



**STANDARD BIDDING DOCUMENT INTERNATIONAL COMPETITIVE
BIDDING**

**INVITATION FOR SUBMISSION OF BIDS FOR THE
PROVISIONING OF GLOBAL NETWORK INFRASTRUCTURE SERVICES AT SRI
LANKAN AIRLINES**

IFB REFERENCE NO: CPIT/ICB 01/2025

**Chairman of Standing High Level
Procurement Committee,
Ministry of Ports, Shipping and Aviation of Sri Lanka
On behalf of SriLankan Airlines Limited.**

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Dear Sir/Madam,

IFB NO: CPIT/ICB 01/2025

INVITATION FOR BIDS FOR THE PROVISIONING OF GLOBAL NETWORK INFRASTRUCTURE SERVICES AT SRI LANKAN AIRLINES

SriLankan Airlines hereby invites tenders for Provisioning of Global Network Infrastructure Services at Sri Lankan 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 11.00 a.m. (Sri Lankan time: GMT +0530) on 06 January 2026.

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

Any inquiry/clarification about the Tender should be e-mailed to harenis@srilankan.com and tharaka.hindurangalage@srilankan.com to reach on or before 28 November 2025.

Bids will be opened at 11.15 a.m. (Sri Lankan time: GMT +0530) on 06 January 2026 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. Kindly note that 01 representative per bidding company is permitted to be present at the tender opening. Please contact any of the above, well in advance for the arrangement of Security clearance.

Yours Faithfully,

**Chairman of the Standing High Level Procurement Committee,
Ministry of Ports, Shipping and Aviation of Sri Lanka
On behalf of SriLankan Airlines Limited**

BID ACKNOWLEDGEMENT FORM

IMPORTANT

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

.....

Invitation for Submission of Bids for

Reference No - .../.... is hereby acknowledged.

☐ may expect to receive our proposal on or before

.....

.....

.....

☐ We do not intend to submit a proposal because

.....

.....

Item

Name of Bidder

Address

Contact Person

Telephone Number

Email Address

Details

[Insert Full Legal Name]

[Insert Mailing Address]

[Insert Name and Designation]

[Insert Phone Number]

[Insert Email Address]

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

Signed:

Designation :

Company :

Date :

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

Section I - Instructions to Bidders (ITB)

ITB shall be read in conjunction with 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 Global Network Infrastructure Services at Sri Lankan 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 inducements 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 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, non-competitive levels; and
- (d) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

2.3 SriLankan Airlines reserves the right to disqualify any bidder at any stage during this process and if necessary to resort to available legal remedies, where SriLankan Airlines has reason to believe that the bidder has engaged, encouraged, colluded and or aided any other party in any anti-competitive or antitrust practice such as price fixing, bid rigging and market allocation.

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 a conflict of interest shall be disqualified. Bidders may be considered to have a 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 If the Supplier is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

4. Eligible Goods and Related Services

4.1 All the Goods and Services rendered under this contract shall comply 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 - General Specifications
- Section VIII - Draft Contract
- Section IX - Data Privacy & Security Schedule
- Section X - Performance Security
- Section XI - Vendor Information Form
- Section XII - Clientele Information Form
- Section XIII - Non-Collusive Affidavit

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 deadline specified to accept clarifications. 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 an 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, under 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 the 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 a discount as a lot the Bidder may do so by indicating such amounts appropriately.

13.3 If so, as indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or 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 of 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 materials 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 bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a Bid in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annex B) for payment in LKR.

For evaluation and comparison proposes, 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.

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 conform 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 and 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 criteria 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 Declaration

19.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Section IV - Annex C.

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

19.3 Bid Securing Declaration may be executed:

- (a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission form, except as provided in ITB Sub-Clause 24.1 or
- (b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to ITB Sub-Clause 29.3
- (c) If the successful Bidder fails to:
 - (i) Sign the contract in accordance with 1TB Sub-Clause 40;
 - (ii) Furnish a performance Security in accordance with 1TB 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 bid (un-priced) and Financial bid (priced) should be submitted in two separate sealed envelopes with the IFB reference no. CPIT/ICB 01/2025 and the Bidding Company’s name and the type of bid (Technical or Financial) clearly marked on the top left corner of the envelope. These envelopes containing the Technical and Financial bid shall then be enclosed in one single envelope.

The Technical envelop should contain:

- The Technical proposal (un-priced) along with all related technical brochures & supporting documents.
- Audited financial statements for the last 03 years (Clause 20)
- Compliance Statement at Annex B

The Financial envelop should contain:

- The Financial proposal (priced) based on Price Schedule Form at Annex B.
- Bid Submission form (Section IV)
- Bid Securing Declaration (Annex C)
- Vendor Information form (Annex H)
- Non-Collusive Affidavit (Section XIII)

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

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 Form 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 a 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 a 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 the schedule of the 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 prevailing 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, as 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.

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

the 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 similar services offered with reference letters and reference contacts.

35.4 An affirmative determination shall be a prerequisite for the 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 5% of the agreement, using the form included in Section X. SriLankan Airlines reserves the rights to request 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 Global Network Infrastructure Services at Sri Lankan Airlines. (IFB No. CPIT/ICB 01/2025)
	B. Contents of Bidding Documents
ITB 6.1	<p>For <u>Clarification of bid purposes</u> only:</p> <p><u>SriLankan Airlines contact details</u></p> <p>Mailing address: SriLankan Airlines Limited Commercial Procurement Department (IT Procurement) Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka</p> <p>Tel : +94 (0) 197331845</p> <p>Fax : +94 (0) 197335218</p> <p>A prospective Bidder requiring any clarification of the Bidding Documents shall contact SriLankan Airlines in writing at the e-mail address specified below:</p> <p>E-mail : harenis@srilankan.com tharaka.hindurangalage@srilankan.com</p>
	C. Preparation of Bids
ITB 10.1 (e)	<p>The Bidder shall submit the following additional documents:</p> <p>Company profile</p> <p>Client references - Section VI - Annex S</p> <p>Audited financial statements for the last 03 years</p>
ITB 11.1 (e)	<p>The Bidder shall fill and submit the following <u>Compulsory Forms</u> in Section IV.</p> <ol style="list-style-type: none"> 1. Bid Submission Form - Annex A 2. Price Schedule - Annex B 3. Bid Security Declaration - Section IV - Annex C 4. Non-Collusive Affidavit - Section XIII
ITB 18.1	The bid shall be valid till 15 July 2026.

