INVITATION FOR BIDS
FOR

PROVISIONING OF A LEARNING MANAGEMENT SYSTEM FOR SRILANKAN AVIATION COLLAGE (SLAC)

REFERENCE NO: CPIT/ICB 30/2022

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

Dear Sir/Madam,

IFB NO: CPIT/ICB 30/2022

INVITATION FOR BIDS FOR PROVISIONING OF A LEARNING MANAGEMENT SYSTEM FOR SRILANKAN AVIATION COLLAGE (SLAC).

SriLankan Airlines hereby invites tenders for Provisioning of a Learning Management System for SriLankan Aviation Collage (SLAC) for a period of 03 years. The bid document is attached herewith.

Bid should be submitted in a **sealed envelope** with the ICB 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 14 February 2023.

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

A pre-Bid meeting will be organized on 12 January 2023 at 09.00 a.m. Sri Lankan time (GMT +5:30 Time Zone) via Ms.Teams, to provide the prospective Bidders with the necessary information related to the project. Please provide the following details of the participants for the pre-Bid meeting through email: tharaka.hindurangalage@srilankan.com by 2.00p.m. on 11 January 2023 Sri Lankan time (GMT +5:30 Time Zone).

1) Company Name:
2) Name and e-mail address of the participant: (Maximum 02 participants)

Any inquiry/clarification about the Tender should be e-mailed to tharaka.hindurangalage@srilankan.com and sarath.jayathunga@srilankan.com to reach on or before 19 January 2023.

Bids will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 14 February 2023 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, one day in advance to the Bid closing date, for the arrangement of Security clearance.

Yours Faithfully,

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

Section I. Instructions to Bidders (ITB)

	A:General
1. Scope of Bid	1.1 The Purchaser named in the Data Sheet invites you to submit bids for the supply of Service/solution as specified in Section III - Schedule of Requirements for use at SriLankan Airlines Ltd.
	Upon receipt of this invitation, you are requested to acknowledge the receipt of this invitation and your intention to submit a bid.

	B: Contents of Documents
2. Contents of Documents	2.1 The documents consist of the Sections indicated below. • Section I. Instructions to Bidders • Section II. Data Sheet • Section III. Schedule of Requirements • Sections IV. Bids Submission Form • Section V. General Conditions • Annexure A: Technical/General Specifications & Compliance sheet • Annexure B: Price schedule Form • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form • Annexure E: Clientele Information Form • Annexure F: Sample Contract Agreement • Annexure G: Bid Acknowledgement Form • Annexure H: Vendor Information Form • Annexure I - Extended Information Security Schedule

	C: Preparation of Bids
3. Documents Comprising your Bid	3.1 The Bid should comprise the following mandatory documents: • Sections IV - Bid Submission Form. • Annexure A: Technical/General Specifications & Compliance sheet • Annexure B: Price Schedule Form • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form • Annexure E: Clientele Information Form • Annexure H: Vendor Information Form • Annexure I: Extended Information Security Schedule • Audited financial statements for the last 03 years (Clause 20)

4. Bid Submission Form and Technical/ General Specifications & Compliance form	4.1 The Bidder shall submit the Bids Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
5. Prices	5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form at Annexure B. 5.2 The price to be quoted in the Bids Submission Form shall be the total price of the Bids. 5.3 Prices quoted by the bidder shall be fixed during the period specified in ITB clause 8.1 and not subject to variation on any account. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.
6. Currency	6.1 The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD, the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annex B). All payments to Local bidders will be made in LKR based on the relevant CBSL exchange rate indicated in the in the price schedule form (Annex B). If the proposal is submitted in foreign currency, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates as published by the Central Bank of Sri Lanka prevailed at the date of closing of bids for comparison & evaluation purposes. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.
7.Documents to Establish the Conformity of the Services	7.1 The Bidder shall submit an **original** certificate from the proprietor to demonstrate that it has been duly authorized by the proprietor to supply this Service/solution in Sri Lanka.
8.Period of Validity of bids	8.1 Bids shall remain valid for a period of one hundred eighty (180) days after the bids submission deadline date. If the full validity period is not properly indicated, SriLankan airlines reserves the right to obtain re-confirmation from the bidder that the Bid is valid until the date specified above. 8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Airlines may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.

9. Bid Security Declaration	9.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure E (Mandatory).
	9.2 Any bid not accompanied by a substantially responsive Bid securing Declaration in accordance with 1TB Sub-clause 8.1, Shall be rejected by Sri Lankan Airlines as non-responsive.
	9.3 Bid Securing Declaration may be executed:
	(a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission from, except as provided in 1TB Sub-Clause 8.2 or
	(b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to 1TB Sub-Clause 15.3
	(c) If the successful Bidder fails to :
	i) Sign the contract in accordance security with 1TB Sub-Clause 23.3;
	(ii) Furnish a performance Security in accordance with 1TB Clause 24;
10. Format and Signing of Bids	10.1 The bids shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. Please ensure all documents are duly signed and stamped in the given area when forwarding.
D:Submission and Opening of Bids	

11. Submission of Bids	11.1 Bidders shall submit their bids by registered post, courier or by hand in a sealed envelope.
	11.2 The bidder shall submit the proposals in the price schedule forms attached at Annexure D.
	11.3 The sealed envelope shall bear the specific identification of this quotation exercise as indicated follows.
	"Bid for the Provisioning of a Learning Management System for SriLankan Aviation Collage (SLAC). (CPIT/ICB 30/2022)"
	.11.4 The bidder shall submit the proposals in the price schedule forms attached at Annexure D.
	11.5 Completed Technical (un-priced) and Financial proposal (priced) should be submitted in two separate sealed envelopes with the tender reference no. CPIT/ICB 30/2022 and the Bidding Company's name and the type of proposal (Technical or Financial) clearly marked on the top left corner of the envelope. Then the separate envelopes containing the Technical and Financial proposals shall be enclosed and submitted in one single sealed envelope.
	The Technical envelop/PDF document 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 Check List - ANNEXURE A (Clause 8.3)
	The Financial envelop/PDF document 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)
	11.6 If the Bidder wishes to hand deliver the Bids, please contact SriLankan Airlines personnel well in advance, for the arrangement of security clearance. Refer section II, Data Sheet, Clouse 16.2 for contact details.
	Please provide the following details of the participants for the Bid opening, through email: tharaka.hindurangalage@srilankan.com by 8.30a.m. on 13 February 2023 Sri Lankan time GMT +5:30 Time Zone) in order to organize the Security passes to enter SriLankan premises:
	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.
12. Deadline for Submission of Bids	12.1 Bids must be received by the Purchaser to the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
13. Late Bids	13.1 The Purchaser shall reject any bids that arrives after the deadline for submission of bids in accordance with ITS Clause 11.1 above.

14. Opening of Bids	14.1 The Purchaser shall conduct the opening of quotation in the Presence of the Suppliers at the address, date and time specified in the Data Sheet.
	14.2 A representative of the bidders may be present and mark its attendance.
	14.3 Presence of the supplier will not necessarily ensure the selection of the proposed goods.
E: Evaluation and Comparison of Bids	
15. Non conformity- ties, Errors, and Omission	15.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any non-conformities or omission in the Bid that do not constitute a material deviation.
	15.2 Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non-conformities of omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
	15.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis:
	(a) If there is discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of SriLankan Airlines there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit shall be corrected.
	(b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
	(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
	15.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be dis qualified and its Bid-Securing Declaration shall be executed.
16. Clarifications	16.1 To assist in the examination, evaluation and comparison of the bids, the Purchaser may, at its discretion, ask any Bidder for a clarification of its bids. Any clarification submitted by a Bidder in respect to its bid which is not in response to a request by the Purchaser shall not be considered.
	16.2 The Purchaser's request for clarification and the response shall be in writing at SriLankan Airlines' address specified in the BDS.

17.Responsiveness of Bids	17.1 The Purchaser will determine the responsiveness of the bids to the documents based on the contents of the bids received. 17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.

18. Evaluation and Comparison of bids	18.1 The following factors & methodology will be used for evaluation. Please provide the required information in your proposal covering the below minimum eligibility criteria and evaluation criteria with clear reference (Document/Page /Section).

18.1 The following factors & methodology will be used for evaluation. Please provide the required information in your proposal covering the below minimum eligibility criteria and evaluation criteria with clear reference (Document/Page /Section).

<u>Minimum Eligibility Criteria</u>

I. The supplier should have experience in implementing & serving at least 02 projects in similar capacity with end-to-end services.

II. The Bidder should have at least 03 years of industrial experience in terms of provisioning of Learning Management Solutions with relevant expertise

III. The supplier should be able to meet the technical requirements under the Annexure A of the RFP.

IV. Supplier should be an authorized partner of the proposed product or authorized by the Principle/Original Equipment Manufacturer (OEM). In case of authorized partner of an OEM the Bidder should submit Manufacturer Authorization Letter conforming the authorize partnership

V. The Bidder should comply with Data retention policies, General Data Protection Regulation (GDPR), and specify other applicable legislative and regulatory certifications vendor achieved such as LTI.

VI. Manufacturer Authorization letters required to be submitted.

VII. Comprehensive project plan with a final delivery within 16 weeks based on detailed requirement discussion through pre-bid meeting

<u>Evaluation Criteria</u>

I. The Bidder's point-by-point compliance with general, technical & functional requirements under Annexure A of the RFP. It is essential that the Bidder clearly indicates any limitations and/or deviations.

II. Experience in integrating with external systems including SriLankan IT Systems using webservices, APIs, and other latest technologies.

III. Customer references from minimum 2 existing customers, where same or similar system was implemented and providing maintenance and support at the enterprise level during the past 02 years

IV. Total final cost of the project for 03 years period and payment terms.

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

IX. The supplier's capability of carrying out on-site/online product demonstrations for the given use cases at the presentation criteria

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

Note - SriLankan Airlines shall consider all bids which are compliant with the minimum eligibility criteria for Technical & Financial evaluation. The Technical evaluation will be based on the above Evaluation criteria and all Bidders who are complaint to the Evaluation criteria will be considered for the financial evaluation stage. The award shall be made to the lowest substantially responsive Bidder for 03 years.

19. Training and Development	The successful Vendor should provide all Training related to operating the System on Free of Charge basis.
20. Financial Capability	20.1 The bidder shall furnish documentary evidence that it meets the following financial requirements (s): **Audited financial statements for the last 03 years (mandatory)**
21. Purchaser's Right to Accept any Bids, and to Reject any or all Bids.	21.1 The Purchaser reserves the right to accept or reject any bids, and to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders.
F: Award of Contract	
22. Acceptance of the Bids	22.1 The Purchaser will accept the bids of the Bidder whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the documents issued.
23. Notification of acceptance	23.1 The Purchaser will notify the successful Bidder, in writing, that its bids has been accepted. 23.2 Within twenty-one (21) days after notification, the purchase shall complete the contract, and inform the successful bidder to sign it. 23.3 Within twenty-one (21) days of receipt of such information, the successful bidder shall sign the contract. 23.4 The maintenance and support contract is extendable for a further 02 years period based on mutual agreement under the same terms & conditions and supplier performance.
24. Performance Security	24.1 Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder, if required by SriLankan Airlines, may furnish the Performance Security amounting to a minimum amount of 10% of the agreement. SriLankan Airlines reserves the rights to request for higher valued Performance Security Form is included in Annex D. 24.2 Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or sign the Contract may continue sufficient grounds for the annulment of the award and execution of the Bid- Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

Section II: Data Sheet

ITS Clause Reference	
1.1	The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake
7.1	Proprietor's authorizations (or) Vendor commitment letter for 100% guaranteed product support is required.
9.1	Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required.
12.1	The address for submission of Bids is : Attention : Ms. Tharanie Halpandeniya Address : Senior Manager Commercial Procurement Commercial Procurement Department, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone : +94 197732666 Deadline for submission of bids is on or before 14 February 2023, 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)
15.2	For **Clarification of bid purposes** only, SriLankan Airlines' address is: Attention: Tharaka Hindurangalage Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone: +94 (0) 19733 21845/ +94 (0) 19733 2666 Facsimile number: +94(0) 197335218 Electronic mail address: tharaka.hindurangalage@srilankan.com sarath.jayathunga@srilankan.com If the Bidder wishes to hand deliver the Bid documents by hand, please provide details (Names/NIC no/passport no/vehicle number) of your representatives one day in advance to the Bid closing date, for the arrangement of security clearance.

Section III – Schedule of Requirements
Provisioning of a Learning Management System for SriLankan Aviation Collage (SLAC)
CPIT/ICB 30/2022

Line Item #	Description of Goods/service	Qty	Unit of Measure	Final Destination	Delivery Date
01	**Provisioning of a Learning Management System for SriLankan Aviation Collage (SLAC)**	**1**	**Each**	**IT Division of SriLankan Airlines**	**Based on the renewal timelines**

Section IV - Bid Submission Form

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

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

Date:

To: SriLankan Airlines
We, the undersigned, declare that:

(a) We have read and have no reservations to the document issued;

(b) We agree to supply conforming to the documents issued and in accordance with the Schedule of Requirements of the following Service/solution [insert a brief description of the System/solution];

(c) The total price of our Bid without Tax, including any discounts offered for 03 years is:
    [insert the All-inclusive total project cost without Tax for 03 years in words and figures];

(d) The total price of our Bid including Tax, and any discounts offered for 03 years is:
    [insert the All-inclusive total project cost with Tax for 03 years in words and figures];

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

(e) Our bid shall be valid for the time specified in ITB Clause 8.1

(f) We understand that our bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.

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

Signed: [insert signature of the duly authorized person]

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

Date

Section V – General Conditions

I. Bidder" means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the bidder is an authorized distributor, it is mandatory an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the bid to avoid rejection of the bid.

II. If required, SriLankan Airlines requires to inspect the product at the evaluation stage by SriLankan Airlines' personnel (minimum 2 pax), same has to be arranged by the bidder at a client site to inspect the proposed product. All applicable expenses shall be borne by the bidder.

III. All on-site & off-site expenses including incidental expenses related to the project implementation, training, maintenance &support etc. within the 03 year contract period, including Airfare should be borne by the bidder.

IV. If accepted, it is mandatory that the bidder signs a Contract based on the Draft Agreement at Annexure F.

V. In order to ensure continuity of supply of Service/solution to SriLankan Airlines in the event of a disruption to bidder's operations, please provide details of alternative arrangements available within the agreed cost and specifications of product.

VI. If SriLankan Airlines find that the delivered service/solution does not comply with the Specifications stated in this Agreement, SriLankan Airlines in its discretion has the right to either reject or request modification to the service/solution to compliance with the Specifications. Modification will not affect the Warranty/ Service Levels provided hereunder. If the service/solution is rejected SriLankan Airlines shall recover any and all money paid and any service penalties incurred due to rejection of the system/solution.

VII. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Solution and services to be procured under this bid exercise. If so please submit a separate bidder information form including the information of local agent.

VIII. Advance payment is not acceptable. 45 days credit from the date of commissioning and acceptance by SriLankan Airlines is required.

Name of the Bidder & Addresses: …………………………………………………………………………………..
Name of the Principal   : …………………………………………………………………………………..
Name of the Manufacturer   : …………………………………………………………………………………..

1.0 Company background

SriLankan Airlines, member of oneworld Alliance, the National carrier of Sri Lanka, is an award-winning carrier with a firm reputation as a global leader in service, comfort, safety, reliability, and punctuality. Launched in 1979, SriLankan is currently expanding and further diversifying its wide range of products and services to drive the country's on-going boom in tourism and economic development. SriLankan Airlines also has 'training' as its one of the articles of association to emphasise our dedication to training and development of youth and aviation professionals. The airline's hub is located at Bandaranaike International Airport in Colombo providing convenient connections to its global network (including codeshare partners) of 113 destinations in 51 countries.

2.0 Scope of RFP

SriLankan Airlines intends to source a comprehensive suite to deliver e-Learning Management Solution for SriLankan Aviation College comprising of learning, training, examinations and assessment delivered electronically online, through a web-based platform. The intended learning management system should digitalize both internal and external Training courses offered by SriLankan Aviation College.

SriLankan Aviation College (SLAC) comprises of two training arms. International Aviation Academy (IAA) and SriLankan Technical Training (STT).

IAA conducts trainings such as Cabin Crew Training, Cargo Trainings, Dangerous Goods Training, etc. while STT conducts maintenance related trainings such as Aircraft Maintenance Basic Courses, Type Courses, Refresher Courses, etc.

Further this should also cover lectures conducted online, course administrating (including scheduling), lecturing, evaluating, measuring, and documenting the academic readiness, learning progress, skill acquisition, or educational needs of the students. Functions must be equally available in mobile, web and should be compatible with industry standard browsers and devices. A complete solution should be proposed including any licensing requirements.

The proposed solution should provide all the latest features required to compete in the market and should be customizable to facilitate any future business requirements where industry is moving towards.

Some of the key features expected in the proposed solution:

- Modern, easy to use interface: Designed to be responsive and accessible, which is easy to navigate on both desktop and mobile devices.
- Convenient file management options.
- Course, student administration module
- Course Scheduling Module
- Reporting and analyzing module
- Testing and evaluation module
- Secure authentication and mass enrolment
- Compatibility with Regulatory Standards

3.0 Business Requirement of the Platform

3.1 User Management

The system user management should be done by the central application administration. Comprehensive roll-based user management mechanism should be provided to the application administrator.

