



**INVITATION FOR BIDS FOR THE
PROVISIONING OF A BAGGAGE RECONCILIATION SYSTEM (BRS) AT
BANDARANAIKE INTERNATIONAL AIRPORT (BIA) &
MATTALA RAJAPAKSA INTERNATIONAL AIRPORT (MRIA)
FOR
SRILANKAN AIRLINES**

REFERENCE NO: CPIT/ICB 14/2020

**CHAIRMAN,
MINISTRY PROCUREMENT COMMITTEE,
STATE MINISTRY OF AVIATION AND EXPORT ZONES DEVELOPMENT,
ON BEHALF OF SRILANKAN AIRLINES LIMITED,
COMMERCIAL PROCUREEMNT DEPARTMENT (IT PROCUREMENT),
AIRLINE CENTRE, BANDARANAIKE INTERNATIONAL AIRPORT,
KATUNAYAKE,
SRI LANKA.**

Dear Sir/Madam,

IFB NO: CPIT/ICB 14/2020

INVITATION FOR BIDS FOR THE PROVISIONING OF A BAGGAGE RECONCILIATION SYSTEM (BRS) AT BANDARANAIKE INTERNATIONAL AIRPORT (BIA) & MATTALA RAJAPAKSA INTERNATIONAL AIRPORT (MRIA) FOR SRILANKAN AIRLINES.

SriLankan Airlines hereby invites tenders for the Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines. The bid document is attached herewith.

Bid should be submitted in a **sealed envelope** with the IFB number clearly marked on the top left corner of each envelope addressed to **Senior Manager Commercial Procurement, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka** by 11.00a.m. (Sri Lankan time: GMT +0530) on 09 February 2021.

The Bid Acknowledgement form attached to the document must be completed and returned by fax to +94 (0) 19733 5218 or e-mail to tharaka.hindurangalage@srilankan.com and sarath.jayathunga@srilankan.com by 18 January 2021.

Any inquiry/clarification about the Tender should be e-mailed to tharaka.hindurangalage@srilankan.com and sarath.jayathunga@srilankan.com to reach on or before 18 January 2021.

Bids will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 09 February 2021 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. Kindly note that 01 representative per bidding company is permitted to be present at the tender opening. Please contact any of the above, well in advance for the arrangement of Security clearance.

Yours Faithfully,

**CHAIRMAN OF MINISTRY PROCUREMENT COMMITTEE,
STATE MINISTRY OF AVIATION AND EXPORT ZONES DEVELOPMENT.
ON BEHALF OF SRILANKAN AIRLINES LIMITED**

Section I. Instructions to Bidders (ITB)

A: General	
1. Scope of Bid	<p>1.1 SriLankan Airlines invites you to submit a bid for the supply of Service/solution as specified in Section III - Schedule of Requirements for use at SriLankan Airlines Ltd for the use within the Bandaranaike International Airport premises.</p> <p>Upon receipt of this invitation you are requested to acknowledge the receipt of this invitation and your intention to submit a bid.</p>
B: Contents of Documents	
2. Contents of Documents	<p>2.1 The documents consist of the Sections indicated below.</p> <ul style="list-style-type: none">• Section I. Instructions to Bidders• Section II. Data Sheet• Section III. Schedule of Requirements• Section IV. Bids Submission Form• Section V. General Conditions• Annexure A: Technical/General Specifications & Compliance form• Annexure B: Price schedule formats• Annexure C: Bid Security Declaration Form• Annexure D: Performance Security Form• Annexure E: Clientele Information Form• Annexure F: Sample Contract Agreement• Annexure G: Bid Acknowledgement Form• Annexure H: Bidder's profile & Experience• Annexure I - Information Security Compliance Checklist• Annexure J - Non-disclosure Agreement• Annexure K - Project timeline• Annexure L - Customer Feedback• Annexure M - Features and solution roadmap• Annexure N - Comprehensive Bill of Material• Annexure O - Comprehensive Disaster Recovery Plan• Annexure P - Comprehensive UAT plan and test cases.• Annexure Q - Comprehensive Training plan and Training Documentation• Annexure R - Repair and Return Process

