disclosed; and 9.7.4 each transfer of Personal Data and, where relevant, the documentation of suitable safeguard.						
2.8	The Third-Party Organization shall take steps to ensure that, from and including 25 May 2018, their Processing of any Personal Data is compliant with the GDPR.						

3	Security Governance						
3.1	Third Party Organization 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.						
3.2	Third Party Organization shall have management-approved Information Security policies and procedures aligned with applicable external standards, regulations and SriLankan requirements, which shall be reviewed and updated periodically.						
3.3	The Solution and the Third Party Organization is compliant for ISO/IEC 27001:2013 Information Security Management System (ISMS) standard and the certification is up-to-date. (if proposed solution is compliant to other standards, legislative and regulatory requirements, please provide details in 'Remarks').						
3.4	Third Party Organization shall continually improve the suitability, adequacy and effectiveness of Information Security in accordance with applicable external standards, regulations and SriLankan requirements.						
4	Security Risk and Compliance						
4.1	Third Party Organization 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.						

4.1. a.	The risk register shall be maintained to show the nature, extent of and progress made in mitigating the identified risks.						
4.2	Third Party Organization shall conduct periodic compliance reviews against management-approved Information Security policies.						
4.3	Third Party Organization shall notify SriLankan where sub-contractor is engaged to provide services and shall ensure that sub- contractor also abides by this policy.						
4.4	Third Party Organization shall abide by the contractual agreements put in place with respect to SriLankan requirements which includes but not limited to code ownership and intellectual property rights.						
4.5	Third Party Organization shall facilitate and participate in periodic Information Security reviews which will be carried out by SriLankan or on behalf of SriLankan. Information Security reviews may also be conducted under the following conditions:						
4.5.a	Security incident/breach						
4.5.b	Major change in information systems used to provide services to SriLankan						
4.6	Third Party Organization shall provide periodic reports on risk and compliance management as applicable to services provided to SriLankan.						
4.7	Third Party Users shall comply with all applicable SriLankan corporate and Information Security policies, standards and procedures.						
5	**Personnel and Physical Security**						

5.1	Third Party Organization shall conduct adequate back-ground verification checks of their staff involved in SriLankan Airlines engagement						
5.2	Third Party Organization shall proactively inform SriLankan Airlines if screening has not been completed or if the results give cause for doubt or concern						
5.2	All employees in the Third-Party Organization shall sign a Non-Disclosure Agreement.						
5.3	Third Party Organization shall ensure that all employees complete mandatory Information Security awareness course periodically covering topics like password and user account security, information protection and handling, issues of confidentiality and company security standards.						
5.4	Third Party Users shall sign a Non-Disclosure Agreement before gaining access to SriLankan information and information systems.						
5.5	Third Party Organization shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.						
5.6	Third Party Organization shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.						
6	**Security in Applications, Systems and Networks**						

6.1	Third Party Organization shall design, implement and operate a Layered Security model to provide adequate and effective protection for SriLankan information and information systems. This shall be a combination of preventative, detective and reactive controls and must apply to development, test, pre-production and production environments.						
6.2	Third Party Organization shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.						
6.3	Third Party Organization 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.						
6.4	Third Party Organization 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.						
6.5	Third Party Organization 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.						
6.6	Third Party Organization 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.						
6.7	Third Party Organization should periodically deliver an independent report on the effectiveness of information security controls and agreement on timely correction of relevant issues raised in the report to SriLankan Airlines, on request						
6.8	Third Party Organization 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. Third Party Organization shall apply security patches in mutually agreed timeline without any cost escalation.						
6.9	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to Third Party Organization. If any vulnerability is found, Third Party Organization shall agree to apply security patches in mutually agreed timeline without any cost escalation.						
6.10	Third Party Organization should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities						
6.11	During the year, Third Party Organization shall conduct information security reviews of its sub-contractors and its own suppliers engaged in services/products delivered to SriLankan during the year						

6.12	Third Party Organization shall conduct BCP testing on SriLankan Related systems/services during the year						
7	**Security in System Delivery Lifecycle**						
7.1	Third Party Organization 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.						
7.2	Third Party Organization shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.						
7.3	Third Party shall ensure that access to program source code is restricted and strictly controlled.						
8	**Data Security**						
8.1	Third Party Organization 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.						
8.1.a	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.						
8.2	Third Party Organization shall only transmit, process or store SriLankan data and/or information in accordance with the contract requirements.						

