



**STANDARD BIDDING DOCUMENT
INTERNATIONAL COMPETITIVE BIDDING**

**TENDER FOR THE SELECTION OF A SERVICE PROVIDER FOR NEW
DISTRIBUTION CAPABILITY (NDC) FOR SRILANKAN AIRLINES
LIMITED**

IFB REFERENCE NO: CPIT/ICB/05/25

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

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ABBREVIATIONS

NDC	: New Distribution Capability
ICB	: International Competitive Bidding
NDA	: Non-Disclosure Agreement
ITB	: Instructions to Bidders
BDS	: Bidding Data Sheet
SLAL	: SriLankan Airlines Ltd
VAT	: Value added tax
USD	: United States Dollar
LKR	: Sri Lankan Rupees
CBSL	: Central Bank of Sri Lanka
RFP	: Request for proposals
UAT	: User Acceptance testing
NIC	: National Identity Card
PP	: Passport
IATA	: International Air Transport Association
API	: Application Programming Interface
ARMI	: Airline Retiling Maturity Index
PB	: passengers boarded
KPI	: Key performance indicators
BAFO	: Best and Final Offer
JV	: Joint Venture
EU	: European Union
GDPR	: General Data Protection Regulation
ISMS	: Information Security Management System
TLS	: Transport Layer Security
OS	: Operating System
PCI DSS	: Payment Card Industry Data Security Standard
BIA	: Bandaranaike International Airport
CSP	: Cloud Service Provider
PSS	: Passenger Service System
B2T	: Business to Trade
POC	: Proof of concept

INVITATION FOR BIDS

INVITATION FOR SUBMISSION OF BIDS FOR THE TENDER FOR THE SELECTION OF A SERVICE PROVIDER FOR NEW DISTRIBUTION CAPABILITY (NDC) FOR SRILANKAN AIRLINES FOR A PERIOD OF FIVE (05) YEARS (TENDER REFERENCE NUMBER CPIT/ICB/05/25)

SriLankan Airlines hereby invites tenders for the submission of Bids for the selection of a Service Provider for New Distribution Capability (NDC) for a period of five (05) years. The Bid document is attached herewith.

The interested parties shall submit the Bid Acknowledgement Form and the duly signed Non-Disclosure Agreement (NDA) of SriLankan Airlines, included in the Bid document, by e-mail to harenis@srilankan.com and lakmini.jayasinghe@srilankan.com on or before 12 October 2026.

A Pre-Bid Meeting will be held 15 October 2026 via MS Teams at 1:30 p.m. (Sri Lankan time: GMT +0530), to provide the necessary information and clarifications related to the project, to the Bidders who submit the Bid Acknowledgment Form and signed NDA.

The Technical Proposal should be submitted using T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>). Access to the T2RL's ProcureIT® Portal will be provided by SriLankan Airlines to the Bidders who submit the Bid Acknowledgement Form and signed NDA.

The Financial Proposal should be submitted in a sealed envelope, with the Tender reference number and name clearly marked on the top left corner of the envelope addressed to: Manager Commercial Procurement, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka.

The deadline for the submission of Bids (Technical & Financial) is 07 December 2026 at 10:00 a.m. (Sri Lankan time: GMT +0530).

The Tender will be conducted through International Competitive Bidding (ICB) in accordance with the Government of Sri Lanka Procurement Guidelines/Manual 2024.

Any inquiry or clarification regarding the Tender should be submitted by e-mailed to harenis@srilankan.com and lakmini.jayasinghe@srilankan.com to reach on or before 02 December 2026.

Bids will be opened at 10:30 a.m. (Sri Lankan time: GMT +0530) on 07 December 2026 at SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka.

Kindly note that 01 representative per bidding company will be permitted to be present at the tender opening. Bidders who wish to join online may provide their contact information to receive the MS Team Invitation. The details of the participants of the Bidders for the Bid Opening must be received to harenis@srilankan.com on or before 03 December 2026 for the arrangement of Security clearance/Teams Meeting.

Yours Faithfully,

**Chairman of the High-Level Procurement Committee,
Ministry of Port and Civil Aviation of Sri Lanka
On behalf of SriLankan Airlines Limited**

IMPORTANT

All Bidders shall confirm their intention to submit a Bid by submitting the duly completed Bid Acknowledgement Form by email to harenis@srilankan.com and lakmini.jayasinghe@srilankan.com on or before 12 October 2026.

BID ACKNOWLEDGEMENT FORM

Invitation for Submission of Bids for the Tender for the Selection of a Service Provider for New Distribution Capability (NDC) for SriLankan Airlines for a Period of Five (05) Years (Tender Reference Number CPIT/ICB/05/25) is hereby acknowledged.

☐ You may expect to receive our proposal on or before

.....
.....

☐ We do not intend to submit a proposal because

.....
.....

Item	Details
Name of Bidder	[Insert Full Legal Name]
Address	[Insert Mailing Address]
Contact Person	[Insert Name and Designation]
Telephone Number	[Insert Phone Number]
Email Address	[Insert Email Address]

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

Signed :
Designation :
Company Name & Seal :
Date :

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

IMPORTANT

All Bidders who intend to submit a Bid shall submit the duly signed Non-Disclosure Agreement (NDA), together with the Bid Acknowledgement Form, by email to harenis@srilankan.com and lakmini.jayasinghe@srilankan.com on or before 12 October 2026.

NON-DISCLOSURE AGREEMENT

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

1. The Confidential Information to be disclosed can be described as and includes:
Technical and business information relating to airline business information systems, existing and/or contemplated products and services, proprietary ideas and inventions, trade secrets, drawings and/or illustrations, research and development, financial information and financial projections, customers, clients, marketing, and current or future business plans and models, specifications, records, data, computer programs, drawings, schematics, know-how, notes, models, reports, samples or other forms of copies, derivations, analyses, compilations, studies, memoranda, notices and other materials regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.
2. All Confidential Information received by Receiving Party from the SriLankan Airlines Limited (hereinafter referred as 'Disclosing Party') shall remain the exclusive property of the Disclosing Party and no title to or other interest in the Confidential Information is granted or transferred to the Receiving Party by this Agreement
3. To return promptly to the Disclosing Party, or to destroy any copies of such Confidential Information in written, graphic, or other tangible form at the Disclosing Party's request including all copies and notes thereof and including Confidential Information incorporated into analyses, compilations, studies, or other documents prepared by the Receiving Party with destruction being certified in writing by an officer of the Receiving Party.
4. The Recipient agrees not to disclose the confidential information obtained from the Disclosing Party to anyone unless required to do so by law.
5. This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.
6. This Agreement shall commence on the date first written and signed below and shall continue thereafter for a period of 5 years, unless and until terminated by providing 180 days' notice

in writing to the Disclosing Party. Notwithstanding the termination, the obligations, and limitations with respect to protection, use, disclosure and return or destruction of Proprietary Information shall survive such termination and shall continue until such time the Parties hereto mutually agree in writing that such treatment is no longer warranted.