ITB 19.1	The bid shall include Bid Security Declaration using the form included in Section IV - Annex C.
ITB 19.2	The Bid security Declaration shall be valid till 13 August 2026.
	D. Submission and Opening of Bids
ITB 21.2(c)	The inner and outer envelopes shall bear the following identification marks: - Provisioning of Global Network Infrastructure Services at Sri Lankan Airlines IFB No. CPIT/ICB 01/2025
ITB 22.1	<p>For bid submission purposes, SriLankan Airlines' address is: Attention: Manager Commercial Procurement Address: Commercial Procurement Department, SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka.</p> <p>The following details of the Bidders who wish to hand deliver bids should be submitted to the e-mail address: harenis@srilankan.com one day in advance to arrange security clearance:</p> <ol style="list-style-type: none"> 1) Company Name: 2) Name/NIC No of the participants: (Maximum 01 participant) 3) Driver's Name /NIC No (if any): 4) Details of the vehicle (if any): 5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.
	<p>The deadline for the submission of bids is: Date: 06 January 2026 Time: 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)</p>
ITB 25.1	<p>The bid opening shall take place at: Address: SriLankan Airlines Ltd, Airline Centre, BIA, Katunayake, Sri Lanka Date: 06 January 2026 Time: 11.15 a.m. Sri Lankan time (GMT +5:30 Time Zone)</p>
	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 be a registered legal entity operating for a minimum of 10 years in the field of network infrastructure services.
- II. The bidder shall have a proven global presence with operational support capabilities in at least 5 international locations, including one key hub relevant to Sri-Lankan Airlines’ network.
- III. The bidder shall have successfully delivered at least three (3) similar global network infrastructure projects over the past five (5) years, including WAN/LAN/SD-WAN implementations or active support contracts for air transportation domain.
- IV. The Bidder should provide proof of financial and economic capacity. The bidder shall have a minimum annual revenue of USD 1,440,000 (Audited financial statements for the last 03 years should be submitted along with the proposal - mandatory).

Evaluation Criteria

Technical Evaluation

- I. The Bidder’s point-by-point compliance with general, technical & functional requirements under points in Section VI of the Bid Document. It is essential that the Bidder clearly indicate any limitations and/or deviations.
- II. The bidder should have expertise in managing infrastructure across technologies such as MPLS, SD-WAN, VPN, and Cloud Connectivity.
- III. The bidder must have certified technical staff with relevant industry certifications (e.g., CCNP, CCIE, JNCIP, Fortinet NSE, etc.).
- IV. The bidder shall comply with ISO 27001 or equivalent information security standards. Also, the bidder shall demonstrate capabilities in meeting data privacy regulations and airline industry-specific compliance requirements (e.g., PCI-DSS, GDPR, etc.)
- V. The Bidder shall commit to an implementation lead time of two months or less. Proposals that offer a shorter lead time will be viewed more favorably.
- VI. The Bidder shall provide a comprehensive demonstration, including all required functional scenarios to verify that the specifications and performance meet the required standards.

Financial Evaluation

- Bids shall be financially evaluated based on the total cost applicable for 05 year contract period and the payment term offered (Annex B: Price Schedule Form).

Section IV. Bidding Forms

Table of Forms

Bid Submission Form - Annex A	Page 23
Price Schedule/Rate Sheet - Annex B	Page 24
Bid Securing Declaration - Annex C	Page 28
Compliance Sheet - Annex D ,	Page 42
Compliance Sheet for Data Security Schedule - Annex E	Page 50

Annex A - Bid Submission Form

THIS IS A COMPULSORY FORM. IF YOU DO NOT FILL OUT & 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 about 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 for the Goods and Related Services.
- (c) The total price of our Bid without VAT, including any discounts offered for 05 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 05 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 the same as the All-inclusive total project cost for 5 years indicated in the below Price schedule forms referred to 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 obtaining 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 have 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 the person whose name and capacity are shown]*

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

Name: *[insert complete name of the 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]*

Annex B - Price Schedule Form

Reference No: CPIT/ICB 01/2025

Provisioning of Global Network Infrastructure Services at Sri Lankan Airlines

Name of the Bidder & Address :

Name of the Principle :

Name of the Manufacturer :

Line Item N°	Description	Brand/Model	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
1	<u>Cost of the Solution which covers the mandatory requirements at Section VI</u>						
1.1	Connectivity Cost for Reservation/DCS access for airports listed in Table 1 Annex E.		Kbps				
1.1.1	<each>						
1.1.2	<each>						
1.1.3	<each>						
1.2	Connectivity Cost for Reservation/DCS and other intranet access for airport back offices listed in Table 2 Annex E		Kbps				
1.2.1	<each>						
1.2.2	<each>						
1.2.3	<each>						
1.3	Cost for secure internet connectivity for airport back offices listed in Table 2, Annex I		Kbps				
1.3.1	<each>						
1.3.2	<each>						
1.3.3	<each>						

1.4	Dual router fully redundant dedicated host connectivity for Amadeus in Munich Data Center		Mbps	3			
1.5	Dual router fully redundant dedicated host connectivity for Amadeus in CMB		Mbps	2			
1.6	Dual router fully redundant dedicated host connectivity for SITA		Mbps	2			
1.7	Dual router fully redundant dedicated host connectivity for Accelya host in UK		Mbps	1			
1.8	Dual router fully redundant dedicated links in CMB Hub site		Mbps	2			
1.9	Implementation cost (if applicable)						
1.10	Acquisition cost (if applicable)						
1.11	License cost (if applicable)						
1.12	Integration cost with other systems (If relevant)						
1.13	Project management cost (if applicable)						
1.14	Product Customization (if applicable)						
1.15	Connection relocation cost (if applicable)		Per request				
1.16	Training cost (if applicable)		Per Person				
1.17	Any other applicable cost components - Please specify						
	All-inclusive total project cost for 5 years						

Note: Please submit your Best and Final Offer (BAFO) since no further price negotiations will be carried out and your BAFO will be considered as the final price for evaluation

Preferred payment term: Quarterly in arrears with 45 days credit from the date of the receipt of the invoice for each price component indicated in the above Price Schedule Form. Advance payment is not acceptable. The Bidder should indicate the proposed payment terms for each cost component indicated in the above Price Schedule Form.