8.3	Third Party Organization shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right To Information Act.						
8.4	Third Party Organization shall have an established data and media disposal processes incorporating suitable security requirements aligned with relevant industry accepted standards or regulations. SriLankan data shall be suitably disposed of under the following conditions:						
8.4.a	Contract expiry						
8.4.b	Equipment / media retirement or maintenance						
8.5	Third Party Users shall not process or store SriLankan data and/or information on non SriLankan devices. Where there is a legitimate business requirement to do so, approvals must be taken from SriLankan Information Security team.						
9	**Authentication & Password Compliance**						
9.1	Role Based Access & Workflow Approvals (Segregation of Duties)						
9.2	Active Directory (AD) Integrated (If **Yes**, please proceed to A-7)						
9.3	Password age – 60 Days						
9.4	Minimum password length – 8 Characters						
9.5	Password change at initial login						
9.6	Password Complexity						
9.6.1	At least one 'UPPERCASE' character						
9.6.2	At least one 'lowercase' character						
9.6.3	Mixture of numbers and/or symbols						
9.6.4	Account Lockout						
9.6.5	Lockout after 5 unsuccessful attempts						

9.6.6	30 minutes lockout duration						
9.6.7	Password History – 8 Passwords						
9.6.8	Availability of multiple-factor authentication						
9.6.9	Transfers authentication information through secure protocols						
9.6.10	Ability to display the time and date of last successful login, and any failed login attempts to user						
9.7	Third Party Organization shall support integration of solution with Microsoft Identity Manager for Identity & Access Management						
10	**Backups**						
10.1	Scheduled configuration backups						
10.2	Scheduled data backups						
10.3	Backup retention period - 12 years for all SriLankan/service-related data						
11	**Audit & Event Logs** (for all user activities, including administrative and privileged user activities, and system configuration changes)						
11.1	Application Audit Logs (including transaction logs)						
11.2	Database Level Audit Logs						
11.3	OS Level Audit Logs						
11.4	Event Logs (including successful/unsuccessful login attempts)						
11.5	Integration with McAfee Enterprise Security Manager for log correlation and management (recommended log format: syslog)						
12	**Encryption**						
12.1	256-bit key encryption for data at rest and in transit.						

12.2	Application services support enabling a public-key infrastructure (public key cryptography and digital signatures)						
13	**Data Validation**						
13.1	Input & Output Data Validation						
14	**Connectivity and Access Control**						
14.1	Web applications enabled with current TLS version certificates						
14.2	Remote diagnostic and configuration port should be protected.						
14.3	Ability to configure inactive Sessions timeout (for Application, Database, OS, Console)						
14.4	Ability to configure a Log-on banner						
15	**Dependent Systems and Services** (if yes, please provide information on systems/services/ports in remarks)						
15.1	Solution necessitates dependent systems & services						
16	**Incident Management**						
16.1	Third Party Organization shall inform SriLankan Airlines about any incidents related to information security as soon as an incident occurs						
16.2	Third Party Organization shall inform about the workarounds and rectifications taken to address the incidents						
16.3	Third Party Organization shall provide audit trails and records of information security events, operational problems, failures, tracing of faults and disruptions related to the service delivered						
17	**Service Continuity**						
17.1	Availability - 99.95%						
17.2	Recovery Time Objective - 1 hour						
17.3	Recovery Point Objective - 1 hour						

17.4	Third Party Organisation agrees to setup a local office or a competent local service provider to assist SriLankan Airlines in support queries or incidents.						
18	**Right to Audit & Monitor**						
18.1	Third Party Organisation agrees that performance of the Services will be subject to monitoring by SriLankan Airlines.						
18.2	Third Party Organisation agrees to keep accurate and complete records and accounts pertaining to the performance of the Services. Upon no less than seven (7) days' written notice, and no more than once per calendar year, SriLankan Airlines may audit, or nominate a reputable firm to audit, records relating to performance of Third Party Organisation/service provider under the Service Level Agreement, during the agreement period and for a period of three (03) months thereafter.						
18.3	If Third Party Organisation obtains third party services by means of outsourcing or sub-contract, Third Party Organisation is required to ensure such activities maintain applicable records to reflect the services agreement with SriLankan Airlines and will be subject to audit/monitor as set forth in 18.1 to 18.3 above.						
19	**Licensing Requirements**						
19.1	Does the solution necessitate additional licenses for third party components/services? (If Yes, please provide information in remarks)						