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

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

Recipient of Confidential Information

Organization Name	:
Business Registration	:
Organization Address	:
Authorized Signatory	:
Designation	:
Signature	:
Date	:

Section I - Instructions to Bidders (ITB)

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

General

1. Scope of Bid

1.1. SriLankan Airlines issues these Bidding Documents for the selection of a suitable Service Provider for New Distribution Capability (NDC) for a period of five (05) years as specified in Section V, Schedule of Requirements. The name and identification number of this procurement are specified in the BDS. The name, identification, and number of lots (individual contracts), if any, are provided in the BDS.

1.2. Throughout these Bidding Documents:

- (a) The term “in writing” means communicated in written form by e-mail, fax, post or hand delivered with a proof of receipt.
- (b) If the context so requires, “singular” means “plural” and vice versa; and
- (c) “Day” means calendar day.
- (d) “SLAL” means SriLankan Airlines Ltd.

2. Ethics in Public Procurement

2.1. The attention of the bidders is drawn to the clause 1.5 of the Procurement Manual/Guidelines 2024 published by the National Procurement Commission of Sri Lanka:

- Parties associated with the Procurement Process including officers of the Procurement Entity (PE), members of the Procurement Committees (PCs), Bid Evaluation Committees (BECs), Acceptance Committees (ACs), and Variation Review Committees (VRCs) as well as any bidders, suppliers, contractors, service providers, sub-contractors, agents, consultants and of their personnel should observe the highest standards of ethics during the Procurement Process and execution of such contracts.

- Ethics would include standards of conduct and norms of behavior as sought to be defined and imposed by relevant laws, regulations, and codes generally applicable to such persons concerning their general discharge of duties and in relation to their activities carried out in connection with Public Procurements.
- It shall be mandatory for all Bidders to submit a declaration along with their bid stating that;
 - There is no conflict of interest;
 - Only one bid is submitted; and
 - There is no involvement in collusive practices.
- Public Officers involved in any Public Procurement shall submit a declaration that they have no conflict of interest in connection with such Public Procurement.

2.2. Confidentiality

All parties associated with procurement activities shall maintain strict confidentiality throughout the Procurement Process. No disclosure of confidential information should be made except when required in terms of any applicable law.

2.3. All parties including the policy and decision-makers, officers, bidders, contractors, service providers, suppliers, any sub-contractors, any agents, and any of their personnel shall observe the highest standards of ethics during the Procurement Process and contract execution and refrain from corrupt, fraudulent, collusive, coercive and obstructive practices in participating in the Procurement Process.

For this provision, the meaning of the terms set forth below are as follows;

- a) Corrupt Practice : “Corrupt Practice” is the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to improperly influence the actions of another party;
- b) Fraudulent Practice : “Fraudulent Practice” is any action or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- c) Collusive Practice : “Collusive Practice” is an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party. The improper purpose would include any attempt to adversely influence competition and/or the price through bid rigging which is a practice in which competing parties collude to determine the winner of a bidding process.

- d) Coercive Practice : “Coercive Practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- e) Obstructive Actions : “Obstructive Actions” mean destruction of facts/documents, submission of fake/false information, alteration, amendment, and/or concealment in a manner that interferes with Public Procurement

2.4. Sanction for Involvement in Prohibited Practices

- a) If the involvement in any of the prohibited practices referred to above, is confirmed through a formal inquiry, sanctions including debarring from that procurement and/or eligibility for participation in future procurements may be imposed on bidders, suppliers, contractors, and officers who hold any paid office under the Government of Sri Lanka and any other person directly or indirectly involved in Public Procurement.
- b) In addition, such persons shall be reported to the relevant authorities for appropriate action.

2.5. Conflict of Interest

- a) “Conflict of Interest” is any situation where the personal or business interests of any person in a Public Procurement transaction would adversely affect the interests of a Procurement Entity in achieving Value for Money and adhering to Public Procurement Principles.
- b) Public officers and individuals involved in Public Procurement shall declare any conflict of interest to the relevant PE before the commencement of the relevant Procurement Process and shall refrain from participating in such procurement.
- c) In this regard, Section 107 of the Anti-Corruption Act, No. 09 of 2023 shall be adhered to.
 - Parties associated with Procurement Actions, namely, suppliers/contractors and official shall ensure that they maintain strict confidentiality throughout the process;
 - Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.

2.6. Purchaser requires the bidders, suppliers, Contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts in pursuit of policy:

- a) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of public officials in the procurement process or in contract execution; fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
- b) “collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of Purchaser to establish bid prices at artificial, non-competitive levels; and
- c) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

2.7. If Purchaser finds any unethical practice as stipulated under ITB Clause 3.2, Purchaser will reject the bid, if it is found that a Bidder directly or through an agent, engage in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

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

3. Eligible Bidders

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

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

- (a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by SriLankan Airlines to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods/services to be purchased under these Bidding Documents; or
- (b) submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.