Note: Please indicate the Payment term relevant to each price component indicated in the above Price Schedule Form. The bidders shall quote in Sri Lankan Rupees (LKR) or USD. If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the Price Schedule Form under “Payment terms” for payment in LKR. All payments to Local bidders will be made in LKR based on the relevant CBSL exchange rate indicated in the above price schedule form.

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

Performance security: A bank guarantee (unconditional, irrevocable and on first written demand) of 5% of the total order value shall be provided to cover both the warranty period and contract period). Guarantees shall be provided by licensed commercial banks, or, if issued by a foreign bank, shall be counter-guaranteed by a licensed commercial bank under the supervision of the Central Bank of Sri Lanka.

Bid Validity

:.....

Bid Declaration

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

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

Acceptance on 5% performance security

:.....

Implementation lead time

:

Available locations for inspection of the proposed solution/service

:.....

Method of payment

:

Bank details

:

Head Office

:

Account Name

:

Period of Agreement

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

.....

[signature of person signing the Bid]

.....

[designation of person signing the Bid with frank]

Date :

..... [insert date]

Annex C - Bid Security Declaration Form

THIS IS A COMPULSORY DOCUMENT. IF YOU DO NOT FILL THIS, YOUR BID SHALL BE REJECTED.

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

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

*Name of contract -- [insert name]

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

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

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

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

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

Name *[insert printed or typed name]*

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

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

Section V – Schedule of Requirements

Line Item Number	Description of Item/Service/solution	Quantity	Unit of Measurement	Final Destination	Delivery Date (Based on the project implementation on timelines)
1.1	Provisioning of Global Network Infrastructure Services at Sri Lankan Airlines			IT stores	

Section VI - Technical Specifications & Compliance Sheet

Name of the Bidder :
Name of the Principal :

1. Purpose

The purpose of this Request for Proposal (RFP) is to solicit comprehensive proposals from qualified suppliers for the provision and management of SriLankan Airlines' Global IT Network Infrastructure Services. This network underpins connectivity across more than 36 airports, over 14 back offices, and multiple external service providers including Amadeus, ARINC, SITA, TravelSky, and RESA with the primary hub located at the Katunayake Data Center in Sri Lanka.

The contract will be valid for a period of five (5) years, commencing on 1st April 2026. Suppliers are expected to submit proposals that fully adhere to the specifications outlined in the preceding sections.

2. Background

SriLankan Airlines Ltd. (SLAL), the national carrier of Sri Lanka, operates an extensive international route network serving a diverse customer base across the Far East, Australia, the Indian subcontinent, the Middle East, and Europe. Renowned for its safety, punctuality, passenger comfort, and the warmth of SriLankan hospitality, the airline has built a global reputation grounded in operational excellence and customer satisfaction.

As a full-service international airline, SLAL relies heavily on real-time connectivity and secure communication with a wide range of external systems and service providers. These include Passenger Service Systems (PSS) such as Departure Control Systems (DCS), reservation and ticketing platforms, cargo and terminal operations systems, revenue management, baggage reconciliation systems (BRS), self-service kiosks, self-bag-drop solutions, e-Gates, and multiple airport and aviation authorities, as well as flight planning and crew management systems.

The seamless integration and constant interoperability between these systems are essential to maintaining service quality and ensuring operational continuity. This is made possible through a Global Private IT Network Infrastructure—a secure, resilient, and high-performance communications backbone that enables reliable data exchange, application delivery, and system access across all the flying destinations and third-party entities. Given the critical nature of airline operations, the use of unsecured public internet for key system connectivity is neither viable nor compliant with industry standards. Instead, SLAL depends on a well-managed private global network infrastructure that ensures secure, high-availability connectivity with guaranteed performance and service-level agreements (SLAs).

This RFP has been initiated to identify and engage a qualified service provider for the provisioning of Global IT Network Infrastructure Services, with a focus on ensuring business continuity, enhancing resiliency and performance, enabling cloud integration, and supporting a scalable network architecture while maintaining strict adherence to aviation industry and cybersecurity standards.

3. Scope of the Work

The following outlines the Scope of Work (SOW) that the supplier will be required to deliver throughout the duration of the agreement.

- 3.1. The supplier shall provide a comprehensive technical proposal, including a detailed network topology diagram that clearly illustrates the proposed architecture, connectivity between sites, redundancy design, and integration with existing infrastructure.
- 3.2. The supplier shall provide a fully-fledged, secure, and reliable Global IT network Services (hereinafter referred to as the “Solution”), which includes the design, implementation, and ongoing management of a secure, reliable, and resilient IT network infrastructure. This encompasses all necessary network equipment, hardware, software, and related supportive components required to support by supplier while providing Sri Lankan Airlines’ global network services.
- 3.3. The solution shall seamlessly connect all locations, including overseas airport offices, cargo centers and city offices as detailed below under Annex F, while ensuring continuous, uninterrupted access to both internal and external IT applications and services.
- 3.4. Solution shall facilitate host connectivity requirements of Altea Reservations and Departure Control System (DCS) including local Common User Passenger Processing System (CUPPS)/ Common Use Self Service (CUSS) service providers based all airport locations listed in Table 01, Annex F.
- 3.5. The solution shall enable integration with other application services, such as BRS and cargo services, etc. by providing secure and reliable network connections on behalf of SLAL, both locally and internationally.
- 3.6. The solution shall provide secure and reliable internet access for designated airport back offices in Annex F, through a common proxy/gateway which has the capability to control internet access based on SLAL requirements.
- 3.7. The Supplier shall provide an online portal to download monthly invoices, raise queries, handle requests and monitor the performance of the network connections including bandwidth utilization, connection status, etc.
- 3.8. The Supplier shall provide help desk support that operates 24x7x365 basis to handle service faults and requests (new service additions/ modifications/ terminations etc.)
- 3.9. The Solution shall provide network connectivity to access all services provided in SITA ServiceNet/ ISNet to access global aviation services.