C: Preparation of Bids	
3. Documents Comprising your Bid	<p>3.1 The document shall comprise the following:</p> <ul style="list-style-type: none"> • Sections IV - Bids Submission Form. • Annexure A: Technical/General Specifications & Compliance form A I • Annexure B: Price Schedule Forms B-I & B-II • Annexure C: Bid Security Declaration Form • Annexure E: Clientele Information Form • Annexure H to R: Technical compliance schedules
4. Bid Submissi on Form	<p>4.1 The Bidder/s shall submit the Bid Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.</p>
5. Prices	<p>5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form at Annexure B.</p> <p>5.2 The price to be quoted in the Bids Submission Form shall be the total price of the Bids.</p> <p>5.3 Prices quoted by the bidder shall be fixed during the period specified in ITB clause 8.1 and not subject to variation on any account. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.</p>
6. Currency	<p>6.1 The bidders shall quote in United States Dollar (USD) or in Sri Lanka Rupees (LKR).</p> <p>6.2 For evaluation and comparison proposes, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates prevailed at the date of closing of bids as published by the Central Bank of Sri Lanka.</p>
7. Documents to establish the Conformity of the Services	<p>7.1 The Bidder/s shall submit an original certificate from the proprietor to demonstrate that it has been duly authorized by the proprietor to supply this Service/solution in Sri Lanka.</p>
8. Period of Validity of bids	<p>8.1 Bids shall remain valid for a period of one hundred eighty (180) days after the bid submission deadline date. If the full validity period is not properly indicated, SriLankan Airlines reserves the right to obtain re-confirmation from the bidder/s that the Bid is valid until the date specified above.</p> <p>8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Airlines may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.</p>

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

D: Submission and Opening of Bids	
11. Submission of Bids	<p>11.1 Bidders shall submit their bids by registered post, courier or by hand in a sealed envelope.</p> <p>11.2 The bidder shall submit the proposals for the following two financial options separately (either both options or single option) in the price schedule forms attached at Annexure B-I & B-II.</p> <p>1) Option I - Fully Managed Service model including Installation, Commissioning, Warranty, Maintenance with end to end Support for 5 years through a Service Level Agreement (SLA) and the system to be <u>hosted at the Vendor location. All infrastructure requirements for the overall solution needs to be supplied by the Bidder. Refer price schedule form attached at Annexure B-I.</u></p> <p>2) Option II - Fully Managed Service model including supply & Installation, Commissioning, Warranty, Maintenance with end to end Support for 5 years through a Service Level Agreement (SLA) and the system to be <u>hosted at SriLankan premises. All infrastructure requirements for the overall solution needs to be supplied by the Bidder. Refer price Schedule form attached at Annexure B-II.</u></p> <p>The bidders have the option to submit their proposal either for both options or for a Single option. Sri Lankan Airlines has the sole authority to select the most responsive option based on the proposals submitted by the Bidders.</p> <p>11.3 The sealed envelope shall bear the specific identification of this quotation exercise as indicated follows.</p> <p style="padding-left: 40px;">“Bid for the provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines. (CPIT/ICB 14/2020)”</p> <p>11.4 The bidder shall submit the proposals in the price schedule forms attached at Annexure B.</p> <p>11.5 Completed proposal should be submitted in a sealed envelope with the tender reference no. CPIT/ICB 14/2020 and the Bidding Company’s name clearly marked on the top left corner of the envelope.</p>
12. Deadline for Submission of Bids	12.1 Bids must be received by SriLankan Airlines to the address set out in Section II, “Data Sheet”, and no later than the date and time as specified in the Data Sheet.
13. Late Bids	13.1 SriLankan Airlines shall reject any bids that arrives after the deadline for submission of bids in accordance with ITB Clause 12.1 above.
14. Opening of Bids	<p>14.1 SriLankan Airlines shall conduct the opening of bids in the presence of the Bidder/s at the address, date and time specified in the Data Sheet.</p> <p>14.2 A representative of the bidder/s may be present and mark its attendance.</p> <p>14.3 Presence of the Bidder/s will not necessarily ensure the selection of the proposed services.</p>