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

4. Eligible Goods and Related Services

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

Contents of Bidding Documents

5. Sections of Bidding Documents

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

- Invitation for Bids
- Bid Acknowledgement Form
- Non-Discloser Agreement (NDA)
- Section I. Instructions to Bidders (ITB)
- Section II. Bidding Data Sheet (BDS)
- Section III. Evaluation and Qualification Criteria
- Section IV. Bidding Forms
- Section V – Schedule of Requirements
- Section VI - Technical Specifications & Compliance Sheet
- Section VII – General Specifications
- Section VIII - Draft Contract
- Section IX - Performance Security
- Section X - Vendor Information Form
- Section XI - Clientele Information Form
- Section XII – Non-Collusive Affidavit

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

6. Clarification of Bidding Documents

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

7. Amendment of Bidding Documents

- 7.1. At any time prior to the deadline for submission of bids, SriLankan Airlines may amend the Bidding Documents by issuing an addendum.
- 7.2. Any addendum issued shall be part of the Bidding Documents and shall be published in newspapers, uploaded to SriLankan Airlines website, and will be communicated to prospective Bidders who have forwarded the Bid acknowledgement form.
- 7.3. To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, SriLankan Airlines may, at its discretion, extend the deadline for the submission of bids, under ITB Sub-Clause 22.2

Preparation of Bids

8. Cost of Bidding

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

9. Language of Bid

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

10. Documents Comprising the Bid

10.1. The Bid shall comprise the following:

- (a) Bid Submission Form and the applicable Price Schedules, in accordance with **ITB Clauses 11,13 and 14;**
- (b) Bid Security, in accordance with ITB Clause 19;
- (c) documentary evidence in accordance with ITB Clauses 17 and 28, that Goods and Related Services conform to the Bidding Documents;
- (d) documentary evidence in accordance with ITB Clause 17 establishing the Bidder's qualifications to perform the contract if its bid is accepted; and
- (e) any other document required in the BDS.

11. Bid Submission Form and Price Schedules

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

12. Alternative Bids

12.1. Alternative bids shall not be considered.

13. Bid Prices and Discounts

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

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

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

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

- (a) on components and raw materials used in the manufacture or assembly of goods quoted; or
- (b) on the previously imported goods of foreign origin
 - (i) However, VAT shall not be included in the price but shall be indicated separately;
 - (ii) the price for inland transportation, insurance, and other related services to deliver the goods to their destination;
 - (iii) the price of other incidental services

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

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

14. Currencies of Bid

14.1. The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a Bid in USD, the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annexure B) for payment in LKR.

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

15. Documents Establishing the Eligibility of the Bidder

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

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

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

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

17. Documents Establishing the Qualifications of the Bidder

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

- (a) A Bidder that does not manufacture or produce the Goods and Services it offers to supply shall submit the Manufacturer's Authorization using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods;
- (b) and, that the Bidder meets each of the qualification criteria specified in Section III, Evaluation and Qualification Criteria.

18. Period of Validity of Bids

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

18.2. In exceptional circumstances, prior to the expiration of the bid validity date, SriLankan Airlines may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a bid Security is requested in accordance with ITB Clause 19, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.

19. Bid Declaration

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

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

19.3. Bid Securing Declaration may be executed:

- (a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission form, except as provided in ITB Sub-Clause 24.1 or
- (b) If a Bidder does not agrees to correctable of arithmetical errors in pursuant to ITB Sub-Clause 29.3
- (c) If the successful Bidder fails to:
 - (i) Sign the contract in accordance with 1TB Sub-Clause 40;

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

20. Format and Signing of Bid

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

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

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

20.4. The Bidder should respond to the Technical Bid using T2RL’s ProcureIT® Portal (<https://partners.t2rlprocureit.com>) **Accessing the RFP Online**

20.4.1. SriLankan Airlines has developed a process to select the appropriate Provider in conjunction with T2RL, a specialist research and consulting firm.

The RFP is only available online at <https://partners.t2rlprocureit.com>

20.4.2. If your organisation is already registered on T2RL’s ProcureIT® portal, please confirm, by return, the organisation name under which you are registered and intend to submit your bid along with the Bid Acknowledgement Form and the signed NDA. When the RFP is published, your registered portal account holders will receive an email notification from T2RL’s ProcureIT® portal.

20.4.3. If your organisation is NOT already registered on T2RL’s ProcureIT® portal, please confirm, by return, the organisation name under which you wish to register and provide the email address of your nominated account administrator along with the Bid Acknowledgment Form and the signed NDA. When the RFP is published, your nominated account administrator will receive an email notification from T2RL’s ProcureIT® portal enabling them to complete registration and setup additional user accounts.

20.4.4. You can create additional users that will assist in the development of the response to the request for proposal once you are logged in. Please see the user guide link on menu of the RFP portal.

20.4.5. How to answer the RFP online at <https://partners.t2rlprocureit.com>

- (a) Provider should respond "Yes" to all items that are already in production if the requirements are met in full.
- (b) Provider should respond "Yes with Qualifications" for all items that are in production where the requirement is met only in part (i.e. they can deliver and support some but not all of the requirements). Provider will define in the section "Comments/Qualifications" what is supported and what is excluded.
- (c) Provider should respond "NO" for any item that is not available in production.

Notes regarding Roadmap Items:

Provider will respond "Yes with Qualifications" to all items that are on the current approved and funded development roadmap if the requirement will be met in full at some point in the future. Dates must be provided in the "Comments/Qualifications" section for these roadmap items, including the month and year the Services will be ready for use, with all testing (including UAT) completed.

Provider will respond "Yes with Qualifications" to all items that are on the current approved and funded development roadmap if the requirement will be met only in part. Provider will define in the section "Comments / Qualifications" all items that are NOT supported. Dates must also be provided in the "Comments / Qualifications" section for these roadmap items, including the month and year the Services will be ready for use, with all testing (including UAT) completed.

Note regarding Dependencies:

Provider cannot respond "Yes" if the requirement is dependent on a function delivered by a system that is not included within the scope of the RFP response. Any requirements that are dependent on another system should be clearly identified as a dependency in the comments / qualifications box.

20.4.6. Requests for Clarification

- (a) Providers should carefully review the RFP. Should a Provider require any clarification or have a request for further information on any aspect of the RFP, a formal request must be made in writing through the RFP tool at <https://partners.t2rlprocureit.com>.
- (b) Any response(s) provided by SriLankan Airlines to a question from a Provider during the RFP will be copied to all Providers through the messaging section of the online tool provided at <https://partners.t2rlprocureit.com>. The identity of the Provider that raised the request or clarification will not be disclosed.