4. Technical and General Requirement

- 4.1. To design and implement a fully-fledged, secure and reliable IT network infrastructure service (including network equipment, hardware, software, etc.) which provides a common platform to connect all overseas airport offices, cargo and city offices (Listed in Annex F) enabling seamless access to all IT-related applications which are hosted internally and externally

- 4.2. The solution shall be a purely IP based network infrastructure solution and the supplier may adapt modern WAN/LAN technologies to interconnect all SLAL sites with “any-to-any” connection topology to provide all IT based services to the end users.
- 4.3. The supplier shall submit a point-by-point compliance statement, as outlined in Annex F, Table 04, addressing all general, technical, and functional requirements specified in the Bid Document. Any limitations or deviations must be clearly identified and explained.
- 4.4. The supplier shall ensure that the implementation and service provisioning, including the delivery of all required local lines, is completed within a maximum lead time of 60 days. Proposals offering a shorter lead time will be given preference.
- 4.5. The supplier shall provide a comprehensive product presentation and/or demonstration, including detailed specifications and performance capabilities, to validate compliance with the stated requirements.
- 4.6. The solution shall include web-based dashboard that allows clients to visualize real time network metrics (Bandwidth Usage, Uptime, Performance, etc.)
- 4.7. The supplier shall ensure service coverage for all sites listed in Annex F and must currently have an established presence in at least 75% of these locations, through direct support to Sri-Lankan Airlines or services provided to other clients.
- 4.8. The proposed solution shall utilize scalable, modern WAN/LAN technologies that support a any-to-any topology. It must be easily adaptable to future Sri-Lankan Airlines (SLAL) requirements, including seamless integration of new sites and efficient removal of existing ones.
- 4.9. The solution shall incorporate fully redundant communication links to ensure high availability and reliability, particularly for mission-critical applications where uninterrupted connectivity is essential.
- 4.10. For each communication link, guaranteed bandwidth/service shall be provided with Class of Service (CoS).
- 4.11. The solution must be inherently scalable throughout the contract duration enabling seamless capacity expansion and feature expansion without disruptions.
- 4.12. If the supplier provides shared resources, they shall ensure and guarantee an acceptable level of assurance to SriLankan Airlines (SLAL) for uninterrupted and reliable service continuity.
- 4.13. Cybersecurity measures shall be an integral part of the overall solution design. The solution shall incorporate appropriate security components, such as firewalls, Intrusion Prevention/Detection Systems (IPS/IDS), access control lists, NAT configurations, and other relevant safeguards as necessary to mitigate potential internal and external threats.
- 4.14. The supplier shall be responsible for the end-to-end management of all network components, including software, hardware, and network equipment. This includes ensuring all systems are maintained with the latest software updates, security patches, and firmware releases to minimize risks, address vulnerabilities, and maintain the overall health and stability of the network without any additional cost to the SLAL.

- 4.15. The solution shall support a comprehensive range of industry-standard protocols, including but not limited to Airline Product Set (ALPS), Mapping of Airline Traffic over IP (MATIP), X.400 messaging, and IATA Type B, ensuring seamless integration with airline-specific communication systems.
- 4.16. The supplier shall be responsible for the management and maintenance of all IT infrastructure devices, including hardware and software and related accessories, on behalf of SriLankan Airlines (SLAL). This includes performing necessary configuration changes to ensure alignment with SLAL's operational and technical requirements without any additional cost to the SLAL.
- 4.17. The supplier shall liaise with local telecommunication service providers, airport authorities, regulatory bodies and other relevant third-party suppliers when provisioning new services in their respective territory on behalf of SLAL.
- 4.18. The supplier shall have a local presence of support personnel at each airport location listed in Annex F. Additionally, the supplier must provide a clear and effective escalation matrix for managing and resolving service interruptions in a timely manner.
- 4.19. The supplier shall provide the list of additional airport locations currently supported across Europe, the Middle East, the Indian Subcontinent (ISC), the Asia-Pacific (APAC) region, and any other regions beyond those listed in Annex F.
- 4.20. Service terminations shall be completed within 30 days upon request raised by SLAL. And the terminated component shall be removed from the monthly invoice at the end of the 30-day period.
- 4.21. The supplier shall conduct quarterly service reviews in accordance with regulatory requirements and provide a service report that presents the performance of each service category in alignment with the agreed service levels.
- 4.22. The service support shall be available 24 hours a day, 7 days a week, with local personnel available to perform the necessary installations and maintenance activities as required.
- 4.23. The supplier shall provide the applicable procedure for the service migration and termination valid under the contract period.
- 4.24. The solution shall have the capability to provide remote access services from HQ (CMB) through network connection as applicable.
- 4.25. The supplier shall proactively intervene and coordinate directly with third-party peering entities to fulfill requirements on behalf of Sri Lankan Airlines (SLAL), particularly in cases involving new service provisioning, maintenance, or troubleshooting activities that extend beyond the supplier's own network infrastructure.
- 4.26. In terms of service provisioning, supplier shall be responsible for
 - 4.26.1. Ordering required local access lines from relevant telecommunications operator
 - 4.26.2. Testing local access lines prior to commission the service

- 4.26.3. Paying the charges that will incur on operator's charges, fees and taxes for the lease and use of local access lines on behalf of SriLankan Airlines. Charges will be reimbursed by including them in the monthly bill sent to SLAL based on actuals.
- 4.26.4. Supervising the local access lines, reporting faults and failures related to the services provided by the telecom operator and following up with them the restore services within the SLAL service levels.
- 4.27. The supplier shall continuously monitor network performance using industry-standard tools and provide recommendations to enhance service levels across each applicable service category. These recommendations must be presented during monthly service review meetings for evaluation and further action.
- 4.28. For any kind of service degradation, slowness issues or any other unpredictable behavior of the network setup, the supplier shall carry out necessary investigations to find out possible root causes and submit a comprehensive report to SLAL to take necessary actions to overcome the situation.
- 4.29. The supplier shall ensure that the current bandwidth requirements are maintained for each network connection and propose the optimal mix of bandwidth based on the information gathered during the design stage for new requirements.
- 4.30. The supplier shall ensure uninterrupted service migration during the implementation period, without causing any dependency issues or cost escalations to SriLankan Airlines or impacting the existing services.
- 4.31. The supplier shall provide the unit rates for all available locations (Airports) where SLAL could use for the future expansions during the contract period.
- 4.32. Sri Lankan Airlines has the right to select either the complete solution or parts of the solution based on cost-effectiveness and operational feasibility.

5. Service Level and Targets

5.1. Service Availability

- 5.1.1 The supplier shall ensure 99.5% availability for each product and service offering, both on an individual site and as a total for all sites.
- 5.1.2 The supplier shall provide an details in the technical proposal of how service levels are met through design and onsite staff deployment.
- 5.1.3 Fault severity shall be classified based on the impact the fault has on the smooth operation of mission-critical business applications.
- 5.1.4 Target service levels will be determined based on the severity level. The Service Level Agreement, including service level targets outlined in the RFP, is a mandatory requirement for contract execution.
- 5.1.5 The supplier shall conduct monthly health and performance checks to ensure compliance with the service levels.
- 5.1.6 Services shall be provided on a 24x7x365 basis, including necessary installations, maintenance, and support.