E: Evaluation and Comparison of Bids	
15. Non conformity- ties, Errors, and Omission	<p>15.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any non-conformities or omission in the Bid that do not constitute a material deviation.</p> <p>15.2 Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder/s submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities of omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder/s to comply with the request may result in the rejection of its Bid.</p> <p>15.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis:</p> <p>(a) If there is discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of SriLankan Airlines there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit shall be corrected.</p> <p>(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</p> <p>(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.</p> <p>15.4 If the Bidder/s that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be dis qualified and its Bid-Securing Declaration shall be executed.</p>
16. Clarifications	<p>16.1 To assist in the examination, evaluation and comparison of the bids, SriLankan Airlines may, at its discretion, ask any Bidder/s for a clarification of its bids. Any clarification submitted by a Bidder/s in respect to its bid which is not in response to a request by the Purchaser shall not be considered.</p> <p>16.2 Bidder/s request for clarifications and the response shall be in writing by SriLankan Airlines' address specified in the Data sheet.</p>
17. Responsivene ss of Bids	<p>17.1 SriLankan Airlines will determine the responsiveness of the bids to the documents based on the contents of the bids received.</p> <p>17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by SriLankan Airlines.</p>

18.1 The following factors & methodology will be used for evaluation.

Minimum Eligibility Criteria

- I. The bidder should have at least five years of industrial experience in terms of providing of baggage reconciliation system with relevant expertise.
- II. The bidder shall be in the business of installing, maintaining and operating baggage reconciliation system/s at least three (03) international airports with more than five (05) international airlines during last five (05) years with an active operation for last two (02) years.
- III. The solution proposed should comply with IATA 753 resolution requirements.
- IV. The bidder must have been in the business of providing centralized global support center services utilizing ITIL trained service personnel on a twenty-four (24) hours /seven (7) days per week basis for BRS operation.
- V. The bidder should be able to meet the mandatory business and technical requirements under ANNEXURE A - SECTION 2 to 7 of this bidding document.
- VI. The Bidder should comply with requirements of ISO/IEC 27001:2013, Data retention policies, General Data Protection Regulation (GDPR) and other applicable legislative and regulatory requirements.
- VII. Supporting documents and documentary proof to be submitted for all the requirements given in the ANNEXURE E, H, K, N, Q & R of this bidding document.

Evaluation Criteria

- I The Bidder's point-by-point compliance with general, technical & functional requirements under ANNEXURE A: FORM 1 - Technical/General Specifications & Compliance Sheet. It is essential that the Bidder clearly indicates any limitations and/or deviations.
- II. The Supplier's capability of carrying out product demonstrations, site visits, test environment to verify specifications & performance requested in ANNEXURE A: SECTION 4 - TECHNICAL REQUIREMENT.
- III. Total solution, System awareness, Strength of Technical support, service levels and service credit scheme requirements in ANNEXURE A: SECTION 5 - SERVICE LEVELS, SERVICE CREDITS & MAINTENANCE.
- IV. User awareness & Technical Training as requested in ANNEXURE A: SECTION 6 - TRAINING, ACCEPTANCE & DOCUMENTATION.
- V. Customer feedback on at least 02 existing projects of similar systems implemented at International airports during past 03 years. Full Clientele of the solution provider in the field of Baggage Reconciliation Solutions deployed during past 05 years as requested in ANNEXURE E & L.
- VI. Implementation lead time is 05 months. Length of the implementation period will be considered as an evaluation factor.
- VII. Future enhancements, roadmap, Usefulness/quality of User Interfaces (UI) and User Experiences (UX) of the solution provided. See further details in ANNEXURE A: SECTION 3 - FUNCTIONAL REQUIREMENT