Submission and Opening of Bids

21. Submission, Sealing and Marking of Bids

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

- (a) Bidders submitting the Financial Bids by post/ courier or by hand, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the envelope as “ORIGINAL” and “COPY”. These envelopes containing the original and the copy shall then be enclosed in one single envelope.
- (b) Completed Technical Bid (un-priced) shall be responded using the link provided to the T2RL’s ProcureIT® Portal (<https://partners.t2rlprocureit.com>) and Financial Bid (priced) shall be submitted in a sealed envelope with the IFB reference no. CPIT/ICB/05/25 and the Bidding Company’s name and the type of bid (Financial) clearly marked on the top left corner of the envelope.

The following shall be uploaded using the T2RL’s ProcureIT® Portal (<https://partners.t2rlprocureit.com>) when responding to the Technical Proposal

- All related technical brochures & supporting documents.
- Compliance Statement at Annexure D

The Financial envelop should contain:

- The Financial proposal (priced) based on Price Schedule Form at Annexure B.

- Bid Submission form (Section IV)
- Bid Securing Declaration (Annexure C)
- Vendor Information form (Section X)
- Non-Collusion Declaration (Section XII)

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

21.2. The inner and outer envelopes shall:

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

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

22. Deadline for Submission of Bids

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

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

23. Late Bids

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

24. Withdrawal, and Modification of Bids

24.1 A Bidder may withdraw or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 21, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB Sub-Clause 20.2, (except that no copies of the withdrawal notice are required). The corresponding substitution or modification of the bid must accompany the respective written notice, All notices must be;

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

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

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

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

25. Bid Opening

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

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

opening. Only envelopes that are opened and read out at Bid opening shall be considered further. The Technical Bids shall be opened using T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>) .

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

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

Evaluation and Comparison of Bids

26. Confidentiality

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

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

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

27. Clarification of Bids

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

28. Responsiveness of Bids

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

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

- (a) affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
- (b) limits in any substantial way, inconsistent with the Bidding Documents, SriLankan Airlines' rights or the Bidder's obligations under the Contract; or
- (c) if rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive bids.

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

29. Non-conformities, Errors, and Omissions

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

29.2. Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

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

- (a) If there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line-item total shall be corrected unless, in the opinion of SriLankan Airlines, there is an obvious misplacement of the decimal point in the unit price, in which case the line-item total as quoted shall govern and the unit price shall be corrected;
- (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
- (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

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

30. Preliminary Examination of Bids

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

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

- (a) Bid Submission Form, in accordance with ITB Sub-Clause 11.1;
- (b) Technical and Financial Proposals in accordance with ITB Sub-Clause 11;
- (c) Bid Security Declaration in accordance with ITB Clause 19.
- (d) Technical Specification
- (e) Non-Collusion Declaration

31. Examination of terms and Conditions; Technical Evaluation

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

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

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

32. Conversion to Single Currency (if applicable)

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

33. Evaluation of Bids

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

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

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

- (a) the Bid Price as quoted in accordance with clause 13;
- (b) price adjustment for correction of arithmetic errors in accordance with ITB Subclause 29.3;
- (c) price adjustments due to discounts offered in accordance with ITB Sub-Clause 13.2; and 13.3

33.4. SriLankan Airlines' evaluation of a bid may require the consideration of other factors, in addition to the factors stated in ITB Sub-Clause 33.3, if specified in BDS. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and related Services.

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

33.6. Bid evaluation criteria,

Bid evaluation will consist of two aspects, i.e. technical evaluation and financial evaluation.

- (a) The technical evaluation is based on the Technical Bid submitted by the Bidders through the T2RL ProcureIT® portal. Subsequently SriLankan Airlines will request for demonstrations also to be conducted in order to verify the existence of technical specifications provided by the Bidder.
- (b) Financial evaluation will be based on the overall indicative 5-year cost provided by the Bidders as per the cost schedule. The Technically non-compliant bidders will not be shortlisted for the Financial evaluation stage.

34. Comparison of Bids

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

35. Post qualification of the Bidder

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

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

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

(a) Experience and Technical Capacity

The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s):

1. Partnership Agreement or such other relevant documents.
2. Current clientele for similar services offered with contact details (email address and contact number).

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

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

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

Award of Contract

37. Award Criteria

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

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

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

39. Notification of Award

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

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

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

40. Signing of Contract

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

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

41. Performance Security

41.1. Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder shall furnish the Performance Security amounting to a minimum amount of 5% of the agreement, using the form included in Section X. SriLankan Airlines reserves the rights to request a higher valued Performance Security If required.

41.2. Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or sign the Contract may continue sufficient grounds for the annulment of the award and encashment of the Bid- Security. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

Section II. Bidding Data Sheet (BDS)

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

ITB Clause Reference	A. General
ITB 1.1	The name of the Contract : Selection of a Service Provider for New Distribution Capability (NDC) for a period of five (05) years for SriLankan Airlines. Identification number of the contract : CPIT/ICB/05/25
ITB 3.1	All bidders shall submit the Bid Acknowledgement Form and the duly signed Non-Disclosure Agreement (NDA) of SriLankan Airlines, included in the Bid document, by e-mail to harenis@srilankan.com and lakmini.jayasinghe@srilankan.com on or before 12 October 2026. The bidders who submitted signed Bid Acknowledgement Form and NDA, will be invited for the Pre Bid Meeting scheduled on 15 October 2026 at 1:30 p.m. (Sri Lankan time: GMT +0530) , via MS Teams.
	B. Contents of Bidding Documents
ITB 6.1	For <u>Clarification of bid purposes</u> only: SriLankan Airlines contact details Mailing address: SriLankan Airlines Limited Commercial Procurement Department (IT Procurement) Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Tel : +94 (0) 197332870 E-mail : lakmini.jayasinghe@srilankan.com harenis@srilankan.com A prospective Bidder requiring any clarification of the Bidding Documents shall contact SriLankan Airlines in writing at the e-mail address specified below. For any clarifications on the Technical Bid after the RFP is published should be using T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com) :