5.2. Fault Escalation and Notification Procedure

	Reporting window	Supplier Response time	Supplier Resolution time

5.2.1 Severity 1 Total communication failure in minimum one location with no temporary workaround	24 x 7	Within 15minutes	1 Hours
If there is no response within Response time, notification is as follows: SUPPLIER: TBD CUSTOMER: TBD			
5.2.2 Severity 2 Partial failure in a minimum of one location with temporary workaround is available.	24 x 7	Within 30 minutes.	2 Hours
If there is no resolution within Resolution time, notification is as follows: SUPPLIER: TBD CUSTOMER: TBD			
5.2.3 Severity 3 Functional failure or similar system outage.	24 x 7	Within 1 hours	4 Hours or mutually agreed period.
If there is no resolution within Resolution time, notification is as follows: SUPPLIER: TBD CUSTOMER: TBD			
5.2.4 Change Request	24 x 7	Within 8 hours	Next working day or mutually agreed period.
If there is no resolution within Resolution time, notification is as follows: SUPPLIER: TBD CUSTOMER: TBD			

5.3. Payments and Service Credit

- 5.3.1 Payments will be based on monthly, and the supplier shall send monthly invoices for services utilized by SLAL accordingly.
- 5.3.2 It is required to include fixed and variable (usage based) components separately in the monthly invoice with appropriate breakdowns.
- 5.3.3 The Supplier shall present an attractive pricing schedule with clear breakdowns for installations, software, hardware, and for all other applicable components for each service category in the proposal separately.
- 5.3.4 The pricing schedule should include all applicable components of a product or a service (Ex. PTT charges, installation charges etc.) as a bundled price up to the final demarcation point (Core room, office premises at an airport etc.) of the customer. SLAL will not be liable to pay any additional cost out of the proposal provided.
- 5.3.5 In the case of supplier shall not meet the service levels as defined, Minimum service credit terms shall be applied.
- 5.3.6 If the service is not up within the time stipulated in the above table from the time call was logged at suppliers help desk or problem was reported to supplier e-mail or hand phone, following service credits are applicable for supplier.
 - Severity 1 – 1000 USD for every hour or part of
 - Severity 2 – 750 USD for every hour or part of
 - Severity 3 – 500 USD for every hour or part of
- 5.3.7 An additional USD 2500 service credits shall be applicable for every repeated failure of the same service or part(s) after a 2nd failure during a period of one month.

6. Contract Terms and Conditions

- 6.1. The service level contract period will be five years starting from 01-April-2026.
- 6.2. All services covered under the proposal should be included in the agreement and the supplier shall provide a draft format to SLAL for internal review and make the necessary amendments. Once finalized, the agreement will be signed by authorized signatories from both parties.

Annex F : List of Locations that Requires Connectivity

Table 01: List of airports that requires connectivity between Amadeus and DCS (CUSS and CUPPS connections) with the minimal of 128 Kbps

#	Airport Code	Country	#	Airport Code	Country
1	MEL	Australia	19	GAN	Maldives
2	PEK	China	20	DAC	Bangladesh
3	PVG	China	21	KHI	Pakistan
4	CAN	China	22	LHE	Pakistan
5	NRT	Japan	23	DOH	Qatar
6	KUL	Malaysia	24	DMM	Saudi Arabia
7	BKK	Thailand	25	RUH	Saudi Arabia
8	SIN	Singapore	26	JED	Saudi Arabia
9	CGK	Indonesia	27	DXB	United Arab Emirates
10	MAA	India	28	AUH	United Arab Emirates
11	TRV	India	29	KWI	Kuwait
12	BLR	India	30	LHR	United Kingdom
13	BOM	India	31	CMB	Sri Lanka
14	COK	India	32	SYD	Australia
15	DEL	India	33	FRA	Germany
16	IXM	India	34	KTM	Nepal
17	HYD	India	35	CDG	France
18	MLE	Maldives			

Table 02: List of back offices which requires Altea Res, DCS host, Internet and SLAL network access

#	Country	Location	CCT Name
1	UAE	DXB	256 Kbps VPN service bandwidth
2	United Kingdom	LON	1 Mbps VPN service bandwidth
3	India	MAA	512 Kbps VPN service bandwidth
4	India	TRV	128 Kbps VPN service bandwidth
5	India	TRZ	256 Kbps VPN service bandwidth
6	Sri Lanka	CMB	2 Mbps VPN service bandwidth
7	Sri Lanka	CMB	2 Mbps VPN service bandwidth
8	Sri Lanka	CMB	512 Kbps VPN service bandwidth
9	Sri Lanka	CMB	2 Mbps VPN service bandwidth
10	Sri Lanka	CMB	2 Mbps VPN service bandwidth
11	Germany	FRA	3 Mbps VPN Bandwidth
12	United Kingdom	LHR	256 Kbps VPN bandwidth
13	India	BLR	256 Kbps VPN Bandwidth
14	India	BOM	256 Kbps VPN Bandwidth

15	India	DEL	384 Kbps VPN Bandwidth
16	Japan	NRT	512 Kbps VPN Bandwidth
17	Maldives	MLE	128 Kbps VPN Bandwidth
18	Malaysia	KUL	256 Kbps VPN Bandwidth
19	Netherlands	AMS	3 Mbps VPN bandwidth
20	Qatar	DOH	256 Kbps VPN Bandwidth
21	Singapore	SIN	512 Kbps Kbps Internet
22	Thailand	BKK	256 Kbps VPN Bandwidth
23	India	TRV	512 Kbps VPN service bandwidth

Table 03: Host Connectivity Requirements to other Networks

#	Description
01	Amadeus Reservations Host
02	SITA ServiceNet/ ISNet
03	SITA Bag Message
04	ARINC
05	Accelya Host in UK Data Center

Table 04 : Compliance Sheet for Technical and General Specifications

Index	Specification	Complied / Not Complied (Shall not leave any Blank Cells)	Remarks
3	Scope of the Work		
3.1			
3.2			
3.3			
3.4			
3.5			
3.6			
3.7			
3.8			
3.9			
4	Technical Requirement		
4.1			
4.2			
4.3			
4.4			
4.5			
4.6			
4.7			

4.8			
4.9			
4.10			
4.11			
4.12			
4.13			
4.14			
4.15			
4.16			
4.17			
4.18			
4.19			
4.20			
4.21			
4.22			
4.23			
4.24			
4.25			
4.26			
4.27			
4.28			
4.29			
4.30			
4.31			
4.32			
5	Service Level and Targets		
5.1.1			
5.1.2			
5.1.3			
5.1.4			
5.1.5			
5.1.6			
5.2.1			
5.2.2			
5.2.3			
5.2.4			
5.3.1			
5.3.2			
5.3.3			
5.3.4			
5.3.5			
5.3.6			
5.3.7			
6	Contract Terms and Conditions		
6.1			
6.2			

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 5 years, unless and until terminated by providing 180 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 :

Annex D - Compliance Sheet

LIST OF COMPLIANCE TO BE SUBMITTED WITH THE PRPOSAL (MANDATORY) in following format.