3.1.1 The system should facilitate creating, editing, deleting of users to access the learning management system.

3.1.2 The trainees must be able to be categorized into different groups based on the intake with customizable group labelling

3.1.3 Temporary/Permanent user account activation and deactivation mechanism under administration privileges provision with remarks

3.1.4 The system should have a role base access privilege assignment mechanism

3.1.5 Access Privileges shall be able to identify the access person individually at different levels.

3.1.6 System should be able to give unique identification for the users and it should be customizable

3.1.7 A record log is required for each level of access, activities carried out by each person including the administrator

3.1.8 For all automated processes, a manual override is required at sectional administrator level.

3.1.9 LMS shall provide easy migration to a new platform during system upgrades with the same platform or with a similar type of platform/s.

3.1.10 System shall maintain all data & information for unlimited period.

3.2 User Registration and Enrolment

Based on published training programs the trainees can get enrolled / registered with standard registration mechanism.

3.2.1 In initial Registration, trainees shall be able to enter profile details of the trainees **(Refer** Annex 1D Details of the Trainee/Attendee**)**

    3.2.1.1 Training Coordinators shall have ability to manually update profile details entered by the trainee

    3.2.1.2 Training coordinator shall have facility to select mandatory data fields required to filled by the trainee when he is registering to the training program.

    3.2.1.3 Trainee shall be able to view his profile details and make request to training coordinator to update/amend information of his profile.

3.2.2 System shall have a simple mechanism for training coordinators to assign trainee identification number (TR Number) to each trainee.

3.2.3 The system shall provide simple mechanism to trainees to enrol for assigned training programs.

3.2.4 Once trainees are enrolled to a program an email and LMS notification shall be sent to trainees confirming the training

3.2.5 Ability to record request letters and training withdrawals requests in the LMS and, in case of withdrawing from the training, access granted for the trainees shall be withdrawn temporally or permanently.

    3.2.5.1 Ability to restrict access by an admin with mentioning the reason.

    3.2.5.2 Access shall be able restrict temporarily or permanently.

3.3 Setup Programs

The learning contents to be configured by the administrator and managed by the Training coordinator. Allocation of users for programs and modules is a role of Training coordinator.

The System should be able to create multiple programs

    3.3.1.1 LMS shall have provisions to create different types of programs

    3.3.1.2 LMS shall have provision to create different type of Program Templates.

        3.3.1.2.1 A template should have unique identification

        3.3.1.2.2 System should be able to add modules, submodule to a template

        3.3.1.2.3 System should be able to assign no of hours and no of periods, maximum number of trainees for each module/submodule

3.3.1.2.4 System should be able to assign group of instructors for a program/module/submodule.

3.3.1.3 The system should have the possibility of saving created templates

3.3.1.4 Created templates should have the possibility of duplicate/edit before publish

3.3.1.5 When editing a template, it should not affect already published and ongoing programs.

3.3.1.6 All details of such previous templates shall be available in the system for later reference and shall be available by a template reference number.

3.3.1.7 The system should support the mentioned following course breakdown hierarchy
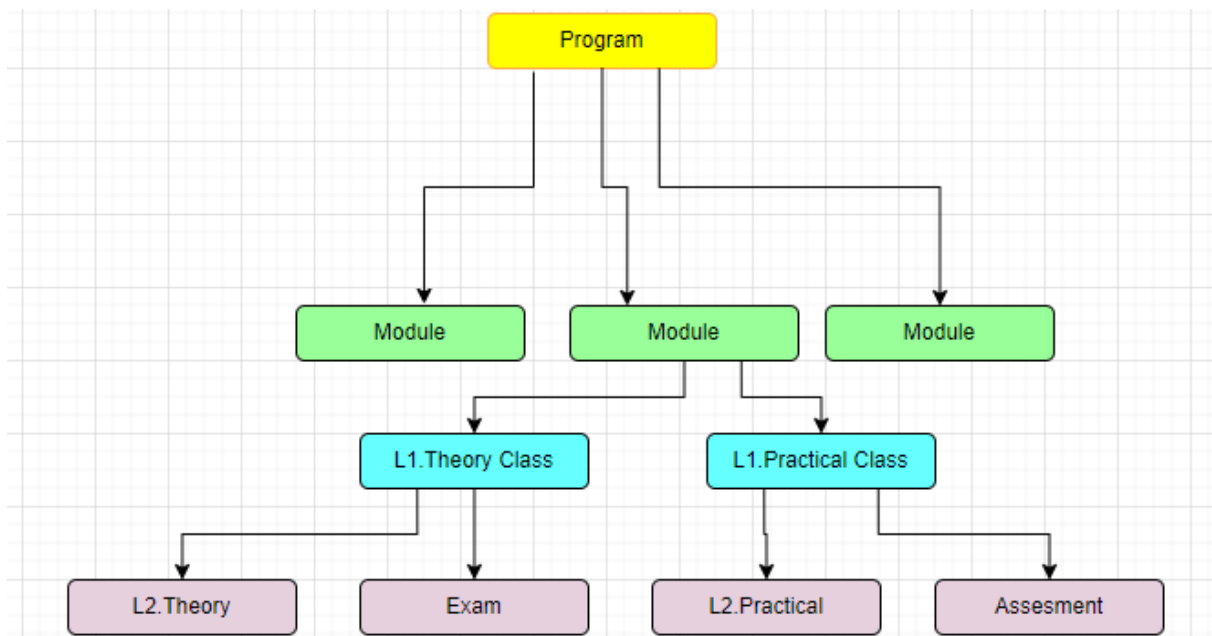
3.3.1.8 The system should be able to create multiple modules and submodules under a program minimum up to 30.

3.3.1.8.1 Each submodule will be defined according to the number of periods (1 period = 45 min).

3.3.1.8.2 For each module list of submodules shall be available to select when creating templates.

3.3.1.8.3 Collection of modules is identified as a program.

3.3.1.9 Each Theory class and Practical class contains different number of hours and shall have provision to allocate instructors into any identifiable hour separately.

3.3.2 The System should facilitate creating of user groups based on any combination of student hierarchy given in the Annex 1A: Hierarchy of Trainees (Ref: 3.1.1).

3.3.3 The system should facilitate assigning of user groups to single or multiple programs.
   3.3.3.1 Ability to identify possible submodules for rescheduling considering his absenteeism for a concerned sub module and already available scheduled other class/training for other batches and his allocation for other modules/practical.
   3.3.3.2 Ability to reschedule the trainee and notification to training coordinators and instructors and generate a separate attendance sheet for that class. Attendance marking requirement for reschedule class is also same as attendance marking for initially scheduled training (Refer 3.6).
   3.3.3.3 Report on all reschedules done for particular trainees and his actual participation for rescheduled classes to identify if he has missed the class. Ability to identify remaining reschedule of the trainee and reschedule him again as per above same procedure if he has missed any rescheduled classes.
   3.3.3.4 Schedules discussed in 3.4 shall have graphical representation in LMS for the easy reference and shall be able to view details of all training scheduled for a period at SLAC. Shall indicate periods numbers/ assigned instructors, assigned training coordinators, trainee/student groups allocated for each training. Shall be able to generate hardcopies and shall be able to customize the content given in the report.

3.4 Scheduling Module

3.4.1 A scheduling module should be accessible to training coordinators and Instructors.
3.4.2 Once a program is loaded for the scheduling it shall be in the format of a calendar
3.4.3 For required time slots (single slot or multiple slots at a time) instructors shall be assigned by the training coordinator from a dropdown list
3.4.4 When scheduling an instructor, a set percentage of (ex: 20%) preparation duration prior to the assigned training shall be blocked from his/her calendar as a default value (Refer Annex 4A 1. Sample of current instructor allocation). Shall also be able to indicate annual leave instructor has informed to training coordinator and to get leave data from Attendance Data Management System of the company.

3.4.5 Applicable instructors should be made available based on the category of the submodule and the category of the instructor.
3.4.6 The available time slots of each individual Instructors should be visible to training coordinators in calendar format.
3.4.7 For each time slot of the program training coordinator shall be able to assign trainees as intake wise/individual.
3.4.8 System should provide the facility to edit trainees of 3.3.2.

3.4.9 When assigning trainees system should indicate if the number of trainees assigned for the program is less/high than the value in template.

3.4.10 System shall indicate any rescheduling possibilities based on the submodule level

3.4.11 When scheduling for practical training, trainee must have been scheduled for theoretical training at a prior date and acquired a set percentage of attendace.

3.4.12 For each time slot of the program training coordinator shall be able to assign training coordinator to support trainees/instructors if required any support.

3.4.13 Once a schedule is created it should get approved by an assigned admin level (ex: manager) before publishing

3.4.14 Trainees shall see their schedule in calendar format.

3.4.15 Training coordinator must be able to send the invitations to group of trainees/individual trainees to join the scheduled online/physical training

3.5 Creating Learning Base

3.5.1 Each learning base may consist of mix of text paragraphs, images, videos, and attachments (PDF, PPT, Excel, Word, DRMZ files, etc.)

3.5.1.1 Instructors/Training Coordinators should be able to create a provision for a digital library where different types of material (PDF, PPT, etc) will be uploaded.

3.5.1.2 Instructors/Training Coordinators should be able to upload the necessary training notes and the additional material related to the training

3.5.1.3 Only the authorized trainees of a particular program who has been scheduled/ completed trainings shall be able to access to the training materials.

3.5.1.4 Trainees should be able to upload documents to the system for the evaluations of the instructor.

3.5.1.5 Downloading (to outside environment of the LMS), copying, and printing of certain training material shall be able to be prohibited to the trainee

3.5.1.6 Trainee should be able to View, highlight, do annotations and make comments (ex: as in adobe reader) on training notes and other additional material, which is visible for his/her login only. Annotations done by particular trainee shall not be visible to any other trainee. Any annotations done by a trainee shall be visible to him/her during subsequent logins.

3.5.1.7 The Table of Contents of the uploaded document/content shall be readily available from any page, for easier navigation. (Similar to book mark tree given in adobe reader)

3.5.1.8 The system should provide a storage like OneDrive for Trainees to upload different training materials as required, to separate folders created for those training materials which only visible to trainee.

3.5.1.9 System must be able to sort the materials uploaded in 3.5.1 such as documents, images, video etc.

3.5.2 Possibility to create a questionnaire at the end of the session, and to receive answers to a single location for Training Coordinator's/Instructor's reference.

3.5.3 The number of attendees per user group should be customizable with the maximum of 200

3.5.4 The system must have the capability of broadcasting a custom message (ex: in a form of banner when logged in) for all users.

3.5.5 The system must have the capability to allow number of trainees decided by the instructor, Training Coordinator per program for a specific period without any lag to the system functionality.

3.6   Attendance

3.6.1 Facility shall have capability to capture the attendance of the trainee/trainees who are scheduled for particular training, as recorded by the instructor using his login credentials and directly from the fingerprint scanner as applicable.

    3.6.1.1 Attendance sheet shall be created using invited/added trainees for a particular training (Refer 3.4.2).

    3.6.1.2 At the end of each attendance marking session, if only all trainees' attendance is marked, instructor shall be able to insert his initials/confirm the attendance for the day/session. Attendance sheet should easily identify the instructor from his/her initials/login credentials.

    3.6.1.3 If attendance is not taken by the end of the session/day an email notification and notification through LMS to the Instructor and Training Coordinator shall be given before the end of training session/day.

    3.6.1.4 Ability to identify attendance information by Hrs. and as a percentage of total practical Hrs for each module and each practical facility/location

3.7 Performing E-Learning

3.7.1 Overall course status needs to be provided as completed/ not completed.

3.7.2 Each user should be able to view their progress trends on each module over a period.

3.7.3 The system should have the provision to share/publish the meeting link which is generated through another conferencing software.

3.7.4 Trainee should be able to maintain a logbook for modules. Logbook shall have provision to indicate predefined practical tasks by the name of the practical task and corresponding index numbers as well as shall have a provision to include new set of practical tasks with their corresponding Aircraft maintenance manual reference numbers and applicable names (see 3.11).

3.7.5 Tracking of the participants

      3.7.5.1 A messaging system within the LMS shall made available for the trainees and to Instructors/Training Coordinators to establish communication as a group or as an individual thread.

      3.7.5.2 When a message is directed by a trainee, he/she shall have a selection criterion to categorize the query as per the subject/module/category/topic and a notification shall be given to the group of instructors/training coordinators assigned for that subject/module/topic via LMS and email. Possibility to integrate with a mobile application in the future shall made available.

      3.7.5.3 Response for the queries raised shall be made visible alongside the initial query (ex: thread view).

      3.7.5.4 Notification through LMS and e-mail indicating a query is raised and/or answer provided for applicable user groups.

3.8   Evaluation by Instructors at the end of a class

3.8.1 The system should have the ability to assign different types of questionnaire/ essay type questions/assignments at the end of the session, according to learning base to monitor the progress made by the trainee.

3.8.2 The system should provide the ability to monitor the progress of the trainee.

      3.8.2.1 There should be a way to identify who has responded and who has not responded for a particular set of questions (Multiple Choice Questions (MCQ) or essay type questions) for a given day.

      3.8.2.2 Shall have ability to receive answers to a single location for Training Instructor's reference with possibility of autocorrecting of MCQs.

      3.8.2.3 Instructor shall receive a summary report in trainee-wise and question-wise.

      3.8.2.4 Instructor should be able to navigate through the essay answers from all the students at once without needing to open separate documents.

      3.8.2.5 Ability to make comments on individual student answers.

      3.8.2.6 Trainees should be able to view the marks/comment given by the instructor.

      3.8.2.7 Repeated non submissions of answers should get capture and notified via email to related trainee/s and if option enabled, to users (Mangers/Instructors/Training coordinators) and a repeating pop-up notification to trainees via LMS to act as a reminder to submit answers.

3.9 Feedback by Trainees at the end of a module

3.9.1 There should be a provision to students to provide feedback of the training based on the standard feedback form/course evaluation form uploaded to the system (Refer 3.9 and Annex 1G **.1 Training Feedback by trainees (Ref: 3.9)**

3.9.2 Summary of all feedbacks filled at the end of a module should be generated automatically per instructor/per training/per module and available to the training manger as a report via system and email.

3.9.3   Training manger should be able to generate a report of summary of feedback/course evaluation per instructor/per training/per module for a selected time period. (Ex: annual instructor summary report, annual training analysis)

3.9.4   feedback received from trainees should be able to summarize for specific time periods, instructor wise and module wise

3.9.5   A message should pop for trainees if he/she has not submitted feedback form and continuous non submissions shall get highlighted.

3.9.6   If feedback is not submitted an email notification shall generate to the trainee copying training coordinator on non-submission of training feedback. At the same time a pop-up notification through LMS, as a reminder.

3.10   Feedback by Instructors at the end of a class

3.10.1 There shall be a provision to instructors to provide feedback of training conducted on every day with respect to amendments/updates required for training materials utilised for the day.

3.10.2 At the end of each training day instructor shall require providing confirmation of adequacy of training materials utilised for training in the format given in the Annex 1G or to select the option 'no issues to submit' if there's no feedback

3.10.3 Each week a report shall generate to training manager on summary of individual instructor feedbacks and summary of all instructor's feedback. (Refer Annex 1G .2 Training **Feedback by Instructors (Ref: 3.10)**.

3.10.4 Training manger shall be able to view & generate a report on feedback given by particular instructor for a particular period, feedback generated for particular module/submodule/period number by all instructors for a particular period.

3.10.5 Feedback generated for particular module/submodule/period number by all instructors for a particular period shall also be available to any instructor for further reference.

3.11   Practical Logbook and Assessment

3.11.1 List of Tasks

    3.11.1.1   Should be able to create a list of tasks by an admin profile.

        3.11.1.1.1   If a task is created by a low-level admin profile, a validation needs to be done by a high-level admin profile.

        3.11.1.1.2   If a task is created by a high-level admin validation can be done by the same admin.

        3.11.1.1.3   Should be able to define parameters to be filled when creating tasks (*Mandatory fields).

            3.11.1.1.3.1   Task ID* : Multiple Drop Down

            3.11.1.1.3.2   Task* : Text field

            3.11.1.1.3.3   Module* : Drop down

            3.11.1.1.3.4   ATA Chapter : Drop Down

         3.11.1.1.3.5 Applicability (B1/B2)* : Drop Down (multiple selection)

         3.11.1.1.3.6 Duration*

            3.11.1.1.3.6.1 Min : Number field

            3.11.1.1.3.6.2 Max : Number field

         3.11.1.1.3.7 Facility* : Drop Down (multiple selection)

         3.11.1.1.3.8 Repetition count* : Number Field

         3.11.1.1.3.9 Instructors* : Drop Down (GAL group and individual)

         3.11.1.1.3.10 Assessors* : Drop Down (GAL group and individual)

3.11.1.2   Should be able to amend in the future and follow the same review process for validation.

3.11.1.3   Should be able to filter according to defined parameters in point 3.11.1.1.3 above.

3.11.1.4   Should be able to define maximum and minimum number of hours per module.

    3.11.1.4.1   A provision to enter minimum and maximum hours/minutes per module.

    3.11.1.4.2   When completing tasks, link to these tasks are required. Refer 3.11.2.1.10

3.11.2 Trainee Interface

3.11.2.1   Interface to facilitate 4 categories – Trainee profile / Log my tasks / View my Tasks / View my Progress

    3.11.2.1.1   Name, Trainee Number and Intake should be auto filled on the page after signed in along with the aforementioned options.