	Deadline to request clarifications : on or before 02 December 2026
	C. Preparation of Bids
ITB 10.1 (e)	The Bidder shall submit the following additional documents: Company profile Client references – as indicated in Section VI
ITB 11.1 (e)	The Bidder shall fill and submit the following <u>Compulsory Forms in Section IV and any form marked as “Mandatory” under each section</u>
ITB 18.1	The bid shall be valid until 07 July 2027
ITB 19.1	The bid shall include Bid Security Declaration using the form included in Section IV - Annexure C.
	D. Submission and Opening of Bids
ITB 21.2(c)	The inner and outer envelopes for the Financial Proposal shall bear the following identification marks: - Selection of a Service Provider for New Distribution Capability (NDC) for a period of five (05) years. The Technical Proposal should be submitted using T2RL’s ProcureIT® Portal (https://partners.t2rlprocureit.com) CPIT/ICB/05/25
ITB 22.1	For bid submission purposes of the Financial Proposal, SriLankan Airlines’ address is: Attention: Manager Commercial Procurement Address: Commercial Procurement Department, SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka. The following details of the Bidders who wish to hand deliver bids should be submitted to the e-mail address: harenis@srilankan.com one working day in advance to arrange security clearance: 1) Company Name: 2) Name/NIC No / PP No of the participants: (Maximum 01 participant) 3) Driver’s Name /NIC No.(if any): 4) Details of the vehicle (if any): 5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.
	The deadline for the submission of bids is: Date: 07 December 2026 Time: 10:00 a.m. Sri Lankan time (GMT +5:30 Time Zone)

ITB 25.1	The bid opening shall take place at: Address: SriLankan Airlines Ltd, Airline Centre, BIA, Katunayake, Sri Lanka Date: 07 December 2026 Time: 10:30 a.m. Sri Lankan time (GMT +5:30 Time Zone)
	E. Evaluation and Comparison of Bids
ITB 33.4	The following factors and methodology will be used for evaluation: Minimum Eligibility Criteria and Evaluation criteria stipulated in Section III.

Section III. Evaluation and Qualification Criteria

The evaluation of proposals shall be conducted in accordance with the Sri Lankan Public Procurement Guidelines using a structure and sequential evaluation process.

All Bidders are required to submit adequate documentary evidence to demonstrate compliance with the requirement specified under Section III. Proposals that fail to meet the mandatory requirements or do not provide sufficient supporting documentation may be deemed non-responsive and excluded from further evaluation.

The Bid Acknowledgement form and the signed NDA included in the Bid Document shall be duly completed and signed by the bidders and emailed to lakmini.jayasinghe@srilankan.com and harenis@srilankan.com on or before 12 October 2026 at 10.00 a.m. Sri Lanka time (GMT +0530 Time Zone).

Preliminary Examination & Minimum Eligibility

- I. Only Bidders who successfully complete all criteria in this Section shall proceed to Assessment of Substantial Responsiveness. All documentation listed as mandatory should be submitted using the link provided to the T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>) unless specified to be submitted along with the financial proposal (Refer to the Annexure G).
- II. Bids shall be submitted on or before the specified deadline (Financial bids by post/ courier or by hand and the completed Technical bid (un-priced) responded using the link provided to the T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>)).
- III. The Bids shall be duly authorized and signed by an authorized representative of the Bidder, supported by a valid Power of Attorney or Board Resolution
 - a) Financial bids by post/ courier or by hand.
 - b) Technical bid (un-priced) - The confirmation e-mail generated from the T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>) upon the successful Bid submission to be emailed lakmini.jayasinghe@srilankan.com and harenis@srilankan.com
- IV. Bidders shall submit all mandatory annexures and declarations specified in this RFP.
- V. The Bid submission shall be complete and shall not contain any material deviations from the Procurement Documents.
- VI. The Bid shall be unconditional and shall contain no reservations to the mandatory terms and conditions.

- VII. Bidders shall confirm that they are not blacklisted by the National Procurement Commission of Sri Lanka and that no conflict of interest exists.
- VIII. Bidders shall submit all documents listed in Annexure G – Mandatory Submission Checklist. Failure to submit any document identified and marked as “Mandatory” may lead to rejection of the Bid at the Preliminary Examination stage.
- IX. All documents shall be submitted in the format specified under each Annexure and in compliance with the Instructions to Bidders (Section I).

Minimum Eligibility Criteria

Bids will first be assessed against the following mandatory requirements and only those Bidders who fully satisfy all criteria will be considered for Technical Evaluation.

- I. The Bidder shall possess valid certification for IATA NDC API's (version 19.2 or above) and demonstrate readiness to implement the same for SriLankan Airlines. Evidence of such certification shall be submitted under Annexure F.
- II. The Bidder shall be registered under the IATA Airline Retail Maturity Index (ARMI). Such registration shall be independently verified against the official ARMI Registry published by IATA (<https://retailing.iata.org/armi/registry/>).
- III. The Bidder shall demonstrate proven experience in implementing NDC API, NDC Shopping and B2T Agency Booking/Service Portal solutions in a production environment with at least 1 (one) full-service airline of comparable or higher scale, based on passenger (PB) volumes.
- IV. The Bidder shall confirm that the proposed solutions are capable of meeting the functional, technical, and business requirement outlined in Section VI – Technical Specification & Compliance Sheet and shall submit duly completed compliance response.

Evaluation Criteria

Technical Evaluation

Shall be carried out based on Bidder's response to RFP Questionnaire hosted on the T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>), together with supporting documentation and solution demonstrations.

- I. Bidders shall demonstrate compliance with the requirements specified in the RFP questionnaire and Technical Specifications. Evaluation shall be based on responses submitted in the T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>) , where scoring will be generated based on the level of compliance indicated in the Bidder's responses.
- II. Bidder shall demonstrate the capability of the proposed solution through solution demonstration where required. Solution demonstration shall be used to validate the responses submitted and may result in adjustment of the technical scoring, where deemed necessary by the Bid Evaluation Committee.
- III. During the demonstration Bidder shall present the expected Business and Revenue benefits (Return of Investment), supported by clearly defined KPIs as part of the solution implementation and on an on-going basis.
- IV. Bidder shall confirm the ability to meet the Service levels and Service Management requirements specified in the RFP.
- V. Bidder shall provide details of the Technical competencies and the relevant experiences of the proposed implementation and support team.
- VI. List of client references and successful implementations of comparable scope and complexity to the level requested in Section VI of the Bidding Document – Technical Specifications & Compliance Sheet and Schedule XI of the RFP

A Bid shall be considered technically responsive if it meets the requirements of compliance and capability as determined during the Evaluation process. Only such Bids will be considered for Financial Evaluation.