The Compliance Sheet should include Business Requirements, Technical Requirements, Service Requirements and Other Requirements.

Bidder Name:		Option:	
Comments & Details:		Date:	

Minimum Eligibility Criteria	Fully Complied	Not Complied	Remarks
I. The bidder shall be a registered legal entity operating for a minimum of 10 years in the field of network infrastructure services.			
II. The bidder shall have a proven global presence with operational support capabilities in at least 5 international locations, including one key hub relevant to Sri-Lankan Airlines' network.			
III. The bidder shall have successfully delivered at least three (3) similar global network infrastructure projects over the past five (5) years, including WAN/LAN/SD-WAN implementations or active support contracts for air transportation domain.			
IV. The Bidder should provide proof of financial and economic capacity. The bidder shall have a minimum annual revenue of USD 1,440,000 (Audited financial statements for the last 03 years should be submitted along with the proposal - mandatory).			

	Fully Complied	Not Complied	Remarks
Technical Evaluation Criteria			
I. The Bidder's point-by-point compliance with general, technical & functional requirements under points in Section VI of the Bid Document. It is essential that the Bidder clearly indicate any limitations and/or deviations.			
II. The bidder should have expertise in managing infrastructure across technologies such as MPLS, SD-WAN, VPN, and Cloud Connectivity.			
III. The bidder must have certified technical staff with relevant industry certifications (e.g., CCNP, CCIE, JNCIP, Fortinet NSE, etc.).			
IV. The bidder shall comply with ISO 27001 or equivalent information security standards. Also, the bidder shall demonstrate capabilities in meeting data privacy regulations and airline industry-specific compliance requirements (e.g., PCI-DSS, GDPR, etc.)			
V. The Bidder shall commit to an implementation lead time of two months or less. Proposals that offer a shorter lead time will be viewed more favorably.			
VI. The Bidder shall provide a comprehensive demonstration, including all required functional scenarios to verify that the specifications and performance meet the required standards.			

Annex E - Compliance sheet for Data Security Schedule

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

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
1	Privacy Policies		
1.1	Service Provider shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as more fully set out in [https://gdpr.eu/tag/gdpr/] in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines.		
1.2	Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.		
1.3	Service Provider shall have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing of Personal Data, such measures shall be appropriate to protect against accidental or unlawful destruction, loss, alteration, or unauthorized disclosure of or access to Personal Data.		
1.4	Service Provider shall notify SriLankan promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal fine; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.		
1.5	Service Provider shall not engage any third-party provider or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such service . The Service Provider shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organizational measures to ensure a level of security		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	commensurate with the risks associated with the Processing.		
2	Security Governance		
2.1	Solution and the Service Provider shall be at least compliant (preferably certified) with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard.		
2.2	Service Provider shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.		
3	Security Risk and Compliance		
3.1	Service Provider shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.		
3.2	Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.		
3.3	Service Provider shall notify SriLankan Airlines where sub-contractor is engaged to provide services and shall ensure that sub- contractor also abides by this policy.		
3.4	Service Provider shall abide by the contractual agreements put in place with respect to SriLankan Airlines requirements which includes but not limited to data ownership and intellectual property rights.		
3.5	Service Provider agreed that SriLankan Airlines may perform periodic assessment of the Service Provider's publicly visible security posture where necessary and the results will be: a) Shared with the Service Provider and the Service Provider shall take reasonable action to fix the anomalies/vulnerabilities within an agreed timeline by both parties. b) Considered in the future engagement with the SriLankan Airlines.		
4	Personnel and Physical Security		
4.1	Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.		

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

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
6.1	Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.		
6.2	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.		
6.3	Service Provider ensure that access to program source code is restricted and strictly controlled.		
6.4	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	Data Security		
7.1	Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels in liaison with SriLankan Airlines.		
7.2	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.		
7.3	Service Provider shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.		
7.4	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan/service-related data.		
7.5	SriLankan Data in Cloud Environment: The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.		
7.6	SriLankan Data in Cloud Environment: SriLankan data and application environment must be segregated from other entities' environments.		
8	Authentication & Password Compliance		
8.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age - 90 Days, Minimum password length - 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history - 8 passwords)		
8.2	The Service Provider shall transfer Authentication information through secure protocols.		
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
9	Audit & Event Logs		
9.1	Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.		
9.2	The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.		
9.3	Solution and/or Service Provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Airlines on demand.		
10	Encryption & Anonymization		
10.1	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
10.2	Data anonymization minimizes the risk of information leaks. Service Provider shall deploy Data Anonymization technologies to personally identifiable data and any other applicable data set.		
11	Connectivity and Access Control		
11.1	The solution should be enabled with current TLS version certificates.		
11.2	The Service Provider shall protect Remote diagnostic and configuration ports.		
11.3	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
12	Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)		
12.1	Availability - 99.95% or higher		
12.2	Recovery Time Objective - 1 hour or less		
12.3	Recovery Point Objective - 1 hour or less		
13	Right to Audit & Monitor		
13.1	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.		
14	Legislative, Standards & Regulatory Compliance		
14.1	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines		
14.2	Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
14.3	In the event the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		
14.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on https://www.icta.lk/act/), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.		
15	Evaluation of The Service Provider/Cloud Service Provider (CSP)		
15.1	Service Provider agrees that SriLankan may perform periodic assessment of the CSP's security posture where necessary with advance notice.		
15.2	The Service Provider/CSP hosting SriLankan data shall maintain certification in good standing with an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.		
16	Contract Management		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
16.1	Service Provider agrees to sign an agreement with all clauses shows in the draft agreement attached.		
16.2	Service Provider agrees to add a clause for penalty (service credits) for service level breaches.		
16.3	Service Provider agrees to add a performance guarantee clause to the agreement.		
16.4	Service Provider agrees to add a termination for convenience clause from customer end.		