    3.11.2.1.2   Trainee Profile to be view only. All data except training start date and end date for the initial entry to be filled by capturing data from an excel sheet provided. Start and End date to be filled by either a low level or high level admin.

    3.11.2.1.3   Trainee profile to include the following details.

          Full Name / Date of Birth / Nationality / Course Location / Category (B1.1/B2) / Intake / Trainee Number / Practical Start Date / Practical End Date

    3.11.2.1.4   In "Log my Tasks" Performed date to be selected by a calendar

     3.11.2.1.4.1 Until date selection other fields should be non-editable.

    3.11.2.1.5   After selecting date, Facility to be selected from a drop-down menu.

    3.11.2.1.6   After selecting facility, Module and ATA field should be unlocked. Below is the Facility List.

- STT – Workshop 01 Module 2-5
- STT – Workshop 02 Propeller & Engine Facility
- STT – Workshop 03 Module 6-7
- Avionics Workshop
- Composite Repair Shop
- Structure Repair Shop
- Safety Workshop
- Wheel and Brake Shop
- Welding Facility
- Non-Destructive Testing Workshop

- Engine Module Change Facility
- Aircraft – Line Maintenance
- Aircraft - Base Maintenance
- B727 Training Facility

3.11.2.1.6.1 Module and/or ATA to be selected from a drop-down menu filtered for selected facility

3.11.2.1.7 After selecting Module or ATA Task ID and Task fields should be unlocked.

3.11.2.1.7.1 Task ID to be selected from a drop-down menu filtered for facility and Module/ATA

3.11.2.1.7.2 Task field needs a word search facility to list down tasks filtered for facility and Module/ATA

3.11.2.1.7.3 Once task ID selected at a latter step, remaining field (ATA or Module) and Task or Task ID, should auto fill if field data available.

3.11.2.1.8 Once a task is selected, need to have a possibility to check with already completed tasks to see whether repetition count is exceeded or not.

3.11.2.1.8.1 If repetition count is not exceeded a indication (ex: green arrow or colour change of the 'check' tile)

3.11.2.1.8.2 If already repetition count reached, an indication (ex: red cross or colour change of the 'check' tile or message saying count exceeded)

3.11.2.1.9 Once a task is selected, if counter is not exceeded, Duration field should be unlocked.

3.11.2.1.10 Verification of duration needed against pre entered values – duration per task against entered value. If within limits – proceed. If not – Indication in Red.

3.11.2.1.11 After duration entered, Instructor IA number field shall be unlocked filtered for Facility and Module.

3.11.2.1.11.1 Instructor IA number field shall be word search enabled.

3.11.2.1.12 Remarks shall be a non-mandatory text field.

3.11.2.1.13 Submit shall notify the instructor selected. Task will be in pending tasks under "View my Tasks"

3.11.2.2 "View My Tasks" shall have 3 categorised details – Pending Tasks / Completed Tasks / Completed Assessments

3.11.2.2.1 Pending Tasks shall have details of – Date, Task ID and IA number of the instructor and an edit option.

3.11.2.2.1.1 Edit option shall redirect to the "Log My Tasks" with the current details.

3.11.2.2.2 Completed Tasks shall have all details related. Ability to sort by Facility and Module.

3.11.2.2.3 Completed Assessments shall have all details related. All assessments be displayed

3.11.3 Instructor Interface

3.11.3.1   Interface to be available on both mobile and desktop.

3.11.3.2   Should be able to filter a task using any parameter.

3.11.3.3   Once selected, provision to view instructor guidance PDF mapped to that task.

3.11.3.4   After trainee validation, indication of same task or tasks for instructor validation.

        3.11.3.4.1   On the same screen it should indicate the trainee ID, completed task/tasks.

        3.11.3.4.2   Should be able to validate a single task or multiple tasks per trainee.

        3.11.3.4.3   Once validated by the instructor or by an admin profile, a summary notification indicating total tasks he/she validated, or admin validated.

        3.11.3.4.4   Possibility to do any corrections to validated fields only within a pre-defined time period (ex: within 24 hours- Time period subjected to amendments by admin profile)

        3.11.3.4.5   Shall be able to accept/deny any modifications to already validated task done by an admin profile.

3.11.4 Assessor Interface

        3.11.4.1.1   Interface to be available on both mobile and desktop.

        3.11.4.1.2   Assessment for a facility for a student to be available only when the student has completed above 90% of the allocated tasks for the Facility or Module. Percentage to be editable by an admin interface.

        3.11.4.1.3   During assessment instructor should be able to indicate assessed areas (set of check boxes). Refer below list for example areas of competency criteria.

- A1 – Environment Awareness & Safety
- A2 – System Integration
- A3 – Knowledge & Understanding of areas requiring Special Emphasis
- A4 – Using reports and Indication
- A5 – Reference to A/C Documentation
- A6 – Perform Maintenance Action
- A7 – A/C Final Close-up and Report

        3.11.4.1.4   Assessor shall be able to assess a task, a student has already completed.

        3.11.4.1.5   Assessor shall be able to log a task (interface same like student task log) and options to select multiple students for the assessment.

        3.11.4.1.6   Student selection can be made easier with a filter of intake being added. (Options to merge this system with the schedule of the students)

        3.11.4.1.7   Options to evaluate competency of each student has to be individual.

        3.11.4.1.8   Student will only get a record of the assessment after the assessor has submitted the same. The record to be viewed in the student Interface – view my tasks – my assessments.

3.11.5 Admin Interface – low level
- 3.11.5.1   Interface available on desktop view.
- 3.11.5.2   Ability to create tasks to the system.
- 3.11.5.3   Ability to allocate a task from pre-defined list and assign it to a trainee or list of trainees and to validate the entry.
- 3.11.5.4   When validating, a notification should be sent to the relevant instructor (same as in 3.11.3.4.3).
- 3.11.5.5   Ability to filter out data according to 3.11.1.1.3 parameters for a trainee or group of trainees.
- 3.11.5.6   Ability to view filtered data in a graphical format.
- 3.11.5.7   Ability view assessments separately from tasks completed.

3.11.6 Admin Interface – high level
- 3.11.6.1   Interface available on desktop view.
- 3.11.6.2   Should integrate all low level admin functions
- 3.11.6.3   Ability to validate created tasks by a low level admin account.
- 3.11.6.4   Ability to validate self-generated tasks.
- 3.11.6.5   Ability to Amend to time limitation given in 3.11.3.4.4
- 3.11.6.6   Ability to do any corrections to performed and validated tasks by instructors.
- 3.11.6.7   When doing any corrections, notification to the instructor and trainee who validated the task, should be sent.
- 3.11.6.8   Ability to edit variable parameters aforementioned.

3.12   Email Templates

3.12.1 Email notification shall be in a standard internal training acceptance template.

3.12.2 SLAC Training coordinator shall be able to amend/enter additional information to this standard training acceptance email.

3.12.3 Instructors, Training Coordinators must easily be able to track the status (Accepted, Decline, Tentative, present, or absent) of the responses from individual participants, joining the training.

3.13   Certification

3.13.1 Ability to generate automatic certificates (predefine certificate templates) based on pre-set conditions.
- 3.13.1.1   For trainings where exam is required, upon obtaining pass marks certificate shall be generated.
- 3.13.1.2   For trainings where exam/s, practical hours, assessments, etc required, upon fulfilling all requirements, certificate shall be generated.

3.13.1.2.1 Validation from each applicable section is required in this case. Ex: from financial section to verify payment details. Returnable items (passes, overalls, tabard, etc.) verified by a training coordinator.

3.13.1.2.2 Upon verification by all the related sections only, the certificate shall be generated.

3.13.1.2.3 A notification for all related users/training coordinators when a particular certificate is automatically/manually generated.

3.13.1.3 For trainings no exam or practical or other conditions are not applicable, based on attendance certificate shall be generated.

3.13.2 Ability to add different templates of certificates related to relevant trainings shall be available with editable fields.

3.13.3 Ability to generate customizable certificates for the programs which are not performed via LMS. A separate section where customizable certificate templates can be stored for later use and bulk generation.

3.13.4 Certificates shall be on soft copy version (ex: PDF) with provisions for printing capability.

3.13.4.1 Before generation of the PDF version of the certificate, ability to amend details manually by the training coordinator/admin.

3.13.5 Shall be able to view & generate reports for details of certificates issued for each training or details of training underwent by each trainee and certificates received.

3.13.6 To issue a certificate for a training certification work flow in 3.17 should be carried out through this system

3.14   Examination Process

3.14.1 Ability to schedule examinations (to view in the same schedule as 3.4), assign examiners for examinations.

3.14.2 Ability to hold a question bank online. The questions entered by one examiner should be validated by another examiner, before being available for examination papers. This should only be accessible by the examiners.

3.14.3 Ability to publish an examination schedule to all trainees or selected set of trainees (Pls refer trainee hierarchy given in Annex 1A and 1B)

3.14.4 Ability for students to enroll for published examinations. They should get the ability to enrolled into the examination based on following conditions given in 3.14.4.1and 3.14.4.2.

3.14.4.1 Ability to view student attendance before an examination. It should be more than a predetermined percentage given in the template for the student to able to register for the examination (default value set at 90%) There should be a provision for enter students' attendance manually by an admin and override the system automatic attendance capturing with appropriate approvals.

3.14.4.2 Preventing a student from taking a Re-exam of an attempted module for a given period (Regulatory requirement 3 months, 1 year etc.). This feature should be customizable for each defined module.

3.14.4.3 Ability to register students before the examination on the system and maintain a student examination data base for each student for an unlimited period.

3.14.4.4 Students should be notified about the scheduled examinations via the LMS system on the dashboard of the student/registered e-mail/ SMS.

3.14.4.5 Identify and generate a report on student's examination enrolment history including examinations skipped (due to medical reason on non-medical reason) and not attempted (after confirming attendance for the examination or not).

3.14.4.6 Ability to view student wise examination data with or without failed attempts as selected by the person who is requesting such report.

3.14.5 Ability to conduct online examination in a secure manner

3.14.5.1 Platform to run the examination can be online and examination administrator can enroll the student for the exam.

3.14.5.2 The system should have the ability to prompt questions based on chapters, modules, or complete learning base (MCQ or essay type questions).

3.14.5.3 Ability to block a particular question once used for a set time period is required.

3.14.5.4 The system should auto validate the answers provided for questions (MCQ)

3.14.5.5 Ability to define grading mechanism according to marks obtained for each exam type. (Ability define pass marks / Grades obtained for each course).

3.14.5.6 Ability to customize examination templates to an Examiner's preference.

3.14.5.7 Ability to configure number of submodules (or sub submodules) per module/subject and number of questions per each sub module (or sub submodule).

3.14.5.8 Ability to randomize the question and shuffle the answers with the visibility of sub module or the chapter.

3.14.5.9 Time elapsed and time remaining for the exam should be indicated on the screen all the time during the exam.

3.14.5.10 Candidates should be able to skip answering questions and they should be able to re-visit questions and change the pre-selected choices

3.14.5.11 Questions not answered should be flagged/Unanswered questions should be clearly indicated to the candidate.

3.14.5.12 Ability to make documents such as logarithm tables/ trigonometric tables etc. accessible to the candidates during the exam.

3.14.5.13 Online examination records to be retained within the system for 5 years online basis and beyond that to be archived.

3.14.5.14 The vendor should provide the proctoring features inbuilt with the LMS solution.

3.14.5.15 To enter examination and/or assessment marks to the courses manually with validation from two nominated persons in addition to the person who is entering such data, marks of examinations that are conducted manually without using LMS.

3.14.5.16 Ability to import examination data (results) from online onsite examination system and populate the examination results database of students without manually entering the data.

3.14.6 Ability to autocorrect, analyse and publish examination results to students

3.14.6.1 Ability to select between autocorrect or manual correction for MCQ type questions.

3.14.6.2 Ability to enter marks as per a given template for other type of questions such as calculations/ essay type answers.

3.14.6.3 Ability to view the failure percentage of particular question answered by the student at the end of an examination.

3.14.6.4 The analysis by the system should be better or equal to the present day manual system (Refer Annex 5 points 7 and 8 for current examination analysis).

3.14.6.5   There should be ability to perform analysis question wise for MCQ type of questions /average marks for other type of questions when considering entire history of the question in not limited to current examination.

3.14.6.6   Ability to update marks or grant marks for questions mentioned in and when decided by the two Examiners to grant marks.

3.14.6.7   Ability to view the frequency of question usage. (How many times a question has been used and how the students have fared on each question)

3.14.6.8   Ability to finalise the results of an examination after review of the questions mentioned above. This authorisation should come from two Examiners of the system when all the prior conditions of examination analysis is completed.

3.14.6.9   At the end of the examination, options should be available to indicate the pass or fail status of the student or to indicate the percentage mark obtained.

3.14.6.10 Ability to print examination results and issued to the students. Ability to export results using a suitable format so that results can be directly uploaded to student's profiles.

3.14.7 Examination Records Retention

3.14.7.1   Check list completion by Examiners when the examinations are being carried out for activities (i.e., scanning of answer sheets immediately after the examination and after paper marking, filing of papers in the appropriate folder). See Appendix 5 point 9 for such tasks that require confirmation from invigilators/ examiners and examination support staff.

3.14.8   Access control for the administrator/Examiner and data uploaders.

3.14.9   Ability to display student's performance filtered by examination, trainee.

3.14.10 Ability to evaluate each trainee by the instructor using evaluation form at the end of a module

3.15   Instructor Qualification Management

3.15.1   Capability of recording instructors' personnel details and detailed information related to instructor approvals (basic/type/Professional) according to category applicable areas.

3.15.2   Individual instructor and nominated persons of the organisation shall have ability to view the records. (Refer Annex 7)

3.15.3   Expiration of different categories of instructor authorisation/approval shall be available with required recurrent training and due date to schedule the recurrent training in advance. Shall be able to generate continuous training received & next due date report for each instructor or group of instructors

3.15.4   Shall have the possibility of identifying group the instructor based on recurrent training requirements and due dates.

3.15.5   Generate an automatic message for individual instructors and respective mangers before expiring an instructor authorization. Shall have a provision to amend notification time as required.

3.15.6 Ability training and operation staff to view instructor authorization scope and validity of a given instructor or group of instructors who have the approval/authorisation for a given module/submodule/subject.

3.15.7 Ability for existing instructors to renew or request additional categories to their existing authorizations and submit necessary scanned documents along with the request.

3.16 Payment Module

3.16.1 Entrance Exam, Re Examination & Re Scheduling Payment

3.16.1.1 Eligible candidates for the entrance exam, Re Examination & Re Scheduling should be able to identify using automatic/manual input from the received application for a batch.

3.16.1.2 Relevant staff members should be given authority to identify eligible applicants and send them an Email regarding entrance exam, Re Examination & Re Scheduling.

3.16.2 Student Instalment Payment

3.16.2.1 When creating a batch, specific staff should pre-determine each student course fee, discounts if available, instalment plan / calendar, & etc.

3.16.2.2 For each applicable instalment - Invoice status (Issued / not issued), payment status (paid / not paid) for each student should be verified by specific staff.

3.16.2.3 Relevant staff members should be given authority to identify eligible applicants and send them an Email regarding entrance exam.

3.16.2.4 Email will include all relevant details about entrance exam details including exam fee / payment mode etc.

3.16.2.5 Email should include a link to SLAC IPG (only mode to complete the payment)

3.16.2.6 For pending payments No of days pending and remarks column should be available

3.16.2.7 For non-payments (delayed payments approved by MGT) specific approved letter should be uploaded

3.16.3 Batch wise / student wise payment status report should be available

3.16.4 Payment records to be linked with the Oracle Finance

3.17 Work-Flow

3.17.1 Upon completion of the program/Module/Subject according to set criteria (ex: Attendance of theoretical training above certain percentage & successful completion of the examination validated by the system, within a defined time period for the theoretical part and number of attempts) a course completion E-certificate shall be issued and for any

other scenarios, a course participation certificate shall be offered. Criteria for issuing certificates and type certificate shall contain editable provision for Managers/Training Coordinators/Instructors if permission granted via LMS (refer 3.13.1).

3.17.1.1 Upon fulfilling selected criteria (ex: attendance above a set percentage, completed modules, etc.) certificate shall be generated and after getting approval from the training manager, it shall made available for the trainees.

3.17.1.2 For internal trainings, after obtaining approval of training manger, certificates shall be available for related SLA department coordinators and an email shall send to department training coordinators and trainees on issuance of certificates.

3.18 Report generation capability with report download facility.

The system should have the ability to generate reports according to the permissions given to each user (Refer 3.1) including details of activities performed by each person for a given time period.