19.2	If solution necessitates additional licenses for third party components/services, please state if such licenses are included in the proposed solution? (If No, please provide details of additional licenses required from SriLankan Airlines)						
20	**Legislative, Standards & Regulatory Compliance**						
20.1	Third Party Organisation agrees to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines						
20.2	Information shared or services obtained as part of SriLankan Airlines engagement with Third Party Organisation 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).						
20.3	Third Party Organisation shall agree to adhere to SriLankan Airlines Information Security Policy						
21	**Service Level Agreement**						
21.1	Signed Service Level Agreement including, and not limited to,						
21.1.1	Reflect Service Continuity objectives set forth above 17.1 to 17.3						
21.1.2	Defined Response Times and Resolution Times based on defined priorities						
21.1.3	Periodic service review meetings between SriLankan Airlines and the Third Party Organisation						
21.1.4	Escalation Criteria for Incident Management to ensure performance of services under the Service Level Agreement						

21.1.5	Information about the licensing arrangements (for dependents systems/services), code ownership and intellectual property rights related to the Third-Party Organization's products/ services						
21.1.6	Service Credits for failing to meet performance of services under the Service Level Agreement						
21.1.7	Third Party Organisation should submit service reports at a defined frequency						
Cloud Computing Security Standard							
22	**Evaluation of Third-Party Organization/ Cloud Service Provider (CSP)**						
22.1	SriLankan may perform periodic assessment of the Cloud Security Provider's security posture where necessary.						
22.2	Third Party Organization/ Cloud Security Provider (CSP) hosting SriLankan data shall maintain a certification in good standing against 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.						
23	**Protection of SriLankan Data in Cloud Environment**						
23.1	Third Party Organization/CSP must operate a Layered Security model at the perimeter, core network, systems, application and data layers to adequately protect SriLankan data.						
23.2	SriLankan data and application environment must be segregated from other entities' environments.						

23.3	SriLankan data must be adequately protected in accordance with the classification levels of the data sets as per Annexure R-1							
24	**Compliance and Audit in Cloud Environment**							
24.1	Third Party Organization/CSP must demonstrate compliance against SriLankan Extended Information Security policy, relevant contractual requirements and applicable external standards and regulations.							
24.2	SriLankan shall conduct security reviews where necessary on the cloud environment on an ongoing basis to verify compliance.							
US DOT Compliance								
25	Customer facing web interfaces shall designed/deployed according to US DOT Compliance requirements							

_____Third Party Organization
Name_____

By:

Name:

Title:

Date:

By:

Name:

Title:

Date:

**Annexure R-1 - Information
Classification Matrix**

Classification Level: Public
Classification Criteria: Making the information public
cannot harm Sri Lankan Airlines in any way
Access Restriction: Information is available to the
public

Classification Level: Internal use
Classification Criteria: Unauthorized access to information may cause
minor damage and/or inconvenience to Sri Lankan Airlines
Access Restriction: Information is available to all employees and
selected third parties

Classification Level: Restricted
Classification Criteria: Unauthorized access to information may
considerably damage the business and/or Sri Lankan Airlines' reputation
Access Restriction: Information is available only to a specific group of
employees and authorized third parties

Classification Level: Confidential
Classification Criteria: Unauthorized access to information may cause catastrophic
(irreparable) damage to business and/or to Sri Lankan Airlines' reputation
Access Restriction: Information is available only to individuals in Sri Lankan Airlines

Section VI – Annex S: Clientele Information Form

Company Name		Company Representative's Contact Details (Please state name, official email address and telephone number)	System / solution implemented	Implementation date / Duration	Project/ Solution Cost	Present status

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.

Section VI – Annex T: Data Classification & Data Leakage Prevention

(Optional Item)

A. Proposed solution shall support a data labelling scheme which has customizable hierarchical levels (e.g. "PUBLIC" (lowest level), "INTERNAL", "CONFIDENTIAL" and "STRICTLY CONFIDENTIAL" (highest level).