Financial Evaluation

- I. The Financial Evaluation will be based on the total cost applicable for five (05) year contract period as provided under Annexure B – Price Schedule. This shall include all costs associated with implementation, Licensing, Operation and Support.
- II. Payment terms and Credit periods offered by the bidder will be considered as part of the Financial Evaluation, and more favourable terms specified in Annexure B will be taken into account.
- III. The Bidder shall confirm in writing that it is not subject to bankruptcy, liquidation or similar insolvency proceedings as at the date of Bid Submission.

Section IV. Bidding Forms

Table of Forms

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Price Schedule/Rate Sheet – Annexure B	Page 50
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Compliance Sheet - Annexure D	Page 54
Compliance Sheet for Data Security Schedule - Annexure E	Page 55
Proof of IATA NDC Certification – Annexure F	Page 61

Section V – Schedule of Requirements

Line Item Number	Description of Item/Service/solution	Quantity	Final Destination	Delivery Date (Based on the project implementation on timelines)
1.1	Selection of the Technology Provider for IATA's New Distribution Capability (NDC) for a period of five (05) years	01	Commercial Services & Support	

The Bidders shall be granted the access to the T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>) in order to respond to the technical proposal once the Non-Disclosure Agreement is signed.

Section VI - Technical Specifications & Compliance Sheet

Name of the Bidder :
.....
Name of the Principal :
.....
Name of the Product/Brand :
.....
Country of Origin :
.....

1. INTRODUCTION

SriLankan Airlines, the national carrier of Sri Lanka and a member of the Oneworld Alliance, is an award-winning airline renowned for its excellence in service, comfort, safety, reliability, and punctuality. Established in 1979, the airline continues to expand and diversify its range of products and services to support Sri Lanka's growing tourism industry and economic development.

Operating from its hub at Bandaranaike International Airport (BIA) in Katunayake, SriLankan Airlines provides seamless connectivity to its global network, including interline and codeshare partners, covering 117 destinations across 59 countries. The network spans Europe, the Middle East, South Asia, Southeast Asia, the Far East, North America, Australia, and Africa. In May 2014, SriLankan Airlines joined the Oneworld alliance, significantly enhancing its global reach and connectivity.

Our Vision

We aspire to be the airline of choice for travellers seeking a unique, authentic Sri Lankan experience; Delivered with warmth, care, and hospitality.

Our Mission

To grow a sustainable, profitable airline that promotes Sri Lanka to the world, and supports tourism, Sri Lankans overseas, and the national economy whilst developing an air transport hub taking advantage of our unique Indian Ocean location. To be an aviation center of excellence, developing talent for the Airline and the wider industry.

We are committed to do a business in an ethical manner, which yields is long-term, sustainable benefits for the country and the communities we serve.

Current Size of Operations

SriLankan Airlines boards approximately 4 million plus passengers annually.

Its Direct Channels contribute to 29% and Indirect Channel 71% from the overall passenger volume.

2. SCOPE

This Request for Proposals (RFP) is released to Select a Service Provider for New Distribution Capability for SriLankan Airlines Limited (SLAL) for a period of five (05) years. As such, at a high-level the RFP encompasses below items:

- NDC API Solution
- NDC Shopping Solution
- B2T Agency Booking/Servicing Portal

SriLankan Airlines requires that the solutions can fully provide the following business and technical benefits:

- Integrate seamlessly with the existing Passenger Service System (PSS)
- Require no immediate upgrade to the current Passenger Servicing System (PSS), aside from reasonable configurations
- Provide the capabilities, integration options and resources required to support SriLankan Airline's seamless transition to a different Passenger Service System (PSS) or new Offer-Order Management System should the Airline decide to carry out such a transition within the contracted period subject to mutually agreed terms & conditions
- Give SriLankan Airlines full control over offer creation, pricing strategies, and merchandizing while maintaining compliance with industry standards such as IATA's NDC and ONE Order
- Integrate seamlessly with SriLankan Airlines' shopping and merchandizing platform
- Enhance SriLankan Airlines' retailing capabilities in the indirect channels to support of our move towards a Continuous Pricing solution as part of our broader Revenue Management strategy
- Ensure seamless servicing of any NDC booking, including voluntary and involuntary changes, cancellations, ancillary sales, and refunds
- Support loyalty program integration to enhance the value for our frequent flyers booking through indirect channels
- Provide easy onboarding for travel agencies who wish to access CUSTOMER's content directly
- Provide real time data driven insights into agency performance and behaviors
- Ensure robust fraud and cyber security measures
- Support a seamless transition and integration to a future Offer/Order Management System
- Store and manage data in a way that is holistic, transparent, performant, and accessible via standard relational database connectors and/or APIs
- The ability to export data to SriLankan Airlines' data warehouse (file feeds, data extraction, sharing etc.)
- The ability to grant access to the NDC API at an individual agency/subagency level
- The ability to report on look to book ratios at an individual agency level
- The ability to manage and/or control agency access based on their look to book ratios, i.e. throttle shopping requests at an individual agency level

The detailed requirements are provided in the RFP Questionnaire in T2RL's ProcureIT® Portal. The link to access the Portal shall be granted to respond to the technical proposal once the Non-Disclosure Agreement is signed