3.18.1 User activity /modify monitoring report. Ex: Audit Trails

3.18.2 Ability to view active user accounts/ temporarily deactivated user accounts / permanently deactivated user accounts including applicable deactivation and reactivation due dates as per any criteria/s of hierarchy of trainees given in Annex 1AAnnex 1A: Hierarchy of Trainees (Ref: 3.1.1) & Annex 1B

3.18.3 Ability to view details of active training programs, training conducted for a given day/period and number of trainees involved/enrolled in the training as per any selected hierarchy of trainees given in Annex 1A: Hierarchy of Trainees (Ref: 3.1.1) for any selected training program/s

3.18.4 Ability to generate reports related to creating of training schedules and their previous versions (Refer 3.4 Annex 1H   Report Generation (Ref: 3.11)).

3.18.5 Report on all rescheduled done for particular trainees and his actual participation for rescheduled classes to identify if he has missed the class

3.18.6 Attendance record of trainees for given scheduled module including initial training, rescheduled class/ and any subsequent rescheduled classes for same module/submodule with net attendance to that training/module/submodule.

3.18.7 Ability to generate report on training coordinated by the training coordinator for a given period.

3.18.8 Ability to generate detailed report on training conducted by each instructor for a given training/module/submodule highlighting specific period numbers/chapters they have

conducted the training and number of occasions with date and allocated class/batch, ATA chapter group or class.

3.18.9   Reports on instructor feedback on training materials and reports on non-submission of such records by instructors as given in 3.10

3.18.10 Names/ details of the trainees assigned for the day/training program and their present or absent status for a day for indicating absent training/submodule period number

3.18.11 Ability to monitor & receive records of trainee participation (Ex: absent students list, trainees with less than set percentage of attendance, trainees who have not submitted feedback

3.18.12 Shall be able to generate record of material available in the library and list of trainees access the library as given in 3.5.1.1

3.18.13 Ability to generate a progress report for a selected period related to examination process and results (Refer Annex 4A 3. Sample of Progress report) and number of attempts and related marks obtained at each attempt. For an example as per, subject module, Trainee, Intake, pass/fail trainees, question number, reason for fail, etc.

3.18.14 Each participant should have the ability to view their list of courses participated with in given period and their status and marks.

3.18.15 Shall be able to update the real-time status of the logbook maintained by trainees after validation and to indicate completed hours and remaining hours. This update shall have provision to separately identify the practical task validated by the trainee, instructor and tasks validate by both trainees and instructors.

    3.18.15.1   Should be able to generate summery reports for a set parameter/s per trainee or per set of trainees or per instructor or set of instructors for a set time period.

    3.18.15.2   Ability to monitor progress of a trainee or set of trainees per filtered parameters.

    3.18.15.3   Ability to get a report on progress of assessment on individual trainee or group of trainees.

    3.18.15.4   Ability to view reports in a graphical format.

    3.18.15.5   Ability to keep a log of all the entries, modifications and validations.

    3.18.15.6   Ability to filter logs according to set parameters.

3.18.16 Shall be able to generate reports on status of training scheduled and completed for train/trainees/group of trainees as per 3.4 and 3.6 For each running course, the completion details, Completed & pending modules for each course/batch with estimated date of completion, summary report.

3.18.17 reports for details of certificates issued for each training or details of training underwent by each trainee and certificates received

3.18.18 Ability to generate reports related evaluation process of the trainees according to above point and ability to customize the reports accordingly. (Ex: as per trainee, instructor, intake, subject module).

3.18.19 Ability to generate Batch wise / student wise payment status

3.18.20 A record of certificates (including e certificates in 3.13) and letters issued for a trainee including scanned images and a history for an unlimited time period (online or archive).

3.18.21 A record of any changes manually done by a user before printing/generating PDF certificates.

3.18.22 Ability to generate reports based on the questions, such as how many attempt the questions and percentages of correct /wrong answers.

3.18.23 Ability to generate examination results report for a given module on a given date intake wise

3.18.24 Ability to genenerate a report on student's examination enrolment history including examinations skipped (due to medical reason on non-medical reason) and not attempted (after confirming attendance for the examination or not). When considering the eligibility for the examination 3.14.4.2 should be considered form attempted examinations.

3.18.25 Ability to generate a report by trainee or examination staff giving w his all examination details (each attempt with marks and dates) module wise and also possible exams he has missed for a corresponding module

3.18.26 Possibility of generation of attendance reports for a selected period/ selected Training program/ selected Module/selected Subject as per the hierarchy given in Annex 1AAnnex 1A: Hierarchy of Trainees (Ref: 3.1.1) & Annex 1B for

3.18.26.1   Attendance as recorded by the instructor,

3.18.26.2   Attendance directly taken from fingerprint (if applicable),

3.18.26.3   Comparison between above reports/combined attendance reports from above two (if applicable).

3.18.26.4   Shall be able to generate above given attendance sheet for any selected trainee/ group of trainees for a selected period/ Selected modules to identify prolonged absenteeism of the trainees

3.18.26.5   Facility must be provided to calculate attendance percentage, net/total attendance percentage for each module/submodule/hierarchy per Annex 1A: Hierarchy of Trainees (Ref: 3.1.1) & Annex 1B

3.18.26.6   solution should have provision to filter trainees based on attendance according to a user defined percentage (ex: above 90%) for a selected period

3.18.26.7   An automatic report shall be able to generate and sent to training coordinators at the completion of a module indicating attendance records of selected group of trainees and attendance percentage.

4.0 Technical Requirements

4.1 System Requirements

4.1.1 Ability to configure on-premises, cloud solution. It is recommended for the vendor to provide their hardware (in accordance and compliance with UL Data Centre Standards) and configure the infrastructure at SriLankan Airlines - Data Centre if the solution is on-premises .

4.1.2 Ability to both login using AD authentication as well as application-based user accounts Prior information about the required resources to configure on-promises with architectural diagrams.

4.1.3 A dedicated test environment replicating the production environment.

4.1.4 Accessibility of data for report generation

4.1.5 Ability to provide easy access to real time and non-real time data sets through communication protocols such as HTTP, SOAP, REST, Web service.

4.1.6 The system should track each login and should maintain comprehensive trace log for each login attempt, user activities. At any given time, the login trace should be able to provide as a report to auditors as evidence for the system access.

4.1.7 The system should maintain information and data for an unlimited time.

4.1.8 The system should be able to update, and upload amended templates/materials without effecting   recorded data and information.

4.1.9 The system should be able to access via mobile devices and all major browsers. The contents need to be compatible to both mobile and desktop platforms.

4.2. Integration Requirements

1.2.1. Ability to integrate with SriLankan third party applications such as HRIS , ORACLE , IPG , DocuSign

1.2.2. Bidder shall provide required API ,SDK etc free of charge when required.

1.2.3. Should be capable of integrating with Document Management System (DMS) solution

1.2.4. Ability to bridge the information summary of individual trainee attendance and schedule to Student Administration Portal for trainee communication.

1.2.5. Ability to bridge the fingerprint machine/s and synchronize date to the LMS for Realtime attendance information

4.2 Performance Requirements

4.2.1 High availability without single point of failures

4.2.2 Following performance criteria is provided as a guideline only. If the actual performance is falling below the stipulated figures, the consultant is to justify the reasons. However, the performance level must be accepted by the technical evaluation committee appointed by the client.

4.2.3 The bandwidth is assumed at 256kbps with 50 concurrent users in total.

Item	Performance
Screen Navigation: Button click	<10ms
Screen Navigation: screen to screen	<3 seconds
Screen Refresh	<3 seconds
Screen list box, combo box	<3 seconds
Screen grid – 25 rows, 10 columns	<5 seconds
Report preview – (all reports) – initial page view (if asynchronous)	<30 seconds in most instances. It is understood that complicated / large volume reports may require a longer period
Simple enquiry – single table, 5 fields, 3 conditions – without screen rendering	<5 seconds for 100,000 rows

Complex enquiry – multiple joined table (5), 10 fields, 3 conditions – without screen rendering	<8 seconds for 100,000 rows
Server side validations / computations	<10 milliseconds
Client side validations / computations	<1 millisecond
Batch processing (if any) per 100 records	<120 seconds
Login, authentication, and verification	<3 seconds

4.3 Existing Infrastructure Servicers.

4.3.1 SriLankan IT Systems is an ISO/IEC 27001:2018, ISO/IEC 20000:2011 & ISO 9001:2008 certified entity, proposed solution shall comply with the above certifications.

4.3.2 Listed below are the current major hardware/Software platforms used at SriLankan. It is essential that the proposed infrastructure solution (hosting solution) support to the existing platforms.

Server Hardware	HP (DL360, DL380) Blades: BL460c - G8, G9, BL620c - G7
Operating Systems	Windows server 2012 to 2016 and above Linux (RHEL and OEL 6.5 to 8)
Virtualization	VMWare (6.5 U3), HyperV (Windows 2012, Windows 2016)
Storage	DELL EMC XTREMIO DELL EMC Unity
Database	Oracle 19c and Above, MSSQL 2016 and above
Middleware Platform	IIS 7.5 and above (.Net 4.7 and above), JBOSS 7 and above, WebLogic 11
Renowned Applications	Microsoft applications (ex: SharePoint 2013, Exchange 2013 and above, etc.)

4.4 Mandatory Service Level Requirements

4.4.1 Support Services

4.4.1.1   Telephone & Remote Support procedures for 24 hours per day / 7 days per week.

4.4.1.2   Service Provider MUST make at least ONE qualified personnel available to the SriLankan Airlines by telephone and email for the reporting and resolution of non-conformities or other issues, defects or problems. Dedicated telephone numbers and emails should be available for reporting issues.

4.4.1.3   All new releases of the system or modifications to be tested in the development environment before enabling to the users.

4.4.1.4   Standard Availability of service levels of the system to be 99.96%.

4.4.1.5   Availability is measured as a percentage of the total time over a set period less scheduled Downtime in that period expressed as a percentage of the total time in the period.

    I.   Availability = (Total Time in Period – scheduled Downtime) X 100

        Total Time in Period

    II.   Standard reports online & incident reports to be provided.

    III.   More resilience in terms of a dedicated server and fallback solution is required to support the business operation and requirements.

    IV.   Service levels to be defined as Critical, High, Medium & Low and escalation procedures to be included as given below.

Total Time in period

- Level 1– Critical - Major system(s) down; no work-around exists. Business stopped.
- Level 2 – High - Major system(s) down; work-around exists. Business interrupted
- Level 3 – Medium - Partial failure affecting the use of the product.
- Level 4 – Low - Able to perform limited core business functions. On this occasion the remedy will be included in a Maintenance Release or amendment to the Source Code or next release of the Application Software as governed by the terms of the Agreement or SriLankan may order software upgrade as from time to time.

Level	Faulty severity level	Target response time	Target resolution time
1	Critical	Immediate	30 minutes
2	High	30 minutes	1 hr
3	Medium	4 hrs	6hrs
4.	Low	24 hrs	48hrs

4.4.1.6 Service Credit Scheme

Below service credit scheme is applicable for the vendor, in the event if stipulated timelines for services levels are not met:

Level	Faulty severity level	Target response time	Service Credits	Target resolution time	Service Credits
1	Critical	Immediate	0.05% of the Total contract value for every 15 Minutes of delay on every Incident.	30 minutes	If Monthly availability is less than 99.96 % (Total downtime 2 hours), 0.5% of Total contract value will be charged for additional one hour of downtime on an incremental basis
					If the number of Critical Incidents over two (2) per month, 0.2% of the total contract value per incident will be charged from 3rd critical incident onwards.
2	High	30 minutes		1 hr	0.1% of the Total Contract value or for

					everyone hour of delay after initial six (6) hours on an incremental basis per high incident.
					if the number of high Incidents over two (2) 0.01% of the total contract value (whichever is higher) per incident will be charged.
3	Medium	4 hrs		6hrs	Medium incidents 0.01% of the Contract value or ten thousand rupees (whichever is higher) of every day of delay on an incremental basis for every unresolved Incident.
4.	Low	72 hrs		48hrs	10% wave off from SLA monthly commitments.
					0.005% of the Contract value of every day of delay on an incremental basis for every unresolved Incident.

4.4.2 Monitored Support

4.4.2.1   Along with the LMS implementation, an automated system monitoring tool to be introduced / implemented to determine LMS down time and/or any other failure 24*7.

4.4.2.2   Following a system failure, an engineer will be notified via automated monitoring system as stated in 4.4.2.1, to perform remote diagnostic immediately and commence resolution of the fault, while notifying SriLankan IT Systems.

4.4.2.3   Annual and Monthly service level report to be sent along with incidents and reasons cofor any service level deviations against the agreed SLA. This report to be available to customer for the given month no later than the 10th business day of following month.

4.4.3 Unplanned Outage

4.4.3.1   Service Provider shall contact SriLankan IT Service Desk and inform any emergency and unplanned service outages and incidents. Any unplan outage is subjected to SLA timelines.

4.4.4 Backup Procedures

4.4.4.1   Ensure an adequate backup schedule is maintained for the systems provided including a back-up of data every 24 hours and an offsite backup to ensure recovery from a disaster. This can be either to a backup medium or cloud. This disaster recovery backup must be tested on a schedule.

4.4.4.2   A comprehensive backup/restore and disaster recovery plan to be provided by the vendor.

4.4.4.3   Backup of user data should be kept indefinitely, considering the regulatory requirements as staff training materials to be kept till staff retires from the organization. System backup should be kept according to the standard maintained by SriLankan IT Systems.

4.4.4.4   In any case system uptime should comply with 4.4.1.5

4.4.5 Data Protection

4.4.5.1.   Need to sign an NDA with SriLankan on data protection and the confidentiality

4.4.5.2.   In case a third party involved it should cover the all data confidentiality bound by the signed agreement

4.4.5.3.   Compel to adhere to the data protection act governed by European Union, US law, Chinees law etc.

4.4.5.4. All the data accessing procedure should be in compliance with Sri Lanka government data accessing security policy

5. Project Management

5.1. Resources Allocation

5.1.1. Service provider should be capable of allocating professional Software Engineers with expertise in LMS development on latest technologies.

5.1.2. Preferred qualifications of the project implementation team (not less than below) to be considered as follows. (Please provide curriculum vitae (CVs) accordingly)

No	Key Experts (Positions) Required	Qualifications	Experience	Minimum No of positions
1	Consultancy	Degree from a recognized University. Expert on eLearning in higher education Knowledge and ability to assist development of latest digital learning platforms	Demonstrate at least 5 years of experience in similar capacity.	1
2	Project Manger	B. Sc. Degree from a recognize university in IT or related subject with Professional Qualification	Demonstrate at least 3 years of experience in similar capacity.	1
3	Tech Lead	Degree from a recognized university	Demonstrate at least 3 years of experience in similar capacity.	1

4	Senior Software Engineer	Degree from a recognized university or Diploma in IT related subject with Professional Qualification	Demonstrate at least 4 years of experience in similar capacity with knowledge on Sinhala and Tamil Unicode and open-source CMSs.	1
5	Software Engineers	Degree from a recognized university or Diploma in IT related subject with Professional Qualification	Demonstrate at least 2 years of experience in similar capacity with knowledge on Sinhala and Tamil Unicode and open source CMSs.	3
6	UI/UX designers	Diploma in IT or related subject with Professional Qualification	Demonstrate at least 2 years of experience in similar capacity	1
7	QA Lead	Degree in IT or equivalent qualifications	Demonstrate at least 2 years of experience in similar capacity.	1

8	QA Engineer	Degree in IT or equivalent qualifications	Demonstrate at least 2 years of experience in similar capacity.	2
8	Content Development Team	(Instructional Designers, Subject Matter Experts, Animators, Content Developers, Graphic Designers)	Demonstrate 2-year experience minimum.	

5.1.3. All staff assigned for this engagement shall have a minimum of 2 years of relevant work experience.

5.1.4. Service Provider shall send required staff resources to SriLankan Airlines premises in Katunayake, for project related work covering all aspects.

5.2. Project Management/Service Review

5.2.1. Participate for Project Review Committee meetings, Project management committee meetings as a member, and present the status of the project when necessary.

5.2.2. The Service Provider should coordinate with a relevant service provider to conduct system vulnerability assessment including the support and maintenance period.

5.3. Project Plan

5.3.1. Preferred Implementation lead time is 4 months or less. Length of the implementation period will be considered as an evaluation factor.

5.3.2. Project plan should be finalized with the negotiations of both parties, For the deviation of the plan a penalty scheme will be applied.

   For the delay of less than 15 Days – 5% of total project cost

   For the delay of over 15 Days but less than 30 days – 10% of total project cost

   For the delay of over 30 Days – 25% of total project cost

6.0   Training and Development

6.1   A comprehensive training plan should be provided for the systems during the cutover and subsequent refresher training plan should also be shared.

6.2   System vendor should have qualified trainers to train the staff members.

7.0   CONTRACT TERMS AND CONDITIONS

10.1.   Period of Contract

10.1.1.   The contractual period will be for one (03) year The contract is extendable for a further year based on mutual agreement unless terminated by either party giving sufficient notice. However, there is no binding on the SriLankan Airlines to necessarily extend the contract with the selected Service Provider

10.1.2.   In case, during reviews of the performance of the LMS by SriLankan Airlines before expiry of Contract, SriLankan Airlines decides to terminate the relationship on any count and may do so by giving a notice for a period of 6 months to the Service Provider. In this case, the Service Provider would need to ensure smooth transition to the new Service Provider and will be bound by the contract to stay at the same rates until SriLankan Airlines deems complete transition even if takes more than 12 months. In case the Service Provider decides to terminate the relationship with SriLankan Airlines, they must give a minimum notice for a period of 9 months to SriLankan Airlines. Also, in both cases, the Service Provider shall be contractually bound to stay on at same rates until smooth transition to a new Service Provider is achieved. All other terms and conditions will be discussed in contract negotiation.