B. Proposed solution shall allow administrators to configure where the information classification label will appear (including for email subject line / body and document headers / footers / watermarks).

C. Proposed solution shall provide the ability to insert visual information classification labels to mark documents and emails electronically.

D. Proposed solution shall offer a user interface for classification that can be contained within the ribbon bar interface of MS Office applications without the need for subsidiary interface dialogs.

E. Proposed solution shall support the integration with productivity applications such as MS Office (including Outlook), MS Office on Web, G-Suite, Adobe etc.

F. Proposed solution shall store the Data Classification as metadata to a document according to an agreed standard and format such that it is possible for that metadata to be read by a third-party piece of software.

G. Solution shall have intelligent detection engines. If an agent is to be used, such agent shall be lightweight and compatible with the whole desktop solution (including and not limited to endpoints such as VDIs, Desktops, Laptops etc.)

H. Solution shall have ability to enforce classification in both System-driven and User-driven modes. System Mode shall auto-classify an email/files based on policies whilst User Mode shall force an user (content creator and/or data owner) to classify the data.

I. Solution shall support Centralized Workflow, Audit Trail Support, Events Remediation, Events Correlation and Reporting of Data at Rest, Data in Motion and Data in Use.

J. Data Classification and Data Loss Prevention (DLP) should be managed (preferably) by a single console and a single agent. Alternatively, if multiple agents and consoles are proposed, bidder shall ensure interoperability and compatibility with the whole desktop solution (including and not limited to endpoints such as VDIs, Desktops, Laptops etc.)

K. Management Console hall be able to sort any column in the events tab for events correlation reporting. These filters must include (not limited to): EventID, Date stamp, Location, Protocol, Source IP, Destination, Severity, Action, Status, Assignee, Port, Description, Policy, Quarantine Status, Violation, Domain/Username and/or DNS machine name.

L. Solution Should have the flexibility to work with CASB Solutions to prevent cloud data leakages.

M. Solution must work seamlessly with Microsoft Information Rights Management.

N. Proposed DLP solution shall have a data discovery server to identify and monitor data in motion, data in use and data at rest from the endpoints.

O. Proposed solution shall have the capability to perform the following functions: Inspect Detect, Block, Alert, Redact (mask) and Log and Quarantine.

P. Proposed solution shall integrate with O365 and Exchange for Emails.

Q. Proposed solution shall integrate with Proxy servers for internet traffic.

R. Proposed solution shall have the capability to be deployed in-line or out-of-line, network tap and in transparent proxy mode.

S. Proposed solution shall have the ability to detect key words in English Sinhala, Tamil, German, Italian, French, Japanese and Chinese languages.

T. Solution shall be able to perform fingerprinting of database data directly from the database without copying to other elements. Fingerprinting must be supported from MS SQL, Oracle as a minimum. State all the database types compatible with the proposed solution.

U. Proposed solution should be able to permit all data owners to send their personal data without triggering a security violation through a fingerprinted rule.

V. Solution shall provide inventory for the full listing of files, irrespective fingerprinted status.

W. Proposed solution shall have native ability to discover content within cloud storage environments, such as (not limited to) OneDrive, Dropbox, SkyDrive, Google Drive, Huddle and CloudAccess.net.

X. Solution shall be able to perform discovery with Built in Optical Character recognition capabilities to detect text in files, images and scanned documents.

Y. Solution shall have the capability to define policies on file types/groups, Device Type, Device Drive Name, and/or based on the Device Volume Number amongst other criteria.

Z. Proposed solution shall provide capability to store a copy of files saved on file-shares.

AA. Solution shall be able to detect data flows and prevent even if user is logged in "safe mode".

BB. Solution shall be able to block all file coping, sharing (external and internal), printing and all clip board related activities.

CC. Solution shall be able to detect and block unauthorized apps to transmit/share/process data in end points.

DD. Solution shall intercept and monitor all the SSL traffic in the networks and endpoints.

EE. Solution shall perform rule based, regular based, pattern based, complex policy based, and weight-based analysis functions/reports for both structured and unstructured data, fingerprinted data.