Section VII - 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 5-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 VIII for Draft Contract.
- 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 VIII - Draft Agreement

AGREEMENT FOR PROVISION OF SERVICE/SOLUTION

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

Between;

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

And

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

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

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

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

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

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

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

1. OBLIGATIONS OF THE CONTRACTOR:

1.1 The Contractor shall:

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

1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.

1.1.3 Ensure that Service/solution provided under this Agreement shall:

- a) be in accordance with the specifications set out in Annex;
- b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;

- c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule B in quantities mentioned in Annex The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule B of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause 3 and Schedule C).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule C if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.

- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).
 - 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.
 - 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.
 - 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.
- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.
- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule B or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.

- 1.5 The contractor shall provide a comprehensive unconditional warranty of ... years from the date mentioned in the Commissioning and Acceptance Form in Annex for manufacturing defects of the Service/solution except wear and tear.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedule A without any cost to SriLankan Airlines.

2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause 3 and Schedule C hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance to the same rates as specified under Schedule
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors provided in Schedule C where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.
- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.
- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution ' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.
- 2.5 When the Service/solution are received to SriLankan Airlines stores , SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed and other required

items/Service/solution specified in Schedule A are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to vendor within 5 working days of receipt of shipment to stores.

- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.
- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.
- 2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution ; and
 - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
 - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

3. INVOICING & PAYMENT:

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule C hereto.
- 3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.
- 3.3 Subject to Clause, SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within days from the date of Commissioning and

Acceptance in Annex The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.

- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favour, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.
- 3.5 SriLankan Airlines shall be entitled to withhold any payments due to the Contractor under this Agreement and any sums of money required to be withheld by SriLankan Airlines under any law or regulation for the time being in force and/or pursuant to this Agreement.
- 3.6 Payment shall be made in according to the payment details provided in Schedule C.
- 3.7 Invoices to be addressed to: Manager Financial Services, SriLankan Airlines Ltd, Airlines Centre, BIA, Katunayake, Sri Lanka and/or email to: mahesh.nanayakkara@srilankan.com

4. LIABILITY & INDEMNITY:

- 4.1 The Contractor shall indemnify and hold harmless SriLankan Airlines free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities, to SriLankan Airlines, its officers, agents, employees, representatives or any third parties and/or any property, that may arise pursuant to this Agreement, in particular pursuant to (but not limited to) any:
- a) Claim in respect of any workers of the Contractor under the Workman's Compensation laws or any other law;

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

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

5. INSURANCE:

5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These insurances will include but not limited to;

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

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

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

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

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

5.5 The insurance coverage required by Clause 5.1 and 5.2 shall at all times be valid and adequate to meet all the obligations set out above and any other obligations required by law. Failure to maintain

insurance coverage to the required level will be considered by SriLankan Airlines as a fundamental breach of this Agreement.

6. NON-COMPLIANCE:

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

- a) Terminate this Agreement as per Clause 7 below:
- b) Charge the Contractor liquidated damages at the rate specified in Schedule C of the estimated amount of the monies payable for the relevant Service/solution for the relevant period of non-compliance or breach; and/or
- c) Obtain the Service/solution from another contractor provided however, that in the event any money is expended by SriLankan Airlines on account of the Contractor's non-compliance or breach of its duties, such said expenditure shall be re-charged to the Contractor.

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

7. TERM & TERMINATION:

7.1 This Agreement shall be valid for a period of ___ years commencing from _____ until _____ unless terminated earlier and shall automatically stand terminated upon the expiry of the Agreement. Notwithstanding the above, the Parties may extend the Term of this Agreement upon the expiry of the Term for a further period of 1 year by written mutual agreement on the same terms and conditions of

this Agreement; provided however that such extension shall be subject to the Contractor's satisfactory performance of the Agreement decided at the sole discretion of SriLankan Airlines.

7.2 Notwithstanding Clause 7.1, SriLankan Airlines may terminate this Agreement at any time, without assigning any reasons whatsoever, by giving the Contractor 90 days' written notice of termination without any liability to pay compensation and such termination shall take effect on the expiry of the said 90 days' notice period.

7.3 SriLankan Airlines may terminate this Agreement forthwith in writing in the event the Contractor does not:

- a) provide the Service/solution at the time, manner and/or to the specifications/ quality required by SriLankan Airlines pursuant to this Agreement;
- b) comply with the requirements and/or notices of SriLankan Airlines; and/or
- c) Perform, fails or is failing in the performance of any of its obligations under this Agreement.

7.4 Subject to Clause 7.3 hereof, either party shall have the right to terminate this Agreement forthwith at any time by giving written notice to the other upon the happening of any of the following events:

- a) if the other party is in breach of any of the terms or conditions of this Agreement and fails to rectify same within 30 days of the written notice of the breach to the defaulting party or immediately if the breach is incapable of remedy;
- b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or
- d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.

- e) Disruption to the performance of the Agreement for a period of more than 60 days due to force majeure event.

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

8. BANK GUARANTEE:

- 8.1 Upon the execution of this Agreement, the Contractor shall furnish SriLankan Airlines a bank guarantee for the sum as set forth under Clause 2.1 of Schedule C, as an irrevocable and unconditional bank guarantee drawable on demand and Guarantees shall be provided by licensed commercial banks, or, if issued by a foreign bank, shall be counter-guaranteed by a licensed commercial bank under the supervision of the Central Bank of Sri Lanka as security for the due and proper performance by the Contractor of its obligations under this Agreement. All applicable bank charges (including any charges at the time of encashment) on such bank guarantee shall be borne by the Contractor). The said bank guarantee shall remain in force for the duration of this Agreement and 90 days thereafter.
- 8.2 The proceeds of the Bank Guarantee shall be payable to SriLankan Airlines as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Agreement.