10.1.3.   Service Provider needs to agree on chargeback condition on issues or bug identified which has a negative revenue impact (financial loss) to the company, SriLankan Airlines.

10.2.   Invoicing and Payment Terms Payment shall be made in Sri Lanka Rupees within fourth five (45) days of presentation of claim supported by a certificate from the Purchaser declaring that the product and services have been delivered and that all other contracted Services have been performed.

10.3. Operational Conditions

    10.3.1. The Service Provider will comply with all applicable policies of SriLankan Airlines, including but not limited to SriLankan Airlines Privacy Policy, Information Security Policy.

    10.3.2. Service Provider shall comply with ISO/IEC 27001:2013 and other applicable legislative and regulatory requirements

    10.3.3. Service Provider shall comply with SriLankan Airlines Information Security Policies and Procedures. A checklist to reflect these requirements are annexed herewith (Section 11)

8.0   Responses to RFP

8.1   Non-Disclosure Agreement (NDA)

8.1.1 All Service Providers are required to sign a Non-Disclosure Agreement (NDA) with SriLankan Airlines before commencement of the project.

8.1.2 Service Providers should study and get clear understanding of functional and non-functional requirements, architecture of each process and overall system architecture.

8.2   Company Background

8.2.1 The proposal should be submitted strictly going by the numbering given and each point can be linked to any other document if required specifying the related number.

8.2.2 Provide the organization profile with financial performance, scale of the company etc.

8.2.3 Customer references

8.2.4 Relevant Experience - Detailed list of similar projects, that the Vendor has completed successfully during the period of last three (03) years ending on the deadline of bid submission.

8.2.5 Any value additions provided in the solution.

8.3   Compliance to the Requirements

Mention the compliance and supporting information wherever possible to the Business/Operational/Technical/Service requirements specified in sections 3/4/5/6 going by each subsection. Follow the below format.

S / No	Business Requirement	Fully Complied	Partially Complied	Not Complied	Remarks
3.0					
3.1.					
4.1.2					
4.1.3…..					
4.2					
4.2.1					
4.2.1.1					
4.2.1.2					
4.2.1.3……					
4.2.2…..					
4.2.3……					
4.3					
4.3.1…….					
4.3.2					

9.0   RFP Evaluation Process

Responses from Vendors will be evaluated in 2stages, sequentially, as below.

      i. Stage A - Technical Evaluation

     ii. Stage B - Commercial Evaluation

The two-stage evaluation shall be done sequentially on a knock-out basis. This implies that those Vendors qualifying in Stage A will only be considered for Stage B. All deliberations and evaluations

performed by SriLankan Airlines will be strictly confidential and will be maintained as property of SriLankan Airlines exclusively and will not be available for discussion to any Vendor.

10.0   **Commercials**

10.1   The total costing should be provided by the bidding parties for the full system / platform (e-LMS, including learning, training and assessment) that must cover options including hosted on-premises, and fully cloud driven.

10.2   For on-prem solutions relevant hardware/license should be provided by the vendor.

10.3   Along with 10.1 costing for 10 modules (or packages covering learning, training and assessment online through hosted platform) with maximum 3 hours of duration in each should be provided.

10.4   Further any additional items as and when required for 10.3within the contracted period should completed and the per hour rate / or per package (if applicable) should be mentioned which should also cover change requests.

10.5   All 10.1 to 10.4 should be included in the financials.

10.6   The system should have comprehensive warranty cover for total contract period for on promise solution.

10.7   Payment mechanism should be proposed (Installation fees, Monthly payments and content development charges)

10.8   New features /Additional developments payment mechanisms should be proposed

10.9   Payments milestones for the implementation would be as follows.

> 10% - On contractual signature
>
> 30% - Completion of UAT
>
> 30% - Completion of Production Deployment
>
> 30% - Completion of Project

11.0   **Glossary of Terms**

LMS   Learning Management System

SLAC   Sri Lankan Aviation College

SCROM   Shareable Content Object Reference Model

LTI	Learning Tools Interoperability
ILT	Instructor-led training
SSL	Secure Sockets Layer
IP	Internet Protocol
HTTPS	Hyper Text Transport Protocol
HRIS	Human Resource Information System
UL	Sri Lankan Airlines International Air Transport Association code
SLA	Service-Level Agreement
STT	SriLankan Technical Training
NDA	Non-Disclosure Agreement
IAA	International Aviation Academy

Annex 1A: Hierarchy of Trainees (Ref: 3.1.1)

SriLankan Aviation College (SLAC)	
SriLankan Technical Training (STT)	**International Aviation Academy (IAA)**
1. Intake: Intake 2018 March, 2019 March, etc. 2. Category: Category B1.1, Category B2 or Airbus A330, Airbus A320, etc. 3. Training Programme Categorisation : As per Annex 1B 4. Initial/ Rescheduled: Whether an initial trainee or rescheduled trainee for given training program (when trainees attendance less than certain % in initial training program) 5. Type of the trainee: Local Trainee, Foreign Trainee, outside/3rd Party Trainee, internal trainee 6. Group: Can be G1, G2, G3 etc. 7. Subgroup: This is within the main group a subgroup for ease of scheduling for theory or practical training, should be able to change the student allocations from time to time.	1. Training Program (Ex: Airport Passenger Handling, IATA Cabin Crew) 2. Batch (EX: APH Batch 20C, IATA Cabin Crew August 2020 Batch, IATA Travel & Tourism Batch 40) 3. Module / Subject – (Ex: APH Intermediate, APH Basic Check-In

Note: Shall be able to amend/add/delete as required

SriLankan Aviation College (SLAC)	
SriLankan Technical Training (STT)	**International Aviation Academy (IAA)**
1. Category of the training program: Category A ,Category B1.1, Category B2, Category (B1+B2) 2. Training Program Classification: , Basic Training, Type training Level 1, Type training Level 2, Type training Level 3, Aircraft maintenance other training, Miscellaneous training, Refresher training, On the job training 3. Type of the training Program: theoretical training, Practical Training, On the job training 4. Training Programme Name: Basic Course in aircraft maintenance, A320 Type(CFM 56), A320 Type(CFM56 to A320 Type(V2500) differences training, Fuel Tank safety Initial etc.. (Should be able to define the name of the training program as required) 5. Date/Period of the conduction of the training	

Annex 1C Role Base Access (Ref: 3.1.2)

Role in LMS	Access Privileges
1. Administrator	
2. Training Management – Technical Training Manager, Practical Training manager, Examination Manager, Finance Manager, SLAC Quality Manager	Access to all information in the system and has admin privileges in their respective areas.
3. Sectional Administrator	Has admin privileges under one or more categories selected form training activities applicable to them. Ex: theoretical training/practical training/ examination/Finance/ 3.9 Quality Assurance etc..
4. SLA department Coordinators	Ability to add/remove internal trainees (SLA staff) using staff numbers for published trainings for their departments prior to 48 hrs.
5. Knowledge Examiner	Executing all examination related activities which they have authorisation/approval
6. Instructors/Presenters	Conducting session/s, Marking of attendance, Upload content, Accepting/rejecting trainees and/or attendees, Establishing communication via chat facility, Creating questionnaires and providing feedback/comments on the submitted answers, Access to history of questionnaires, Ability to view feedback given by trainees (3.6.3) and training materials feedback given by other instructors(3.6.8)

7.	Training Coordinators	Allocating trainee to a training program/course/learning base. Prepare the training schedule/time table for a module, Allocating Instructor/s and trainee/s to a scheduled training/ class/Training period of a module (smallest identifiable 1 period is 45mins), Update & amend the training schedule/time table for a module, Update and amend the Instructor/s and trainee/s to a scheduled training/ class/Training period of a module, Reschedule the trainee/trainees if they have not attended particular submodule fully or partially, sending invitations, generating attendance reports for initially scheduled training/rescheduled training and combined attendance report for selected Module for initially scheduled training & rescheduled training, upload content, handle training evaluation, view access for attendance files
8.	Finance Coordinators	To implement finance/payment related activities.
9.	Quality Assurance Engineer/s	To implement quality assurance functions discussed in section 3.9 -Instructor Qualification and Training Management.
10.	Trainees/s	attend scheduled training, submitting evaluation feedback anonymously, Establishing communication via chat facility, Submitting answers for questionnaires/assignments, view

	instructor marked self-attendance history for a selected period/module/subject along with percentage info, list of accessories/tools issued, individual examination results and exam history, ability to view own profile and request from training coordinator for any amendments.
11. Attendee/s	Any observer or participant with internal or external email address nominated by SLAC training coordinator to participate for the training program as an outside participant to the training. He shall be only able to view/participate for the training program and no any other system access shall not available to him.

Annex 1D Details of the Trainee/Attendee

Details of the trainee

		Passport size photo	

1.	**Full Name**		
2.	**Surname with Initials**		
3.	**Postal in Address in Home Country**		
4.	**Address in Sri Lanka**		
5.	**Telephone Number**		
6.	**Email Address**	1.Primary Email address 2. Alternate email address	
7.	**Date of Birth**	Shall have a drop-down calendar to enter date	
8.	**Citizenship**		
9.	**Passport Number**		
10.	**National Identity Card No**		
10. 11.	**Visa validity period**	**Initial Issue**	**From: to:** Shall have a drop-down calendar to enter date
		2nd Issue	
		3rd Issue	
		4th Issue	
12.	**Name of the training Institute: If assigned to SLAC as a trainee of another training institutes**		
13.	**Name of the training Program: If assigned to SLAC as a trainee of another training institutes**		
14.	**Current Employer (If applicable)**		
15.	**Designation at Current Employer (If applicable)**		

13.	Experience /Employment History (If applicable)	
17.	Name of Parent/ Guardian	
18.	Relationship to parent/Guardian	
19.	Postal Address of Parent/ Guardian	
20.	Telephone Number of Parent/ Guardian	
21.	Email Address of Parent/ Guardian	
22.	Copy of Police report original	Need to upload
23.	Passport bio page	Need to upload
24.	National ID Copy	Need to upload
25.	Entry visa page	Need to upload
26.	Residence visa page	Need to upload
27	Copy of Insurance policy	Need to upload
28.	Training Number assigned to the trainee	
29.	Name of the training Program Assigned	Shall be able select from available training programs
30.	Assigned Batch	Shall be able to select from assigned batch/class/
31.	Overall Size and Shoe size	Drop down menu to select size for overall and shoe
32.	Training Period	Shall have a drop-down calendar to enter date

33.	**Status of the training.**	Overall Training program completed/ Not Competed.
		1.Theoretical Training Completed/Not Competed.
		2.Examinations Completed/ Not Competed.
		3.Practical Training Completed/ Not Competed.
		Overall Training program completed status shall only achieve upon completion of theoretical training/practical training & examinations. Default setting shall be 'not completed' in the overall training completion status indication.
34.	**Date of Issuance of Certificate**	Calendar to select date
35.	**SLA Recruitment details**	1. Staff no
		2.Date of Appointment (Calendar to select date)
		3.Desgnation

All notifications shall be through LMS with provisions to activate email notification and provisions for enable mobile notifications in future.

	Type of Notification	Target User
1.	Release/change of schedule	Instructors (Presenters), Trainees/Attendees, Training coordinators
2.	Declaring of holidays/half days	Managers, Instructors (Presenters), Trainees/Attendees, Training coordinators
3.	Upload/change of training material and additional training material	Instructors (Presenters), Trainees/Attendees, Training coordinators
4.	Upload/amendment of questions (Refer 3.7) and assignments	Instructors (Presenters), Trainees/Attendees, Training coordinators
5.	Evaluation form (Trainee feedback -Refer 3.7) notification	Training Executives, Trainees/Attendees, Training coordinators
6.	Queries sent by trainees/attendees (Refer 3.6)	Managers, Training Executives, Instructors (Presenters), Training coordinators
7.	Results of the evaluation (Trainee feedback -Refer 3.6)	Training Executives/Instructors
8.	Cancellation of a session/breaks declared during training	Training Executives, Training Coordinators, Trainees/Attendees, Training coordinator
9.	Attendance percentage is less than set value for a module or lesson or subject or training	Training Executives, Training Coordinators, Trainees/Attendees

10.	If attendance is not taken by the end of the session/day	Training Executives, Concerned Instructor/Presenter, Training coordinators
11.	If instructor feedback is not submitted by the end of the day	Training Manager, Training Executives, Concerned Instructor/Presenter,
12.	Examination notifications	Examination Coordinators, Trainees/Attendees

SriLankan Aviation College (SLAC)	
SriLankan Technical Training (STT)	**International Aviation Academy (IAA)**
1. Synchronous Online attendance requirement: Level 1, 2, 3 Modules – 45 minutes Level 3 Module – 45 Minutes + 20% However, this 20% additional time is taken only during creating training schedules. This should not be accounted for the total number of periods calculated for a module/submodule. This 20% is additional /extra time provided to facilitate extra time that might require to explain concern module/submodule in an online platform. 2. Synchronous Physical attendance requirement Level 1,2 & 3 Modules – 45 minutes 3. Asynchronous Online attendance requirement Tracking of effective logged in time duration in terms of periods/hours	1. 6 Hrs. Full Day 2. 3-6 Hrs. Half Day

Annex 1G .1 Training Feedback by trainees (Ref: 3.9)

1. Feature to capture feedback instructor wise, module/submodule/training/subject wise should be there (refer below example) .

Programme Name: Module Name :	Instructor Name:
From: To: (Date)	Department:
Training Location:	Date of Evaluation:

Please complete the evaluation form. **Your feedback is valuable to us for continual improvement for future training**.
- Please "✔" in the appropriate column.
- If the Evaluation criteria is not applicable please mention "N/A"

Poor	Needs improvement	Satisfactory	Good	Excellent
1	2	3	4	5

		1	2	3	4	5
TRAINING SESSION:						
01.	The training session was organized and easy to follow?					
02.	Has your knowledge of the subject increased?					
03.	Are explanations given to you sufficient to understand the subject fully?					
04.	Was the training session conducted without any unforeseen interruptions?					
METHOD OF TRAINING:						
05.	Were you clear about the skills / knowledge imparted?					
06.	When applicable were sufficient training aids used for further elaborations?					
07.	Were sufficient examples/ illustrations made use of?					
ABOUT THE TRAINER:						
08.	The trainer was well prepared?					
09.	Did the trainer maintain your interest and enthusiasm in the subject with effective interaction?					
10.	Was the trainer responsive to the questions and clarifications you sought?					
11.	Ability to provide real work experience/examples					
12.	Did the trainer maintain effective use of all the training aids via MMP/ White Board, Video/ Slide?					
13.	How do you rate the trainer?					

2. Ability for students to log concerns for any training session should be there anonymously.

Annex 1G .2 Training Feedback by Instructors (Ref: 3.10)

Name of the Instructor/Instructor number	Date	Online or physical class	Module and Category	Sub Module	Period numbers allocated for the day	Is there is feedback on amendments to training materials with respect to below note Yes/No	If yes, Applicable period number given in the course flow	IIf yes amendments required image number/ page number & paragraph/Course flow period	Required change to note/Image/Co urse flow	Remarks & Further details.	If required to upload image/screen shot/ additional materials

Note; Instructors are required to check and report any deficiency of notes with respect to

1. Knowledge level mismatch with respect to EASA Part 66 Regulations and the subject content

2. New technological development or already existing functions/ systems/ methods in the industry

3.Unclear diagrams or difficulties in understanding of the diagrams

4.Excess or insufficient time being allocated to cover the subject matter

5. Errors in the training material or diagrams & pictures

Content Shall fill automatically based on training content allocated for the day

Yes /No selection is a must

If Yes Shall available for feedback

Annex 1H   Report Generation (Ref: 3.11)

Shall have option to admin to exclude details of any item ex: details of any particular trainee/instructor/training program when generating reports.

1. Training Schedule:

   Complete Training schedule discussed in 3.3.3 with trainee hierarchy in 3.1.1 including identifying type of the training (physical theory/online theory/practical and period number of each period and instructor allocated to conduct that period. Shall be able to generate a report on all training schedules applicable for a period. (Please refer: annex 4.A- current instructor allocation excel sheet)

   Also require to have training schedule (time table) with reduced information (Please refer: annex 4.B- current module time table with TM/executive authorisation) to display in the class. Changes to the training schedule shall be able to capture by revision number to the training schedule.

ANNEX 2

SYSTEMS TO INTERGRATE

1. **Student Admin Portal (SAP)**

2. **Attendance Data Management System**

3. **Internet Payment Gateway**

4. **SriLankan Aviation College Web site**

5. **Automated Character Recognition**

6. **Compatible browser (ex: Google Chrome)**

7. **MS Office**

8. **MS Teams**

9. **SLA Digital Publications**

10. **Ability to integrate with drumlin publisher and javelin 3 PDF reader.**

11. **Internet payment gateway (IPG) in the SLAC website**

ANNEX 3

Module breakdown table of each category of training/subject module with number of periods/hours in each sub module, number of submodules & number of periods/hours allocated for each submodule should be able to amend at admin level.