Section VII – General Specifications

- I. “Supplier/Bidder” means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the supplier is an authorized distributor, it is mandatory an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the proposal to avoid rejection of the proposal.
- II. The Bidder should arrange product demonstration at SriLankan Airlines premises at the evaluation stage. All applicable expenses including airfare should be borne by the Bidder.
- III. The Bidder needs to perform a Proof of concept (POC) of the proposed system/solution on request of SLAL. All applicable expenses including airfare should be borne by the Bidder.
- IV. If required, SriLankan Airlines will request to inspect the product/solution at the evaluation stage by SriLankan Airlines’ personnel (minimum 2 pax), same has to be arranged by the Bidder at a client site to inspect the proposed product/solution. All applicable expenses including airfare shall be borne by the Bidder.
- V. All other on-site & off-site expenses & all incidental expenses related to the project implementation, maintenance & support etc. within the 5-year contract period, including Airfare should be borne by the Bidder.
- VI. If accepted, it is mandatory that the Supplier/Bidder signs a Contract Agreement. Refer Section VIII for Draft Contract.
- VII. In order to ensure continuity of supply of Goods & Services to SriLankan Airlines in the event of a disruption to Bidder’s operations, please provide details of alternative arrangements available within the agreed cost and specifications of product/solution.
- VIII. Upon delivery and/ or completion of installation of the system/solution, SriLankan Airlines shall perform User Acceptance Tests (UAT) to determine that the goods/service is operating in conformance with SriLankan Airlines 's published performance specifications for the goods/service and any other requirements agreed to by the parties as indicated in the RFP.
- IX. If SriLankan Airlines find that the delivered goods/service does not comply with the Specifications stated in this Agreement, SriLankan Airlines in its discretion has the right to either reject or request modification to the goods/service to compliance with the Specifications. Modification shall not affect the Warranty/ Service Levels provided. If the goods/service is rejected SriLankan Airlines shall recover any and all the money paid, and any service penalties arising due to rejection of the system/solution.
- X. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Goods and services to be procured under this bid exercise and please submit a separate Bidder information form including the information of local agent.
- XI. Advance payment is not acceptable. Quarterly payments with 45 days credit from the date of commissioning and acceptance by SLAL is required.
- XII. Liquidated Damages

The Contractor shall pay liquidated damages as follows:

Incident	Liquidated Damages
Delayed delivery	Liquidated damages shall be determined by the SriLankan Airlines and shall in any event be not less than the higher of (a) rate of one percent (01%) of the amount due for delivery per day (b) LKR 10,000 per day.
Non-compliance or Breach of Agreement	

Section VIII - Draft Agreement

The terms and conditions of Master Services Agreement will be provided in T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>). Bidders shall submit their responses to these within the Questionnaire provided in the Portal. Accordingly, the terms and conditions will be negotiated and subject to legal review after the selection process is completed.

Section IX – Performance Security

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

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

[signature(s)]

Section X - Vendor Information Form

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

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

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

As the authorized representative of [name of the Vendor], I hereby confirm on behalf of[name of the Vendor] that the information provided above are true and accurate and acknowledge that the bid of[name of the Vendor]

submitted herewith shall be rejected in the event all or any of the information submitted above is found to be incorrect.

Details of vendor's authorized signatory:

Name:

Designation:

Date:

Signature & Company Rubber Stamp:

Section C -Business verification : Duly signed and stamped copy of above document to be supported by the following documents

✓ Tick the appropriate boxes

- | | |
|--|--|
| ☐ A copy of the Certificate of Incorporation certified by the Company Secretary of the vendor Company | ☐ A copy of Form 15 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the shareholding. |
| ☐ A copy of Form 20 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the directors | ☐ For Partnerships, list of partners confirmed by one of the partners, preferably by the most senior partner. |
| ☐ For partnerships and sole proprietorships, certificate of business registration | ☐ Others (specify) |

Section - XI - Clientele Information Form

Clientele (Reference Customers) information is also covered and should be responded in the RFP Questionnaire provided in T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>), which will be used to carry out detailed evaluations. However, each Bidder will have to complete the below Form as well.

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

Note: Please mention the users of the **same service/solution proposed** to SriLankan Airlines.

In addition to above information please provide your clientele of **other** systems/solutions implemented.

Section – XII - Non-collusion Declaration

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

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

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

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

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

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

BEFORE ME,

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

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

Annexures

Annexure A – Bid Submission Form

Annexure B – Price Schedule Form

Annexure C – Bid Security Declaration Form

Annexure D – Compliance Sheet

Annexure E - Compliance Sheet for Data Security

Annexure F – Proof of IATA NDC Certification

Annexure G – Mandatory Submission Checklist

Annexure A – Bid Submission Form

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

Bid Submission Form to be submitted along with the Financial Proposal

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

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

No: [insert number of bidding process]

To: SriLankan Airlines Ltd

We, the undersigned, declare that:

- (a) We have examined and have no reservations about the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda]*;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements for the Goods and Related Services.
- (c) The total price of our Bid without VAT, including any discounts offered for 05 years is: *[insert the total bid price in words and figures]*;
- (d) The total price of our Bid including VAT, and any discounts offered for 05 years is: *[insert the total bid price in words and figures]*;

Note: Please note that the prices indicated in this Bid submission form should be the same as the All-inclusive total project cost for 5 years indicated in the below Price schedule forms referred to as Annexure B.

- (e) Our bid shall be valid for the period specified in ITB Sub-Clause 18.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 22.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtaining a performance security in accordance with ITB Clause 41 for the due performance of the Contract;
- (g) We have no conflict of interest in accordance with ITB Sub-Clause 3.2;
- (h) Our firm, its affiliates or subsidiaries-including any subcontractors or suppliers for any part of the contract have not been declared blacklisted by the National Procurement Agency;
- (i) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (j) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

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

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

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

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

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

Reference No: CPIT/ICB/05/25

Reference No: CPIT/ICB/05/25

To be submitted along with the Financial Proposal

(Bidder shall refer to “SriLankan Airlines_Business Metrics.xlsx” document available in the T2RL’s ProcureIT® Portal (<https://partners.t2rlprocureit.com>) when preparing the price schedule

Name of the Bidder & Address :

Name of the Principle :

[illegible]

2.5	Any other requirements - Please specify									
	Total Variable/Recurrent cost for 5 years									
3.	<u>Maintenance & Support</u>									
3.1	Maintenance & Support Cost									

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

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

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

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

Performance security: A bank guarantee (unconditional, irrevocable and on first written demand) of 5% of the total order value shall be provided to cover both the warranty period and contract period)

Bid Validity :.....

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

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

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

Implementation lead time :
.....

Available locations for inspection of the proposed solution/service

.....

Method of payment :

Bank details :

Head Office :

Account Name :

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

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

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

Date : *[insert date]*

Annexure C – Bid Security Declaration Form

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

To be submitted along with the Financial Proposal

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

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

*Name of contract -- [insert name]

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

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

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

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

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

Name *[insert printed or typed name]*

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

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

Annexure D - Compliance Sheet

LIST OF COMPLIANCE TO BE SUBMITTED WITH THE PROPOSAL (MANDATORY) and should be responded using the RFP Questionnaire provided in T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>).