- 8.3 The Bank Guarantee will be discharged by SriLankan Airlines and returned to the Contractor within 90 days of the expiry of this Agreement or within 90 days following the date of completion of Contractor's obligations under the Agreement, whichever is later, less monies due to SriLankan Airlines and/or as SriLankan Airlines is entitled to deduct/set-off under this Agreement.
- 8.4 In the event, that the Contractor fails to pay any monies due to SriLankan Airlines (or any part thereof) as and when the same become payable under this Agreement, SriLankan Airlines shall be entitled to adjust or deduct any monies due to SriLankan Airlines from the Bank Guarantee accordingly. In the event of an adjustment or deduction of the Bank Guarantee by SriLankan Airlines against any sums due from the Contractor, the Contractor shall immediately submit to SriLankan Airlines the amount adjusted or deducted by SriLankan Airlines and restore the Bank Guarantee to its original amount.
- 8.5 SriLankan Airlines shall not make any payments under this Agreement to the Contractor until SriLankan Airlines has received the Bank Guarantee as stipulated under Clause 8 hereof.
- 8.6 SriLankan Airlines' rights with respect to the Bank Guarantee shall be in addition to any other rights or remedies available to SriLankan Airlines.

9. GOVERNING LAW:

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

10. FORCE MAJEURE:

- 10.1 In the event that either party shall be wholly or partly unable to carry out its obligations under this Agreement by reasons or causes beyond its control, including by way of illustration Acts of God or the public enemy, fire, floods, explosions, epidemics, insurrection, riots or other civil commotion, war,

Government order or by any other cause (excluding, however, strikes, lockouts or other labour troubles), which it could not be reasonably be expected to foresee or avoid, then the performance of its obligations in so far as they are affected by such cause shall be excused during the continuance of any inability so caused. Such cause(s) shall however as far as possible be remedied by the affected party with all reasonable dispatch.

- 10.2 Notwithstanding the above each party shall give the other as soon as possible notice of the occurrence or imminent occurrence of an event as indicated above and where such notice is given verbally it shall be followed immediately in writing.
- 10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance to the time schedule as specified in the respective Purchase Order(s) due to any of the force majeure event mentioned above, the time schedule for the delivery of Service/solution shall be extended accordingly.

11. GENERAL:

- 11.1 This Agreement shall constitute the entire agreement and understanding of the parties and shall supersede all prior agreements, whether written or oral between the parties hereto concerning the subject matter hereof.
- 11.2 In the event of a conflict between this Agreement and its Schedules, the Schedules shall take precedence over this Agreement in respect of the subject matter thereof. In the event of a discrepancy between Purchase Order and the Agreement, the Purchase Order will take precedence over this Agreement in respect of the subject matter thereof.
- 11.3 In the event that either party shall be rendered wholly or partly unable to carry out its obligations under this Agreement as a result of strikes, lockouts and labour troubles, then such party so incapacitated

shall compensate such other for damage and/or loss suffered by such other as a result of such strike, lockout or labour trouble.

- 11.4 At all times the Contractor (together with its workers) will be deemed to be an independent contractor and shall not under any circumstances be considered an employee, representative or agent of SriLankan Airlines.
- 11.5 The right and remedies of SriLankan Airlines against the Contractor for the breach of any condition and for obligations undertaken by the Contractor under this Agreement shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of SriLankan Airlines.
- 11.6 Nothing in this Agreement shall prevent SriLankan Airlines from availing itself of any remedies provided under the general law in addition to the remedies stipulated in this Agreement.
- 11.7 Except to the extent as amended under the Purchase Order(s), this Agreement shall not be varied or modified otherwise than by an instrument in writing of even date herewith or subsequent hereto executed by or on behalf of SriLankan Airlines and the Contractor by its duly authorized representatives.
- 11.8 If any provision of this Agreement should become or be adjudged invalid or unenforceable for any reason whatsoever, such invalidity or unenforceability shall not affect any other part of this Agreement and all other provisions shall remain valid and in full force and effect.
- 11.9 The titles to the clauses in the Agreement are for convenience of reference only and do not form part of this Agreement and shall not in any way affect the interpretation thereof.
- 11.10 SriLankan Airlines does not grant the Contractor any right, title or interest in any of its designs, labels, know-how, trade names, trademarks, service marks, logos and other distinctive brand features or business identifiers, logo, copyright or any other intellectual property rights of SriLankan Airlines ("Intellectual Property Rights") except as expressly authorized in writing by SriLankan Airlines and the Contractor shall not have any right, title or interest in the said Intellectual Property Rights of SriLankan Airlines other than the right to use it for purposes of this Agreement for the Term hereof only with the express written consent of the SriLankan Airlines.
- 11.11 The Contractor shall not issue any press release or other public announcement related to this Agreement, written or oral, without the prior written consent of SriLankan Airlines, except as required by law or a court order. For avoidance of any doubt, the Contractor shall not make, give or issue any press release or other press activity involving or referring to SriLankan Airlines or any of its affiliates or their services or operations, without SriLankan Airlines prior written approval.
- 11.12 The Contractor expressly assures and warrants that it has all the necessary approvals, authorizations and licenses to enter into this Agreement and to provide the Service/solution envisaged under this Agreement.

11.13 Any notice or other communication required or authorized by this Agreement to be served or given by either party to the other shall be deemed to have been duly served or given if in writing and

(a) left at or sent by prepaid registered post to the last known place of business of that; or

(b) sent by fax or e-mail to such place of business and confirmed by prepaid registered post, similarly addressed, within 24 hours of the dispatch of such fax or e-mail.

In the case of SriLankan Airlines to –

SriLankan Airlines Limited

Bandaranaike International Airport,

Katunayake

Sri Lanka

Fax :

E-mail:

Attention:

In the case of the Contractor to –

.....

.....

.....

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

For and on behalf of

SRILANKAN AIRLINES LIMITED

Name:

Designation:

Witness:

Name:

Designation:

For and on behalf of

Name:

Designation:

Witness:

Name:

Designation:

Section IX - 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 more fully 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 38. 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 X - Performance Security

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

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

[signature(s)]

Section XI - Vendor Information Form

Section A - <i>Basic information of the vendor</i>	
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

- | | |
|--|--|
| <input type="checkbox"/> A copy of the Certificate of Incorporation certified by the Company Secretary of the vendor Company | <input type="checkbox"/> A copy of Form 15 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the shareholding. |
| <input type="checkbox"/> A copy of Form 20 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the directors | <input type="checkbox"/> For Partnerships, list of partners confirmed by one of the partners, preferably by the most senior partner. |
| <input type="checkbox"/> For partnerships and sole proprietorships, certificate of business registration | <input type="checkbox"/> Audited financial statements of the vendor Company for the last three years |
| | <input type="checkbox"/> Others (specify) |

Section - XII - Clientele Information Form

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

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 - XIII - Non-collusion Affidavit

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

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

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

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

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

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

BEFORE ME,

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

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