Annex 3A   Basic Course module-submodule flow and period/hours allocation

4.2.3.1   BASIC COURSE B1.1

C	MODULE No.	MODULE TITLE	DURATION in Periods / Hours
	3	Electrical Fundamentals	123 / 92.25

Sub Module	Topic	Duration Periods	Duration Hours
3.1	Electron Theory	03	2.25
3.2	Static Electricity and Conduction	03	2.25
3.3	Electrical Terminology	05	3.75
3.4	Generation of Electricity	03	2.25
3.5	DC Sources of Electricity	10	7.5
3.6	DC Circuits	05	3.75
3.7	Resistance / Resistor	09	6.75
3.8	Power	05	3.75
3.9	Capacitance / Capacitor	08	6
3.10	Magnetism	07	5.25
3.11	Inductance / Inductor	09	6.75
3.12	DC Motor / Generator Theory	12	9
3.13	AC Theory	06	4.5
3.14	Resistive (R), Capacitive (C), and Inductive (L) Circuits	11	8.25
3.15	Transformers	08	6
3.16	Filters	04	3
3.17	AC Generators	07	5.25
3.18	AC Motors	05	3.75
-	Examination	03	2.25
	Tuition:	120	90
	Duration :	123	92.25

Annex 3B   Type Course subject/phase flow and periods/hours allocation

Airbus A330 (RR Trent 700) B1 + B2

TNA & Course Approval Form Reference: Airbus A330 (RR Trent 700) B1 + B2 Rev 26 (1st December 2020) & 4.2B / 4.2.2.3

ATA Chapter	Topic	Hours	Questions
General Familiarization
General and Avionics		**12.4 Hrs**	**16 Qs**
Course Presentation		1 hour	N/A
General	Time Limits and Maintenance Checks, dimensions/Areas (MTOM, etc), Lifting and Shoring , levelling and weighing, Towing and taxiing, Parking/mooring, Storing and return to service, Placards and markings, Servicing, Standard practices- only type particular.	1.25	3
31,31A	Indicating/ recording systems, Instrument systems	1.25	2
45	On-board maintenance systems,	0.5	1
24	Electrical power	1.25	2
34	Navigation	2.25	3
22	Autoflight	0.75	1
46	Information systems	0.75	1
23	Communications	2	2
33	Lights	1	1
Examination # 1		24 Min	16 Qs
Airframe Systems		**9.05 Hrs**	**12 Qs**
29,29A	Hydraulic power, Hydraulic power- monitoring and indicating	0.75	2
32,32A	Landing gear, Landing gear - monitoring and indicating	2	2
27,27A	Flight controls, Sys. Operation : Electrical/Fly-by-Wire	1.5	2
51-57A,57A	Structures	0.75	1
52	Doors	1.25	2
25,25A, 50	Equipment & furnishings, Electronic equipment including emergency equipment, Cargo and Accessory compartments	1.25	1
35	Oxygen	0.75	1
38	Water/waste	0.5	1

Examination # 2		18 Min	12Qs
Powerplant Systems		**11.05 Hrs**	**12Qs**
28,28A	Fuel systems, Fuel systems-monitoring and indicating	2.25	3
26	Fire protection	1	1
49	Auxiliary Power Units (APUs)	1	1
70-77	Engines	2	2
36,36A	Pneumatic, Pneumatic-monitoring and indicating	0.75	1
21,21A, 21B,21C	Air conditioning, Air supply, Pressurization, Safety & warning devices	1.75	2
47	Inert Gas	0.5	1
30	Ice & rain protection	0.75	1
Airbus Documentation Presentation		0.75	N/A
Examination # 3		18 Min	12Qs
Levels 2 & 3			
Avionics Phase 1 (31, 31A, 45, 24)		**23.85Hrs**	**24Qs**
31,31A	Indicating / Recording Systems, Instrument Systems	7.5	8
45	On-board maintenance systems	5.75	6
24	Electrical Power	9	10
Aircraft Visit # 1 (31,31A,45, 24)		1	N/A
Examination # 4		36 Min	24Qs

ANNEX 4

Annex 4A   1. Sample of current instructor allocation

Preparation time allocated.

	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
TSS			Mod11	Mod11	PRE	PRE	Mod6			Mod11/E	Mod11/E	PRE	H	A330
VIN			Mod13	Mod13	Mod13	Mod13	Mod13			Eng	Eng	Eng	o	
DMN			Mod7	Mod7	Mod7	Mod7	Mod7			Mod13	Mod13	Mod11	l	Mod11
CSG			A330	A330	A330	PRE	Mod11			KEP	Mod11	Mod11	i	Mod11
KBG			Mod3	PRE	PRE	PRE	Mod3			Mod3	Mod3	Mod3	d	Mod3
PRM			Mod6	Mod6	Mod6	Mod6	PRE			Mod6	Mod6	Mod6	a	Mod6
BUD			PRE	Mod3	Mod3	Mod3	P					A330	y	PRE
ANK			Mod11	Mod11	Mod11	Mod11	M					Mod14		Mod14
LMC			Mod7	PRE	Mod11	Mod11	P					Mod7		Mod7
ARV			Mod13	Mod13	Mod13	Mod13	Mod13					Mod13		Mod13
ASF														
RUW			PRE	PRE	330/K	A330	A330			A330	A330	Eng/		KEP

Name/Initial/Instructor number of instructors

Group of Trainees: 2021 April B1+2021 April B2
Sub Module: 3.5 (6 Pds)
Periods 5 to 10

Leave dates marked allocated.

Annex 4A   2. Sample of instructor lesson plan indicating Number of periods allocated for a submodule and [period number of each period within the submodule.

SriLankan Airlines	INSTRUCTOR LESSON PLAN

The purpose of this document is to give guidelines to the instructor to plan the content to be delivered for the respective allocated day/period. The applicable content has been segregated into periods of 45 minutes and detailed below.

Category	B1.1/B2	Module	3
No. of Periods	10	Sub Module	3.5 Issue 2 Revision 00 / Dec 2019

Period Number	01	Period Number	02
Construction and basic chemical action of: primary cells, secondary cells, lead acid cells, nickel cadmium cells and other alkaline cells – Primary cell, Secondary cell, Environmental impact of primary cell and secondary cell, The voltaic cell / Galvanic cell		Dry cell, Lead acid cell chemical action, Lead acid cell construction	

Period Number	03	Period Number	04
Lead acid cell construction Lead acid battery plate construction		Nickel Cadmium cell chemical action Nickel Cadmium cell construction	

Period Number	05	Period Number	06
Advantages, Disadvantages of nickel-cadmium battery over lead-acid, Other Alkaline cells		Cells connected in series and parallel Open & close circuit voltages Internal resistance	

Period Number	07	Period Number	08
Battery rating & charging – capacity rating, voltage rating		Power rating, 5-min discharge rating for lead acid batteries, battery charging – constant current charging, constant voltage charging	

Period Number	09	Period Number	10
Construction, materials and operation of thermocouples – operation, application, material, construction, installation		Cold junction temperature compensation, Operation of photo cells – photovoltaic effect	

Ref: STT/XX/XX/XXXX
23rd June 2021

Progress Report

This is to inform you that the below mentioned student is presently following the Training Course in Aircraft Maintenance Category B2 programme – Intake 2017 August, approved by European Union Aviation Safety Agency (Ref: EASA.147.0045) & Civil Aviation Authority of Sri Lankan (Ref: CAASL.147.100) at SriLankan Technical Training, Katunayake, Sri Lanka.

Student Name	Trainee No	Course Start Date
XXXXX XXXXX XXXXX	TR – 0736	22nd August 2017

The modules of the training programme and status are as follows.

#	Module	Status of the Module	Status of the Examination Pass/Fail/Not Completed/ Pending
1	Module No 1 – Mathematics	Completed	Pass
2	Module No 2 – Physics	Completed	Pass
3	Module No 3 – Electrical Fundamentals	Completed	Fail
4	Module No 4 – Electronic Fundamentals	Completed	Not Participated
5	Module No 5 – Digital Techniques/ Electronic Instrument Systems	Completed	Fail
6	Module No 6 – Materials and Hardware	Completed	Not Participated
7	Module No 7 – Maintenance Practices	Completed	Not Participated
8	Module No 8 – Aerodynamics	Completed	Pass
9	Module No 9 – Human Factors	Completed	Not Participated
10	Module No 10 – Aviation Legislation(EASA)	Completed	Not Participated
11	Module No 10 – Aviation Legislation (CAASL)	Not Completed	Pending
12	Module No 13 – Aircraft Aerodynamics, Structures and Systems (Phase 1)	Completed	Not Participated
13	Module No 13 – Aircraft Aerodynamics, Structures and Systems (Phase 2)	Completed	Fail
14	Module No 14 – Propulsion	Completed	Pass

Practical training requirement of the programme & status are as follows.

Practical Training Requirement of the Programme	Status of Practical Training	
	Completed	Pending
1202.7 Hrs	829.5Hrs.	373.2Hrs

Annex 4B   Current training schedule (timetable) of a class

	SriLankan Technical Training
	COURSE TITLE: A 330 LINE AND BASE AVIONICS / ELECTRICS COURSE

Course Start Date: **02.10.2000**   Course Finish Date: **26.11.2000**

Day / Week	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	02.10.2000	03.10.2000	04.10.2000	05.10.2000	06.10.2000
1	ATA 01 (4h) NKA ATA 31 (3h) NKA	ATA 31 (7h) NKA	ATA 31 (7h) NKA	ATA 45 (7h) SMP	ATA 45 (4h) SMP Documentation (3h) SMP
	09.10.2000	10.10.2000	11.10.2000	12.10.2000	13.10.2000
2	Documentation (7h) SMP	A/C Visit # 1 (4h) All Instr Exam #1 (3h) NKA	ATA 24 (7h) HLR	**HOLIDAY**	ATA 24 (7h) HLR
	16.10.2000	17.10.2000	18.10.2000	19.10.2000	20.10.2000
3	ATA 24 (4h) HLR ATA 28 (3h) RDP	ATA 28 (7h) RDP	ATA 28 (2h) RDP ATA 26 (5h) VLK	ATA 26 (4h) VLK A/C Visit #2 (3h) All Instr	Exam #2 (3h) HLR ATA 49 (4h) SAM
	23.10.2000	24.10.2000	25.10.2000	26.10.2000	27.10.2000
4	ATA 49 (2h) SAM ATA 70 (5h) BGX	ATA 70 (7h) BGX	ATA 36 (5h) RDP ATA 21 (2h) RDP	ATA 21 (7h) RDP	ATA 21 (7h) RDP

Authorized by: _____   Course Code: _____

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Notes (If any):-		

ANNEX 5

1. Examination Structure

SriLankan Aviation College (SLAC)	
SriLankan Technical Training (STT)	**International Aviation Academy (IAA)**
*Category B1.1 – Course Level **Module 1 – Examination Level ***Submodule 1.1 – Question Level ***Submodule 1.2 – Question Level **Module 2 **Module 3 . . .	*DGR Category 6 – Course Level **Final Examination – Examination Level *** Module 1 – Question Level *** Module 2 – Question Level
*Airbus A330 (RR Trent 700) 1 – Course Level **Phase 1 Examination – Examination Level ***ATA CH 01 – Question Level ***ATA CH 31 – Question Level . . .	

1. Above structure should be created by approved users (Examiners) and should be approved by Examination Manager (Administrator of QBank module).
   a. There should be provision to add new/edit courses, examinations, and question level modules.
   b. Examinations will be created using questions from the question level modules/submodules or chapters.
   c. The number and type of questions selected from each question level modules/ submodules or chapters are determined depending on the course and should have facilities to amend it.

2. Examiners should be assigned Question levels where they can enter questions and approve (validate) already entered questions. approved users (Examiners) will be assigned to enter questions at the question level.

3. For each question entered there should be fields to display difficulty level (i.e. 1,2…), training note reference, correct answer.

4. There should be traceability by means of logs to identify which user has entered the question, approved it amended, created the examination structure, created the examination.

5. Each question should have at least one association with a question level module/submodule or a chapter and may be associated with more than one. Hence there should be an interface to associate questions entered to one question level module/submodule or chapter to another.

6. Should have necessary provisions to customize pass mark, merit marks for each defined examination.

7. Given below are sample pages of MCQ Examination Analysis. Questions will be analysed based on how many students failed to answer the question and then questions where more than 50% of students failed to answer will be further analysed to identify the reason behind the failures. Marks will be granted and questions will be revised if required.

SriLankan Technical Training

EXAMINATION ANALYSIS SHEET

Course Title: _____   Phase No. : _____

Date of Examination: _____   No. of Questions: _____   No. of Students: _____

Control No.	Question Number: 1-50	Score
Total		

SriLankan Technical Training
EXAMINATION ANALYSIS SHEET

1. Are there any questions where more than 50% candidates faild to answer

	Yes	No.

2. Question numbers where more than 50% candidates- -failed to answer correctly. | Question no.

	Yes	No.	Yes	No.	Yes	No.	Yes	No.	Yes	No.	Yes	No.
● Was the question a valid question ?												
i) Was the question clearly worded and understandable ?												
ii) Were the objectives of the question clear ?												
iii) Was the question pitched at the correct level ?												
● Was the subject matter related to the question within the course outline or the respective course module ?												
i) Consult the instructor lesson plan / syllabi to ascertain if the content of the question was covered to the required level.												
ii) Does the assessment meets with the above requirements? (Then the content of the question is deemed to be sufficiently covered during the course.)												
● Was the content of the question covered in the course material ?												
i) Review the course training material to ascertain whether or not the content of the question was sufficiently covered to the required level in EASA PART 66												
ii) Does the content of the course material reflects the content of the question? (Then the question is deemed to be covered in the course material.)												

Remarks

8. In a similar way Essay questions will be analysed as below. Here both situations where 50% of students fail to answer a particular question and more than 90% of students passing a particular question is carried out. If there is questions where 90% of the students pass a question then there need to be an investigation to find out similarities between students answer sheets and the master answer sheet.

SriLankan Technical Training

EXAMINATION ANALYSIS SHEET FOR ESSAY QUESTIONS

Course Title:_____ Phase No. : _____

Date of Examination: _____ Question Number : _____ No. of Students: _____

Control No.	Mark Allocation:				Total Marks	Remarks*	Pass/Fail
	Technical Content	Command of Language	Method of Presentation	Conclusion			

* Remarks - Any special observation or finding regarding answer script to be mentioned.(Ex: Excessive Similarity with the note, Zero marks granted, Extreme illegibility, Irrelevant content etc..)

SriLankan Technical Training

EXAMINATION ANALYSIS SHEET FOR ESSAY QUESTIONS

	Yes	No.
1. Are there any questions where more than 50% candidates failed to answer?		

				Yes	No.
2. Question numbers where more than 50% candidates- -failed to obtain pass mark	Question no.				

Total Number of Students	Number of Failed Students

		Yes	No.	Yes	No.
●	Was the question a valid question ?				
i)	Was the question clearly worded and understandable ?				
ii)	Were the objectives of the question clear ?				
iii)	Was the question pitched at the correct level ?				

For the Failed Students	
Highest Mark Obtainted	Lowest Mark Obtained

		Yes	No.	Yes	No.
●	Was the subject matter related to the question within the course outline or the respective course module ?				
i)	Consult the instructor lesson plan / syllabi to ascertain if the content of the question was covered to the required level.				
ii)	Does the assessment meets with the above requirements? (Then the content of the question is deemed to be sufficiently covered during the course.)				
●	Was the content of the question covered in the course material ?				
i)	Review the course training material to ascertain whether or not the content of the question was sufficiently covered to the required level in EASA PART 66				
ii)	Does the content of the course material reflects the content of the question? (Then the question is deemed to be covered in the course material.)				

Remarks

SriLankan Technical Training

EXAMINATION ANALYSIS SHEET FOR ESSAY QUESTIONS

	Yes	No.
1. Are there any questions where more than 90% candidates obtained pass mark?		

				Yes	No.
2. Question numbers where more than 90% candidates obtained pass mark.	Question no.				

Total Number of Students	Number of Passed Students

		Yes	No.	Yes	No.
●	Was the question a valid question ?				
i)	Was the question clearly pitched, worded and understandable ?				
ii)	Were the objectives of the question clear ?				
iii)	Was the question a valid question as per the syllabus?				

For the Passed Students	
Highest Marks Obtained	Lowest Marks Obtained

		Yes	No.	Yes	No.
●	Was an investigation carried out to find similarities between the master answer and the student answer scripts?				
i)	Have there been significant number of instances whrere excessive similarity exist between student answers and the master answers?				
ii)	Do the student responses lead to any suspicious activity with respect to security of the exam?				

Remarks (Any post actions taken/recommended subsequent to the findings above)

9. Examination Tasks (Pack contents sheet)

SriLankan Technical Training

EXAMINATION PACK CONTENTS SHEET

1. Instructor assigned to conduct the Examination: _____
2. Relief Instructor (*for examinations more than 60 minutes duration*): _____
3. Course Title: _____
4. Phase No.: _____ Date of Examination: _____ Time of Examination: _____
   Duration of Examination _____ Location of Examination _____
5. Examination Pack comprise of:
   - i). No. of Question Papers: _____
     (Question Paper comprise of: Cover Page + _____ pages printed back to back
     + _____ pages printed on single side.)
   - ii). Master Answer Paper: Yes / No.   (If '**Yes**', are the Answers marked: Yes / No.)
   - iii). No. of MCQ Answer sheets: _____ ; No of Essay Answer sheets: _____
   - iv). Additional items to be provided to Students:
     Drawing Sheet / Essay Type Answer Sheets / Log Sheet / _____
   - v). List of Students who are entitled / permitted to appear in the examination.