Annexure E - Compliance sheet for Data Security Schedule

To be submitted along with the Financial Proposal

This Data Security Schedule is for service providers, contractors, and other interested third parties (hereafter referred to as the Service Provider) "Services/Solution" means the scope of work covered in the respective Request for Proposals (BID DOCUMENT). Data Security is also covered and should be responded in the RFP Questionnaire provided in T2RL's ProcureIT® Portal (<https://partners.t2rlprocureit.com>), which will be used to carry out detailed evaluations. However, each Bidder will have to complete the below Compliance Sheet as well.

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

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

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

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
6.2	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.		
6.3	Service Provider ensure that access to program source code is restricted and strictly controlled.		
6.4	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	Data Security		
7.1	Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels in liaison with SriLankan Airlines.		
7.2	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.		
7.3	Service Provider shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.		
7.4	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan/service-related data.		
7.5	SriLankan Data in Cloud Environment: The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.		
7.6	SriLankan Data in Cloud Environment: SriLankan data and application environment must be segregated from other entities' environments.		
8	Authentication & Password Compliance		
8.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age – 90 Days, Minimum password length – 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history – 8 passwords)		
8.2	The Service Provider shall transfer Authentication information through secure protocols.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
9	Audit & Event Logs		
9.1	Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.		
9.2	The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.		
9.3	Solution and/or Service Provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Airlines on demand.		
10	Encryption & Anonymization		
10.1	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
10.2	Data anonymization minimizes the risk of information leaks. Service Provider shall deploy Data Anonymization technologies to personally identifiable data and any other applicable data set.		
11	Connectivity and Access Control		
11.1	The solution should be enabled with current TLS version certificates.		
11.2	The Service Provider shall protect Remote diagnostic and configuration ports.		
11.3	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		
12	Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)		
12.1	Availability - 99.95% or higher		
12.2	Recovery Time Objective - 1 hour or less		
12.3	Recovery Point Objective - 1 hour or less		
13	Right to Audit & Monitor		
13.1	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.		
14	Legislative, Standards & Regulatory Compliance		
14.1	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
14.2	Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
14.3	In the event the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		
14.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on https://www.icta.lk/act/), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.		
15	Evaluation of The Service Provider/Cloud Service Provider (CSP)		
15.1	Service Provider agrees that SriLankan may perform periodic assessment of the CSP's security posture where necessary with advance notice.		
15.2	The Service Provider/CSP hosting SriLankan data shall maintain certification in good standing with an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.		
16	Contract Management		
16.1	Service Provider agrees to sign an agreement with all clauses shows in the draft agreement attached.		
16.2	Service Provider agrees to add a clause for penalty (service credits) for service level breaches.		
16.3	Service Provider agrees to add a performance guarantee clause to the agreement.		
16.4	Service Provider agrees to add a termination for convenience clause from customer end.		

Annexure F - Proof of IATA NDC Certification

PROOF OF IATA NDC CERTIFICATION SHOULD BE SUBMITTED WITH THE PROPOSAL (MANDATORY)
and should be responded using the RFP Questionnaire provided in T2RL's ProcureIT® Portal
(<https://partners.t2rlprocureit.com>).

Annexure G - Mandatory Submission Check List

Bidders are requested to submit the following mandatory documents together with the bid proposals (with Financial Proposal/ T2RL's ProcureIT® Portal). Failure to submit any of the mandatory documents may result in the bid being considered non-responsive.

All Bidders shall review, complete, and submit the following checklist along with the Financial Proposal as instructed in the ITB Clause 11.

No	Document Description	Submission Requirement	Submission Status (✓/X)	Remarks
01	Bid Submission Form	Mandatory Shall be submitted along with the Financial Proposal		
02	Price Schedule	Mandatory – Shall be submitted along with the Financial Proposal		
03	Bid Securing Declaration	Mandatory – Shall be submitted along with the Financial Proposal		
04	Compliance Sheet	Mandatory - Shall be submit using the link provided to the T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com)		
05	Compliance Sheet for Data Security Schedule	Mandatory – Shall be submitted along with the Financial Proposal		
06	Proof of IATA NDC Certification	Mandatory - Shall be submit using the link provided to the T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com)		
07	Schedule Of Requirement	Mandatory - Shall be submit using the link provided to the T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com)		
08	Technical Specification & REP Questionnaire	Mandatory - Shall be submit using the link provided to the T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com)		
09	Willingness to provide the Performance Security	Mandatory – If the proposal is selected for the award		
10	Vendor Information Form	Mandatory – Shall be submitted along with the Financial Proposal		
11	Clientele Information Form	Mandatory -Shall be submit using the link provided to the T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com)		

12	Non-Collusion Declaration	Mandatory - Shall be submit using the link provided to the T2RL's ProcureIT® Portal (https://partners.t2rlprocureit.com)		
13	Declaration of non-bankruptcy, liquidation, or similar insolvency proceedings	Mandatory – Shall be submitted along with the Financial Proposal		
14	Declaration of Non-Blacklisting by National Procurement Committee	Mandatory - Prior to Bid submission by fax to +94 (0) 19733 5218 or e-mail to lakmini.jayasinghe@srilankan.com and harenis@srilankan.com		
15	Financial Bid signed by authorized representative with valid Power of Attorney/Board Resolution.	Mandatory - Shall be submitted along with the Financial Proposal		
16	Technical Bid signed by authorized representative with valid Power of Attorney/Board Resolution.	Mandatory – Bid submission confirmation to be e-mail to lakmini.jayasinghe@srilankan.com and harenis@srilankan.com (Confirmation e-mail generated from the portal after the Technical Bid submission)		
17	Any other document specifically requested in the Bid Invitation/RFP Documents	Shall be submitted as specified in the documentation.		

We, the undersigned, hereby confirm that all the above mandatory requirements have been compiled with, and the relevant supporting documents have been submitted as part of the Bids.

Name of Bidder :

Authorized Signatory Name :

Designation :

Signature & Company Seal :

Date :