Section VI – General Specifications

I. "Supplier/Bidder" means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the supplier is an authorized distributor, it is mandatory an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the proposal to avoid rejection of the proposal.

II. The Bidder should arrange product demonstration at SriLankan Airlines premises at the evaluation stage. All applicable expenses including airfare should be borne by the Bidder.

III. The Bidder needs to perform a Proof of concept (POC) of the proposed system/solution on request of SLAL. All applicable expenses including airfare should be borne by the Bidder.

IV. If required, SriLankan Airlines will request to inspect the product/solution 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/solution. All applicable expenses including airfare shall be borne by the Bidder.

V. All other on-site & off-site expenses & all incidental expenses related to the project implementation, maintenance & support etc. within the 3-year contract period, including Airfare should be borne by the Bidder.

VI. If accepted, it is mandatory that the Supplier/Bidder signs a Contract Agreement. Refer Section VII for Draft Agreement and Data Privacy &Security Schedule.

VII. In order to ensure continuity of supply of Goods & Services 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/solution.

VIII. Upon delivery and/ or completion of installation of the system/solution, SriLankan Airlines shall perform User Acceptance Tests (UAT) to determine that the goods/service is operating in conformance with SriLankan Airlines 's published performance specifications for the goods/service and any other requirements agreed to by the parties as indicated in the RFP.

IX. If SriLankan Airlines find that the delivered goods/service 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 goods/service to compliance with the Specifications. Modification shall not affect the Warranty/ Service Levels provided. If the goods/service is rejected SriLankan Airlines shall recover any and all the money paid, and any service penalties arising due to rejection of the system/solution.

X. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Goods and services to be procured under this bid exercise and please submit a separate Bidder information form including the information of local agent.

XI. Advance payment is not acceptable. Quarterly payments with 45 days credit from the date of commissioning and acceptance by SLAL is required.

XII. Liquidated Damages

The Contractor shall pay liquidated damages as follows:

Incident	Liquidated Damages
Delayed delivery	Liquidated damages shall be determined by the SriLankan Airlines and shall in any event be not less than the higher of (a) rate of one percent (01%) of the amount due for delivery per day (b) LKR 10,000 per day.
Non-compliance or Breach of Agreement	

Section VII - Draft Contract

In addition to the below mentioned clauses in this draft agreement, the Bidders proposal content and compliance in relation to all clauses of the RFP and DATA PRIVACY AND SECURITY SCHEDULE in Section VII shall be included into final 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 ……. in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule …., to the

locations more fully described in Schedule …… 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 …. 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 … 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 …. and Schedule ……).

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 …. 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 ….. 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 ….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 …. and Schedule …… 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 Contractor as provided in Schedule ….. 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 ……. are handed over by the contractor.   If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to Bidder 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 … 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 3.5, 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 3.3 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 favor, 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 …..

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, agents, 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. A property all risk insurance policy covering any property of the Bidder whilst on the premises of SLA for their current replacement costs. The insurance policy so arranged shall be extended to cover but not be limited to the perils of fire, lightning, electrical and electronic damage, riot

& strike, Malicious damage, explosion, cyclone, storm, tempest, flood, natural perils, aircraft damage, impact, accidental damage, terrorism, burglary.

b. A public liability insurance policy with a limit of indemnity of not less than LKR 5,000,000 per event. The insurance policy so arranged shall be extended to cover liability arising out of fire and explosion.

c. A workmen's compensation insurance policy covering any employees of the two companies whilst on the premises of SLA in the performance of this agreement. The insurance policy so arranged shall be extended to cover riot and terrorism. In the event a non-Sri Lankan national is employed in the performance of this agreement such employee or consultant shall have a suitable personal accident insurance cover which shall be extended to cover riot and terrorism.

d. A professional indemnity insurance policy with a limit of indemnity of not less than LKR 10,000,000 per event.

e. The Bidder shall provide SLAL copies of all certificates or policies of the above insurance covers as evidences.

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 …. of the estimated amount of the monies payable for the relevant Service/solution for the relevant period of noncompliance 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. <u>TERM & TERMINATION</u>:

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 …. 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.   SERVICE LEVEL AGREEMENT AND DATA PRIVACY & SECURITY SCHEDULE:

11.1   All the service levels, additions, or amendments in accordance with the Service Level management process and measure/report its performance will attached as a separate Schedule (as specified in the RFP "Section VI Service Level Requirements") to the final agreement.