➤ **Note for Instructor assigned to conduct the Examination:**
   - *Check the Examination hall readiness and items in the examination check list for conducting the examination 30 minutes before the time of Examination.*
   - *Students should be allowed to enter the examination 5 minutes before the scheduled time of examination.*
   - *Students should be seated in the order as in the 'List of Students' (v) above.*

_____
Examination Manager / Knowledge Examiner

   - Checked the Examination Pack Contents and found in Order.
   - Items in the examination check list are checked and verified.

Name of the Instructor: _____ Signature & date: _____

During Examination:

6. Any corrections / changes in the Question Paper to be announced: Yes / No
   ➤ If '**Yes**', details of the correction / changes (*include full details*): _____
   _____
   _____

6a. Any queries raised by trainee(s):   Yes / No
   ➤ If '**Yes**', details of the queries (*include full details*): -------------------------------
   ----

After Examination:

7. Was the Examination conducted as scheduled (*Start / Finish*): Yes / No.
   ➤ If No, give the reasons for not following the schedule: _____
   _____

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Notes (If any):-		

8. Did all the students as per the Examination list appeared in the Examination: Yes / No
   ➤ If 'No', give details (*Staff No. & Student(s) Name*): _____
   _____

9. Any event (*Students misconduct / cheating*) occurred during the examination: Yes / No
   ➤ If Yes, give full details: _____
   _____
   _____
   _____
   _____

_____
Knowledge Examiner /Examination Invigilator

Paper Marking & Analysis:

10. Has the assessment of the Answer Sheets completed: | Yes | No |

11. Was the Examination Analysis carried out by the Instructor : | Yes | No |

12. Has the results being released to the students: | Yes | No |

13. If answer to any of 'questions: 10–12' above is 'No', please give the details: _____
   _____
   _____

_____
Knowledge Examiner /Examination Invigilator

Storage of Records:

* Verify the Examination results have been released before storage and examination documentation is complete.

14. Are the student registration sheets, answer sheets and tally sheets filed in the appropriate folder:
   | Yes | No |

_____
Examination Support Supervisor / Assistant

15. Is the master question paper filed in the appropriate folder: | Yes | No |

16. Any questions need revision are revised in the Qbank: | Yes | No |

17. Remarks (*if any*)

   _____
   _____
   _____

_____
Knowledge Examiner Signature & Date

ANNEX 6

No content

ANNEX 7

All Instructor Authorisation Qualification & Training Summary

Staff No.	Auth. No.	Name	Auth. Cat.	Approved Scope	Initial Issue Date	Approval Expiry Date	Practical Skill Due Date	Human Factor Training Due Date	Etc.
XX	IA XX		B2		DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY
YY	IA YY		B2		DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY
ZZ	IA ZZ		B1		DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY	DD-MM-YYYY

Individual Instructor Authorisation Tracking

Training Program		Schedule			Completed			Next Due		Remarks
		From	To	Duration	From	To	Duration	From	Duration	
Current Technology including A320* and A330* Refresher Training	Current Technology A320*/ A330* Refresher									
Practical Skills										
Human Factors										
Latest Training Techniques										
Total Number of Hours **										
Aviation Legislation-Part 145/66/ Part 147 Regulation, Importance in Following Regulation / Procedures										
MTOE Procedures										

Compliance Check List - Technical/General Specifications

TECHNICAL/GENERAL SPECIFICATIONS COMPLIENCE SHEET			
Specifications	**Complied**	**Not complied**	**Remarks**
1.0			
2.0			
3.1			
3.2			
……			
……..			
……..			
……..			
…….			
……..			
……..			

Annex B : Price Schedule Form

Reference No: CPIT/ICB 30/2022

Provisioning of a Learning Management System for SriLankan Aviation Collage (SLAC)

Fully Managed Service model including Installation, Commissioning, Warranty, Maintenance with end-to-end support for 03 years through a Service Level Agreement.

Name & address of the Bidder   : ……………………………………………………………………………………

Name of the Principle   : ……………………………………………………………………………………

Name of the Manufacturer   : ……………………………………………………………………………………

Line Item Nº	Description of Solution	Unit of measure	Qty	Rental cost per month	Total rental cost for 36 months	Payment Terms (Please Indicate your payment term for each cost component given below)
1**	Cost of the Solution which covers the requirements at Annexure A.					
1.1	Implementation cost (For the scope in RFP)					
1.2	License cost (if applicable)					
1.3	Product Customization excluding costing for 1.1					
1.4	Data migration (If applicable)					
1.5	Hardware cost (If applicable)					
1.6	Any other cost applicable - Please specify					
	Total one-time cost for 3 years					
2.	**Variable/Recurrent charges**					
2.1	System usage fee (if applicable)					
2.2	Hosting charges					
2.3	Communication charges (if relevant)					
2.4	Content development (if applicable)					
2.5	Any other requirements - Please specify					
	Total Variable/Recurrent cost for 3 years					
3.	**Maintenance & Support**					

3.1	Maintenance & Support Cost for the 1st year					
3.2	Maintenance & Support Cost for the 2nd year					
3.3	Maintenance & Support Cost for the 3rd year					
	Total Maintenance & Support cost for 3 years					
	All-inclusive total project cost for 3 years					

** Please provide the full cost breakdown of the Solution architecture proposed in Line item 1 of the above table. You may include additional line items if applicable.

Optional - With the mutual agreement of both parties to extend the operational support and provide the Maintenance & Support cost for 4th and 5th year

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 10% of the total order value shall be provided to cover both the warranty period and contract period)

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 10% performance security   :……………………………………………………….

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

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

Method of payment   :

Bank details   :

Head Office   :

Account Name   :

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

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

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

Date : ……………………… *[insert date]*

ANNEXURE C: Bid Security Declaration form

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

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

Date: -----------[insert date by bidder]
*Name of contract -- [insert name]
*Contract Identification No: ---------[insert number]
*Invitation for Bid No.: ------------- insert number]

To: SriLankan Airlines Limited.
We, the undersigned, declare that:

1. We understand that, according to instructions to bidders (hereinafter "the ITB"), bids must be supported by a bid-securing declaration;

2. We accept that we shall be suspended from being eligible for contract award in any contract where bids have being invited by SriLankan Airlines, for the period of time of one year starting on the latest date set for closing of bids of this bid, if we:

    (a) withdraw our Bid during the period of bid validity period specified; or

    (b) do not accept the correction of errors in accordance with the Instructions to Bidders of the Bidding Documents; or

    (c) having been notified of the acceptance of our Bid by you, during the period of bid validity, (i) fail or refuse to execute the Contract Form, if required, or (ii) fail or refuse to furnish the performance security, in accordance with the ITB.

3. We understand this bid securing shall expire if we are not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the bidder was unsuccessful; or (ii) twenty-eight days after the expiration of our bid.

4. We understand that if we are a Joint Venture (JV), the Bid Securing Declaration must be in the Name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Securing Declaration shall be in the names of all future partners as named in the letter of intent.

Signed [insert signature(s) of authorized representative] In the Capacity of [insert title]
Name [insert printed or typed name]
Duly authorized to sign the bid for and on behalf of [insert authorizing entity]
Dated on [insert day] day of [insert month], [insert year]

ANNEXURE D : Performance Security form

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

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

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

Date: -------------------------

PERFORMANCE GUARANTEE No: --------------------------------

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

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

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

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

_____
[signature(s)]

ANNEXURE E: Clientele Information Form

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

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

<center>**ANNEXURE F - SAMPLE CONTRACT AGREEMENT**</center>

AGREEMENT FOR PROVISION OF SERVICE/SOLUTION

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

Between;

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

And

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

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

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

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

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

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

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

1. **OBLIGATIONS OF THE CONTRACTOR:**

1.1   The Contractor shall:

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

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

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

   a) be in accordance with the specifications set out in Annex ….;
   b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
   c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;

1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.

1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule B in quantities mentioned in Annex ……. The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule B of the Agreement.

1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.

1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause 3 and Schedule C).

1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.

1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.

1.1.10 Pay liquidated damages as stipulated in Schedule C if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.

1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).

1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.

1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.

1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.

1.2   In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.

1.3   In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule B or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.

1.4   The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.

1.5   The contractor shall provide a comprehensive unconditional warranty of … years from the date mentioned in the Commissioning and Acceptance Form in Annex …. for manufacturing defects of the Service/solution except ware and tare.

1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.

1.7 The contractor shall handover all items/Service/solution specified in Schedule A without any cost to SriLankan Airlines.

2.   **RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:**

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

2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors provided in Schedule C where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.

2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.

2.4   Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution ' arrival or issuance of the Delivery

Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.

2.5   When the Service/solution are received to SriLankan Airlines stores , SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed and other required items/Service/solution specified in Schedule A are handed over by the contractor.   If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to vendor within 5 working days of receipt of shipment to stores.

2.6   Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.

2.7   Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.

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

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

3.   INVOICING & PAYMENT:

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

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

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

3.4   SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause ….. hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in

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

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

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

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

4.   **LIABILITY & INDEMNITY:**

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

a) Claim in respect of any workers of the Contractor under the Workman's Compensation laws or any other law;

b) Accident, injury or death caused to any person by negligence or willful misconduct of the Contractor, its servants, agents employees or representatives;

c) Acts of theft, pilferage, damage of property caused by the Contractor or its servants, agent s employees or representatives;

d) Any losses, damages, injuries, illness or death incurred due to manufacturing defects, nonperformance and or malfunction of the Service/solution procured under this agreement by SriLankan Airlines;

d) if the Service/solution provided to SriLankan Airlines are not suitable for the use intended and/or does not meet the specifications set out in this Agreement including alleged illness, injury, death or damage as a result of the use of any the Service/solution produced, packaged, stored or shipped by Contractor;

d) violation of any laws, regulations or intellectual property rights of any party;

e) breach of any obligations, representations, warranties or covenants in the Agreement by the Contractor;

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

5.   **INSURANCE:**

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

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

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

a) Name SriLankan Airlines, its successors and assigns, directors, officers, servants, employees, agents and contractors as additional assureds.

b) A severability of interest clause, where the insurances (except with regard to the limits of liability) will operate in all respects as if there were a separate policy covering each assured.

c) Confirm that such insurances shall be primary without right of contribution from any other insurance carried by SriLankan Airlines.

d) Provide that the cover afforded to SriLankan Airlines shall not be invalidated by act or omission by the Contractor or by any other person and shall remain valid regardless of any breach or violation by the Contractor or any other person of any warranty, declaration or condition contained in such insurances.

e) The Insurer (of the insurances) will provide 15 days prior written notice to SriLankan Airlines of any material change of the insurances affected pursuant to this Clause.

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

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

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

6.   NON-COMPLIANCE:

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

a) Terminate this Agreement as per Clause 7 below:

b) Charge the Contractor liquidated damages at the rate specified in Schedule C of the estimated amount of the monies payable for the relevant Service/solution for the relevant period of non-compliance or breach; and/or

c) Obtain the Service/solution from another contractor provided however, that in the event any money is expended by SriLankan Airlines on account of the Contractor's non-compliance or breach of its duties, such said expenditure shall be re-charged to the Contractor.

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

7. TERM & TERMINATION:

7.1 This Agreement shall be valid for a period of __ years commencing from _____ until_____ unless terminated earlier and shall automatically stand terminated upon the expiry of the Agreement. Notwithstanding the above, the Parties may extend the Term of this Agreement upon the expiry of the Term for a further period of 1 year by written mutual agreement on the same terms and conditions of this Agreement; provided however that such extension shall be subject to the Contractor's satisfactory performance of the Agreement decided at the sole discretion of SriLankan Airlines.

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

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

a) provide the Service/solution at the time, manner and/or to the specifications/ quality required by SriLankan Airlines pursuant to this Agreement;

b) comply with the requirements and/or notices of SriLankan Airlines; and/or

c) Perform, fails or is failing in the performance of any of its obligations under this Agreement.

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

a) if the other party is in breach of any of the terms or conditions of this Agreement and fails to rectify same within 30 days of the written notice of the breach to the defaulting party or immediately if the breach is incapable of remedy;

b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or

d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.

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

7.5   Expiration or termination of this Agreement pursuant to the provisions of this Clause shall be without prejudice to the accrued rights and liabilities of either party.

7.6   On termination of this Agreement the Contractor shall only be entitled to receive the payment of monies (less any monies as SriLankan Airlines is entitled to deduct/set-off under this Agreement) for Service/solution duly provided in accordance with the terms of this Agreement. The Contractor shall not be entitled to any further costs, remuneration consequential or special damages, loss of profits or revenue claimed to have been suffered by the Contractor (including its agents, employees and representatives) as a result of this Agreement.

7.7   In the event SriLankan Airlines terminates this Agreement in whole or in part, pursuant to 7.3 a), b) or c) of the Agreement, SriLankan Airlines may procure upon such terms and in such manner as it deems appropriate, Service/solution, as the case may be, similar to those undelivered under the Agreement, and the Contractor shall be liable to SriLankan Airlines for any excess costs for such similar Service/solution procured by SriLankan Airlines. However, the Contractor shall continue performance of the Agreement to the extent not terminated herein.

8.   BANK GUARANTEE:

8.1   Upon the execution of this Agreement, the Contractor shall furnish SriLankan Airlines a bank guarantee for the sum as set forth under Clause 2.1 of Schedule C, as an irrevocable and unconditional bank guarantee drawable on demand in Sri Lanka from a bank acceptable to SriLankan Airlines, in a form and substance satisfactory to SriLankan Airlines as security for the due and proper performance by the Contractor of its obligations under this Agreement. All applicable bank charges (including any charges at the time of encashment) on such bank guarantee shall be borne by the Contractor). The said bank guarantee shall remain in force for the duration of this Agreement and 90 days thereafter.

8.2   The proceeds of the Bank Guarantee shall be payable to SriLankan Airlines as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Agreement.

8.3   The Bank Guarantee will be discharged by SriLankan Airlines and returned to the Contractor within 90 days of the expiry of this Agreement or within 90 days following the date of completion of Contractor's obligations under the Agreement, whichever is later, less monies due to SriLankan Airlines and/or as SriLankan Airlines is entitled to deduct/set-off under this Agreement.

8.4   In the event, that the Contractor fails to pay any monies due to SriLankan Airlines (or any part thereof) as and when the same become payable under this Agreement, SriLankan Airlines shall be entitled to adjust or deduct any monies due to SriLankan Airlines from the Bank Guarantee accordingly. In the event of an adjustment or deduction of the Bank Guarantee by SriLankan Airlines against any sums due from the Contractor, the Contractor shall immediately submit to SriLankan Airlines the amount adjusted or deducted by SriLankan Airlines and restore the Bank Guarantee to its original amount.

8.5   SriLankan Airlines shall not make any payments under this Agreement to the Contractor until SriLankan Airlines has received the Bank Guarantee as stipulated under Clause 8 hereof.

8.6   SriLankan Airlines' rights with respect to the Bank Guarantee shall be in addition to any other rights or remedies available to SriLankan Airlines.

9.   GOVERNING LAW:

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

10. FORCE MAJEURE:

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

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

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

11. GENERAL:

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

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

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

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

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

11.6 Nothing in this Agreement shall prevent SriLankan Airlines from availing itself of any remedies provided under the general law in addition to the remedies stipulated in this Agreement.

11.7 Except to the extent as amended under the Purchase Order(s), this Agreement shall not be varied or modified otherwise than by an instrument in writing of even date herewith or subsequent hereto executed by or on behalf of SriLankan Airlines and the Contractor by its duly authorized representatives.

11.8 If any provision of this Agreement should become or be adjudged invalid or unenforceable for any reason whatsoever, such invalidity or unenforceability shall not affect any other part of this Agreement and all other provisions shall remain valid and in full force and effect.

11.9 The titles to the clauses in the Agreement are for convenience of reference only and do not form part of this Agreement and shall not in any way affect the interpretation thereof.

11.10 SriLankan Airlines does not grant the Contractor any right, title or interest in any of its designs, labels, know-how, trade names, trademarks, service marks, logos and other distinctive brand features or business identifiers, logo, copyright or any other intellectual property rights of SriLankan Airlines ("Intellectual Property Rights") except as expressly authorized in writing by SriLankan Airlines and the Contractor shall not have any right, title or interest in the said Intellectual Property Rights of SriLankan Airlines other than the right to use it for purposes of this Agreement for the Term hereof only with the express written consent of the SriLankan Airlines.

11.11 The Contractor shall not issue any press release or other public announcement related to this Agreement, written or oral, without the prior written consent of SriLankan Airlines, except as required by law or a court order. For avoidance of any doubt, the Contractor shall not make, give or issue any press release or other press activity involving or referring to SriLankan Airlines or any of its affiliates or their services or operations, without SriLankan Airlines prior written approval.

11.12 The Contractor expressly assures and warrants that it has all the necessary approvals, authorizations and licenses to enter into this Agreement and to provide the Service/solution envisaged under this Agreement.