Evaluation of Technical Proposal

- a) The Technical proposal submitted by the suppliers shall be evaluated based on the criteria mentioned in the table below. Only the suppliers who obtain more than 70% score from the technical proposal will be eligible for financial bid opening.
- b) The supplier's point-by-point compliance with ANNEXURE A - Technical/General Specifications & Compliance Sheet. It is essential that the Supplier clearly indicate any limitations and/or deviations. Just indication of "yes" without explanations and supporting documents will not be taken as the compliance and SriLankan Airlines Ltd will have the right to reject such offers.
- c) Suppliers who do not get a minimum mark of 70 percent shall not be considered for further evaluation and their financial bids will be returned un-opened.
- d) Suppliers shall score the minimum score as specified in (z) out of the weight percentage given in column (y) for each evaluation criteria described in column (x). Failure to obtain the minimum score in any of the evaluation criteria may lead to rejection of the bid.
- e) The final selection will be based on the total cost of the proposal for 5 years and the attractiveness of the payment terms offered.

No	Evaluation Criteria (x)	Weightage percentage (y)	Minimum score required (Out of percent weightage) (z)
1	The Bidder's point-by-point compliance with general, technical & functional requirements under ANNEXURE A: FORM 1 - Technical/General Specifications & Compliance Sheet. It is essential that the Bidder clearly indicates any limitations and/or deviations.	35	70
2	The Supplier's capability of carrying out product demonstrations, site visits, test environment to verify specifications & performance requested in ANNEXURE A: SECTION 4 - TECHNICAL REQUIREMENT.	20	50
3	Total solution, System awareness, Strength of Technical support, service levels and service credit scheme requirements in ANNEXURE A: SECTION 5 - SERVICE LEVELS, SERVICE CREDITS & MAINTENANCE	15	60
4	User awareness & Technical Training as requested in ANNEXURE A: SECTION 6 - TRAINING, ACCEPTANCE & DOCUMENTATION.	10	60
5	Customer feedback on at least 02 existing projects of similar systems implemented at International airports during past 03 years. Full Clientele of the solution provider in the field of Baggage Reconciliation Solutions deployed during past 05 years as requested in ANNEXURE E & L.	10	40

	6	Implementation lead time is 05 months. Length of the implementation period will be considered as an evaluation factor.	5	50
	7	Future enhancements, roadmap, Usefulness/quality of User Interfaces (UI) and User Experiences (UX) of the solution provided. See further details in ANNEXURE A: SECTION 3 - FUNCTIONAL REQUIREMENT	5	40
			Total 100	
19. Training and Development	19.1 Comprehensive user training for minimum of 25 staff on the proposed solution free of charge. Training plan should be provided for the proposed system during the cutover and a subsequent refresher training plan also should be provided for 05 years. System vendor should have qualified trainers to train the staff members.			
20. Financial Capability	20.1 The bidder/s shall furnish documentary evidence that it meets the following financial requirement(s): Audited financial statements for the last 03 years			
21. SriLankan Airlines Right to Accept any Bids, and to Reject any or all Bids.	21.1 SriLankan Airlines reserves the right to accept or reject any bids, and to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders.			
F: Award of Contract				
22. Acceptance of the Bids	22.1 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.			
23. Notification of acceptance	23.1 SriLankan Airlines will notify the successful Bidder/s, in writing, that their bid has been accepted. 23.2 SriLankan Airlines has the discretion to award the tender in full, part or cancel the tender or award the tender to a single bidder or several bidders. 23.3 After notification, SriLankan Airlines shall complete the contract, and inform the successful Bidder/s to sign it. 23.4 Within seven (7) days of receipt of such information, the successful Bidder/s shall sign the contract.			