11.2   DATA PRIVACY AND SECURITY SCHEDULE as specified in Section VII will be attached as a separate Schedule to the final agreement.

12.   GENERAL:

12.3   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.

12.4   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.

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

12.6   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.

12.7   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.

12.8   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.

12.9   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.

12.10 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.

12.11 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.

12.12 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.

12.13 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.

12.14 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.

12.15 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
 Commercial Procurement,
 Bandaranaike International Airport,
Katunayake
Sri Lanka
Fax   :
 E-mail:

Attention:

In the case of the Contractor to -

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

_____   _____

Name: Name:

Designation: Designation:

_____   _____

Witness: Witness:

Name: Name:

Designation: Designation:

Section VII -DATA PRIVACY AND SECURITY SCHEDULE

1. **Privacy Policies**
1.1. The 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. The Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.
1.3. The 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. The 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. The Service Provider shall not engage any third parties or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such third parties. The Service Provider shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing.

2. **Security Governance**
2.1. The Solution and the Service Provider should be compliant for ISO/IEC 27001:2013 Information Security Management System (ISMS) standard and the certification should be up to date.
2.2. The 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. The 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. The Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.

4. **Personnel and Physical Security**
4.1. The Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.
4.2. The 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. The Service Provider shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.

5.2. The 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. The 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. The 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. The 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. The Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.

5.7. SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.

5.8. The 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. The 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. The 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. The Service Provider ensure that access to program source code is restricted and strictly controlled.

6.4. The 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. The 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.

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. The 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.

8. **Backups**
   8.1. The Service Provider shall agree for scheduled data backups solution as mentioned in "Section VI 36. Backups, Retention & Redundancy" if the RFP.

9. **Authentication & Password Compliance**

9.1. 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)

9.2. The Service Provider shall transfer Authentication information through secure protocols.

9.3. The solution should be able to display the time and date of last successful login, and any failed login attempts to user.

10. **Audit & Event Logs**

10.1. Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.

10.2. The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.

10.3. Solution and/or solution provider(s) shall agree to transmit collected audit, security and transaction logs to SriLankan Airlines on demand.

11. **Encryption**

11.1. The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.

12. **Connectivity and Access Control**

12.1. The solution should be enabled with current TLS version certificates.

12.2. The Service Provider shall protect Remote diagnostic and configuration ports.

12.3. The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)

13. **Service Continuity**

13.1 Service Provider shall agree to Service Levels (Availability, Recovery Point Objective & Recovery Time Objective) as detailed in Service Level Agreement referred in Master Agreement.

14. **Right to Audit & Monitor**

14.1. The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.

15. **Legislative, Standards & Regulatory Compliance**

15.1. The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines

15.2. 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).

15.3. Solution and/or Solution Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on https://www.icta.lk/act/), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.

16. Evaluation of The Service Provider/Cloud Service Provider (CSP)

16.1. SriLankan may perform periodic assessment of the Cloud Security Provider's security posture where necessary.

16.2. The Service Provider/CSP hosting SriLankan data shall maintain a certification in good standing against 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.

17. Protection of SriLankan Data in Cloud Environment

17.1. The Service Provider/CSP must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.

17.2. SriLankan data and application environment must be segregated from other entities' environments.

18. Compliance and Audit in Cloud Environment

18.1. The Service Provider /CSP must demonstrate compliance against SriLankan Extended Information Security policy, relevant contractual requirements and applicable external standards and regulations.

18.2. SriLankan shall conduct security reviews where necessary on the cloud environment on an ongoing basis to verify compliance.

Section VII – Performance Security

[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)]

Section VIII Vendor Information Form

Section A – *Basic information of the vendor*

1. Registered Name of the Vendor :

2. Date of Incorporation:

3. Country of Incorporation:

4. Nature of business :	5. Company type :

6. Telephone & Fax numbers : Tel: Fax:	7. E-mail address :

8. Registered address :

9. Other contact details (if any) :

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

Section B – *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.
☐ For partnerships and sole proprietorships, certificate of business registration	☐ Audited financial statements of the vendor Company for the last three years ☐ Others (specify)