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

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

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

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

In the case of the Contractor to –
……………………………………………….
………………………….
……………...

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

For and on behalf of   For and on behalf of
SRILANKAN AIRLINES LIMITED

_____   _____
Name: Name:
Designation: Designation:

_____   _____

Witness: Witness:

Name: Name:
Designation: Designation:

ANNEXURE G : Bid Acknowledgement Form

IMPORTANT

All Bidders should confirm the intention to submit a Bid by forwarding the duly completed Bid Acknowledgement form given below, 14 working days prior to the Bid closing date.

RECEIPT OF THE BID DOCUMENTS

Receipt of your Bid invitation document no. CPIT/ICB 30/2022 is hereby acknowledged

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

…………..………………………………………………………………………………………………

……

……

…………………………………………………………………………………

☐ We do not intend to bid because …………………………………………………….

……

……

…………………………………

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

Title   : …………………………………………………………………….

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

Date   : …………………………

ANNEXURE H – Vendor Information Form

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

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

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

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

Details of vendor's authorized signatory:
Name:
Designation:
Date:
Signature & Company Rubber Stamp:

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

ANNEXURE I – Extended Information Security Schedule

#	Policy statements/ Compliance requirements for Third Party Organizations	Deployed technical controls	Deployed procedural controls	Overall compliance (Yes/No / Not Applicable)	Reasons for Not Applicability	Compensating controls	Remarks
Extended Information Security Schedule for service providers, contractors and other interested 3rd parties							
1	**General**						
1.1	**Access control** (access to buildings/areas) Technical and/or organizational procedures shall be in place for access control and, in particular, for the identification of authorized persons						
1.2	**Access controls** Procedures shall be available with regard to user identification and authentication, both technical (password/password security) and organizational (master user data)						
1.3	**Access privilege controls** (the prevention of prohibited activities that exceed the granted user rights within an IT system). Authorization model and access rights to meet requirements shall be available; with monitoring and logging of the same						

1.4	**Transfer controls** (for all aspects of the transfer of personally-identifiable data: electronic transmission, data transport, conveyance checks) shall be available						
1.5	**Input controls** (audit trail, documentation on data administration and maintenance) Procedures that support a historical audit of when data was entered, modified or removed (deleted), and by whom shall be available.						
1.6	**Contract controls** (assurance of policy-compliant processing of contractual data) Procedures (technical/organizational) shall be available defining the responsibilities of contractor and client.						
1.7	**Availability controls** (data shall be protected against accidental deletion or loss) Procedures for data archiving (physical/logical) shall be available						
1.8	**Controls for separation of duties** (datasets that are created for different purposes shall also be processed separately). Procedures shall be available to support the separate processing (storage, modification, deletion, transmission) of datasets that serve different contractual purposes.						
2	**Privacy Policies**						

2.1	The Third Party Organization shall comply with the obligations under the EU General Data Protection Regulation (GDPR) in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines (hereafter refered to as "Peronal Data").						
2.2	The Third Party Organization shall process any Personal Data solely for the purposes identified by the relevant Agreement.						
2.3	The Third Party Organization shall have in place appropriate technical and organisational measures to ensure a level of security commensurate with the risks associated with the Processing of Personal Data, such measures shall be appropriate in particular to protect against accidental or unlawful destruction, loss, alteration or unauthorised disclosure of or access to Personal Data. These measures shall take into account and be appropriate to the state of the art, nature, scope, context and purposes of Processing of personal data and prevent unauthorised or unlawful Processing or accidental loss, destruction or damage to Personal Data. For the avoidance of						

	doubt in the event of a dispute between the Third Party Organization and SriLankan, SriLankan shall decide whether the Third Party Organization has put in place appropriate technical and organisational measures in accordance with this Clause 11.						
2.4	The Third Party Organization shall will notify SriLankan promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal Data Breach; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.						

2.5	The Third Party Organization shall not engage any third parties or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such third parties. The Third Party Organization shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organisational measures to ensure a level of security commensurate with the risks associated with the Processing.						
2.6	The Third Party Organization shall use reasonable endeavours to provide such assistance as SriLankan reasonably requires in relation to satisfying any legitimate requests received from Data Subjects in relation to the Personal Data.						
2.7	The Third Party Organization shall keep a record of any Processing of Personal Data it carries out, including: 9.7.1 the purposes of the processing; 9.7.2 a description of the categories of data subjects and of the categories of Personal Data; 9.7.3 the categories of						

	recipients to whom the Personal Data have been or will be disclosed; and 9.7.4 each transfer of Personal Data and, where relevant, the documentation of suitable safeguard.						
2.8	The Third Party Organization shall take steps to ensure that, from and including 25 May 2018, their Processing of any Personal Data is compliant with the GDPR.						
3	**Security Governance**						
3.1	Third Party Organization shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.						
3.2	Third Party Organization shall have management-approved Information Security policies and procedures aligned with applicable external standards, regulations and SriLankan requirements, which shall be reviewed and updated periodically.						
3.3	The Solution and the Third Party Organisation is compliant for ISO/IEC 27001:2013 Information Security Management System (ISMS) standard						

	and the certification is up-to-date. (if proposed solution is compliant to other standards, legislative and regulatory requirements, please provide details in 'Remarks').						
3.4	Third Party Organization shall continually improve the suitability, adequacy and effectiveness of Information Security in accordance with applicable external standards, regulations and SriLankan requirements.						
4	**Security Risk and Compliance**						
4.1	Third Party Organization shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.						
4.1. a.	The risk register shall be maintained to show the nature, extent of and progress made in mitigating the identified risks.						
4.2	Third Party Organization shall conduct periodic compliance reviews against management-approved Information Security policies.						
4.3	Third Party Organization shall notify SriLankan where sub-contractor is engaged to provide services and shall ensure						

	that sub- contractor also abides by this policy.						
4.4	Third Party Organization shall abide by the contractual agreements put in place with respect to SriLankan requirements which includes but not limited to code ownership and intellectual property rights.						
4.5	Third Party Organization shall facilitate and participate in periodic Information Security reviews which will be carried out by SriLankan or on behalf of SriLankan. Information Security reviews may also be conducted under the following conditions:						
4.5. a	Security incident/breach						
4.5. b	Major change in information systems used to provide services to SriLankan						
4.6	Third Party Organization shall provide periodic reports on risk and compliance management as applicable to services provided to SriLankan.						
4.7	Third Party Users shall comply with all applicable SriLankan corporate and Information Security policies, standards and procedures.						
5	**Personnel and Physical Security**						
5.1	Third Party Organization shall conduct adequate back-ground verification checks of their staff						

	involved in SriLankan Airlines engagement						
5.2	Third Party Organisation shall proactively inform SriLankan Airlines if screening has not been completed or if the results give cause for doubt or concern						
5.2	All employees in the Third Party Organization shall sign a Non-Disclosure Agreement.						
5.3	Third Party Organization shall ensure that all employees complete mandatory Information Security awareness course periodically covering topics like password and user account security, information protection and handling, issues of confidentiality and company security standards.						
5.4	Third Party Users shall sign a Non-Disclosure Agreement before gaining access to SriLankan information and information systems.						
5.5	Third Party Organization shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.						
5.6	Third Party Organization shall implement all applicable physical and environmental security controls to provide adequate protection to						

	SriLankan information & information systems.						
6	**Security in Applications, Systems and Networks**						
6.1	Third Party Organization shall design, implement and operate a Layered Security model to provide adequate and effective protection for SriLankan information and information systems. This shall be a combination of preventative, detective and reactive controls and must apply to development, test, pre-production and production environments.						
6.2	Third Party Organization shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.						
6.3	Third Party Organization shall design, implement and operate suitable controls to ensure continuity of services in accordance with system uptime and performance requirements, Recovery Time Objective and Recover Point Objective.						
6.4	Third Party Organization shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.						

6.5	Third Party Organization shall implement and operate robust network, system and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services and devices.						
6.6	Third Party Organization shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.						
6.7	Third Party Organisation should periodically deliver an independent report on the effectiveness of information security controls and agreement on timely correction of relevant issues raised in the report to SriLankan Airlines, on request						
6.8	Third Party Organization shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. Third Party						

	Organization shall apply security patches in mutually agreed timeline without any cost escalation.						
6.9	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to Third Party Organization. If any vulnerability is found, Third Party Organization shall agree to apply security patches in mutually agreed timeline without any cost escalation.						
6.10	Third Party Organisation should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities						
6.11	During the year , Third Party Organisation shall conduct information security reviews of its sub contractors and its own suppliers engaged in services/products delivered to SriLankan during the year						
6.12	Third Party Organisation shall conduct BCP testing on SriLankan Related systems/services during the year						
7	**Security in System Delivery Lifecycle**						
7.1	Third Party Organization shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited						

	to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.						
7.2	Third Party Organization shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.						
7.3	Third Party shall ensure that access to program source code is restricted and strictly controlled.						
8	**Data Security**						
8.1	Third Party Organization shall design, implement and operate adequate security controls to protect confidentiality, integrity and availability of SriLankan data and/or information in accordance with the classification levels.						
8.1. a	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.						
8.2	Third Party Organization shall only transmit, process or store SriLankan data and/or information in accordance with the contract requirements.						

8.3	Third Party Organization shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right To Information Act.						
8.4	Third Party Organization shall have an established data and media disposal processes incorporating suitable security requirements aligned with relevant industry accepted standards or regulations. SriLankan data shall be suitably disposed of under the following conditions:						
8.4.a	Contract expiry						
8.4.b	Equipment / media retirement or maintenance						
8.5	Third Party Users shall not process or store SriLankan data and/or information on non SriLankan devices. Where there is a legitimate business requirement to do so, approvals must be taken from SriLankan Information Security team.						
9	**Authentication & Password Compliance**						
9.1	Role Based Access & Workflow Approvals (Segregation of Duties)						
9.2	Active Directory (AD) Integrated (If **Yes**, please proceed to A-7)						
9.3	Password age – 60 Days						
9.4	Minimum password length – 8 Characters						
9.5	Password change at initial login						

9.6	Password Complexity						
9.6.1	At least one 'UPPERCASE' character						
9.6.2	At least one 'lowercase' character						
9.6.3	Mixture of numbers and/or symbols						
9.6.4	Account Lockout						
9.6.5	Lockout after 5 unsuccessful attempts						
9.6.6	30 minutes lockout duration						
9.6.7	Password History – 8 Passwords						
9.6.8	Availability of multiple-factor authentication						
9.6.9	Transfers authentication information through secure protocols						
9.6.10	Ability to display the time and date of last successful login, and any failed login attempts to user						
9.7	Third Party Organisation shall support integration of solution with Microsoft Identity Manager for Identity & Access Management						
10	**Backups**						
10.1	Scheduled configuration backups						
10.2	Scheduled data backups						
10.3	Backup retention period - 12 years for all SriLankan/service related data						
11	**Audit & Event Logs** (for all user activities, including administrative and privileged user activities, and system configuration changes)						
11.1	Application Audit Logs (including transaction logs)						

11.2	Database Level Audit Logs						
11.3	OS Level Audit Logs						
11.4	Event Logs (including successful/unsuccessful login attempts)						
11.5	Integration with McAfee Enterprise Security Manager for log correlation and management (recommended log format: syslog)						
12	**Encryption**						
12.1	256 bit key encryption for data at rest and in transit.						
12.2	Application services support enabling a public-key infrastructure (public key cryptography and digital signatures)						
13	**Data Validation**						
13.1	Input & Output Data Validation						
14	**Connectivity and Access Control**						
14.1	Web applications enabled with current TLS version certificates						
14.2	Remote diagnostic and configuration port should be protected.						
14.3	Ability to configure inactive Sessions timeout (for Application, Database, OS, Console)						
14.4	Ability to configure a Log-on banner						
15	**Dependent Systems and Services** (if yes, please provide information on systems/services/ports in remarks)						
15.1	Solution necessitates dependent systems & services						
16	**Incident Management**						

16.1	Third Party Organisation shall inform SriLankan Airlines about any incidents related to information security as soon as an incident occurs							
16.2	Third Party Organisation shall inform about the workarounds and rectifications taken to address the incidents							
16.3	Third Party Organisation shall provid audit trails and records of information security events, operational problems, failures, tracing of faults and disruptions related to the service delivered							
17	**Service Continuity**							
17.1	Availability - 99.95%							
17.2	Recovery Time Objective - 1 hour							
17.3	Recovery Point Objective - 1 hour							
17.4	Third Party Organisation agrees to setup a local office or a competent local service provider to assist SriLankan Airlines in support queries or incidents.							
18	**Right to Audit & Monitor**							
18.1	Third Party Organisation agrees that performance of the Services will be subject to monitoring by SriLankan Airlines.							
18.2	Third Party Organisation agrees to keep accurate and complete records and accounts pertaining to the performance of the Services. Upon no less than seven (7) days' written notice, and no							

	more than once per calendar year, SriLankan Airlines may audit, or nominate a reputable firm to audit, records relating to performance of Third Party Organisation/service provider under the Service Level Agreement, during the agreement period and for a period of three (03) months thereafter.						
18.3	If Third Party Organisation obtains third party services by means of outsourcing or sub-contract, Third Party Organisation is required to ensure such activities maintain applicable records to reflect the services agreement with SriLankan Airlines and will be subject to audit/monitor as set forth in 18.1 to 18.3 above.						
19	**Licensing Requirements**						
19.1	Does the solution necessitate additional licenses for third party components/services? (If Yes, please provide information in remarks)						
19.2	If solution necessitates additional licenses for third party components/services, please state if such licenses are included in the proposed solution? (If No, please provide details of additional licenses required from SriLankan Airlines)						
20	**Legislative, Standards & Regulatory Compliance**						

20.1	Third Party Organisation agrees to sign a Reciprocal Non Disclosure Agreement with SriLankan Airlines						
20.2	Information shared or services obtained as part of SriLankan Airlines engagement with Third Party Organisation will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).						
20.3	Third Party Organisation shall agree to adhere to SriLankan Airlines Information Security Policy						
21	**Service Level Agreement**						
21.1	Signed Service Level Agreement including, and not limited to,						
21.1 .1	Reflect Service Continuity objectives set forth above 17.1 to 17.3						
21.1 .2	Defined Response Times and Resolution Times based on defined priorities						
21.1 .3	Periodic service review meetings between SriLankan Airlines and the Third Party Organisation						
21.1 .4	Escalation Criteria for Incident Management to ensure performance of services under the Service Level Agreement						
21.1 .5	Information about the licensing arrangements (for dependents						

	systems/services), code ownership and intellectual property rights related to the Third Party Organisation's products/ services						
21.1.6	Service Credits for failing to meet performance of services under the Service Level Agreement						
21.1.7	Third Party Organisation should submit service reports at a defined frequency						
Cloud Computing Security Standard							
22	**Evaluation of Third Party Organization/ Cloud Service Provider (CSP)**						
22.1	SriLankan may perform periodic assessment of the Cloud Security Provider's security posture where necessary.						
22.2	Third Party Organization/ Cloud Security Provider (CSP) hosting SriLankan data shall maintain a certification in good standing against an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.						
23	**Protection of SriLankan Data in Cloud Environment**						
23.1	Third Party Organization/CSP must operate a Layered Security						

	model at the perimeter, core network, systems, application and data layers to adequately protect SriLankan data.						
23.2	SriLankan data and application environment must be segregated from other entities' environments.						
23.3	SriLankan data must be adequately protected in accordance with the classification levels of the data sets as per Annexure A.						
24	**Compliance and Audit in Cloud Environment**						
24.1	Third Party Organization/CSP must demonstrate compliance against SriLankan Extended Information Security policy, relevant contractual requirements and applicable external standards and regulations.						
24.2	SriLankan shall conduct security reviews where necessary on the cloud environment on an ongoing basis to verify compliance.						
US DOT Compliance							
25	Customer facing web interfaces shall designed/deployed according to US DOT Compliance requirements						

_____Third Party Organization Name_____

_____
By:
Name:

Title:
Date:

By:
Name:
Title:
Date:

NON-DISCLOSURE AGREEMENT

It is understood and agreed to that the below identified discloser of confidential information may provide certain information that is and must be kept confidential. To ensure the protection of such information, and to preserve any confidentiality necessary under patent and/or trade secret laws, it is agreed that
The Confidential Information to be disclosed can be described as and includes:
Technical and business information relating to airline business information systems, existing and/or contemplated products and services, proprietary ideas and inventions, trade secrets, drawings and/or illustrations, research and development, financial information and financial projections, customers, clients, marketing, and current or future business plans and models, specifications, records, data, computer programs, drawings, schematics, know-how, notes, models, reports, samples or other forms of copies, derivations, analyses, compilations, studies, memoranda, notices and other materials regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.

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

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

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

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

This Agreement shall commence on the date first written and signed below and shall continue thereafter for a period of 2 years, unless and until terminated by providing 30 days' notice in writing to the Disclosing Party. Notwithstanding the termination, the obligations and limitations with respect to protection, use, disclosure and return or destruction of Proprietary Information shall survive such termination and shall continue until such time the Parties hereto mutually agree in writing that such treatment is no longer warranted.

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

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

Recipient of Confidential Information
Organization Name   :
Business Registration   :
Organization Address   :
Authorized Signatory   :
Designation   :
Signature   :
Date   :