24. Performance Security	<p>24.1 Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder/s, if required by SriLankan Airlines, may furnish the Performance Security amounting to a minimum amount of 10% of the total value of the contract, using the Performance Security Form included in Annexure D. SriLankan Airlines reserves the rights to request for higher valued Performance Security, if required.</p> <p>24.2 Failure of the successful Bidder/s to submit the above-mentioned Performance Security when requested or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture 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.</p>
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Section II: Data Sheet

ITB Clause Reference	
1.1	The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranayake International Airport, Katunayake
7.1	Proprietor's authorizations is required.
9.1	Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required.
11.1	The address for submission of Bids is : Attention : Senaka De Soysa Address : Senior Manager Commercial Procurement Commercial Procurement Department, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone : +94 197732666
12.1	Deadline for submission of bids is on or before 09 February 2021, 11.00 a.m. SriLankan Time (GMT +5:30) Details should be provided to the following address one day in advance to arrange security clearance if the bidder/s wishes to hand deliver bids and participate for bid opening. Attention: Tharaka Hindurangalage Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake , Sri Lanka Telephone: +94 (0) 19733 1845 Facsimile number: +94(0) 197335218 Electronic mail address: tharaka.hindurangalage@srilankan.com
15.2	For Clarification of bid purposes only, SriLankan Airlines' address is: Attention: Tharaka Hindurangalage Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone: +94 (0) 19733 1845 Facsimile number: +94(0) 197335218 E-mail address: tharaka.hindurangalage@srilankan.com and sarath.jayathunga@srilankan.com All Clarifications should be submitted to the above address by 18 January 2021

Section III - Schedule of Requirements

Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines - CPIT/ICB 14/2020

Line Item #	Description of Goods/service	Qty	Unit of Measure	Final Destination	Delivery Date
01	<p>Provisioning & implementation of a Baggage Reconciliation System (BRS) for SriLankan Airlines to handle end to end Baggage Reconciliation requirements as stated in this document. The Solution should include product customization to meet business, regulatory and government requirement, integration with relevant IT systems - both airline and external systems with well established overall product support for SriLankan to meet the required SLA with 24/7.</p>	01	Each	IT Division of SriLankan Airlines	Based on the project implementation timelines

Section IV - Bid Submission Form

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

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

Date:

To: SriLankan Airlines

We, the undersigned, declare that:

- (a) We have read and have no reservations to the document issued;
- (b) We agree to supply conforming to the documents issued and in accordance with the Schedule of Requirements of the following Service/solution [insert a brief description of the System/solution];
- (c) The total price of our Bid without Tax, including any discounts offered for 05 years is:
 - 1) Option I - [insert the All-inclusive total project cost without Tax for 5 years in words and figures];
 - 2) Option II - [insert the All-inclusive total project cost without Tax for 5 years in words and figures];

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

- (d) The total price of our Bid including Tax (if relevant), and any discounts offered for 05 years is: [insert the total bid price in words and figures];
 - 1) Option I - [insert the All-inclusive total project cost with Tax for 5 years in words and figures];
 - 2) Option II - [insert the All-inclusive total project cost with Tax for 5 years in words and figures];
- (e) Our bid shall be valid for the time specified in ITB Clause 8.1
- (f) We understand that our bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (g) We understand that you are not bound to accept the lowest recommended bid or any other bids that you may receive.

Signed: [insert signature of the duly authorized person]

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

Date

Section V - General Conditions

- I. Bidder” means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the bidder is an authorized distributor, it is mandatory an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the bid to avoid rejection of the bid.
- II. The bidder/s should arrange product demonstrations at SriLankan Airlines premises at the bid evaluation stage. All applicable expenses including airfare should be borne by the bidder/s.
- III. If required, SriLankan Airlines requires to inspect the solution/product at the evaluation stage by SriLankan Airlines’ personnel (minimum 2 passengers), same has to be arranged by the bidder/s at a client site to inspect the proposed product. All applicable expenses excluding airfare (airfare means- SriLankan Airlines’ destinations only) shall be borne by the bidder/s.
- IV. All on-site & off-site expenses (Transport, Communication & all other incidental expenses) related to the project implementation, maintenance & support etc. within the 5-year contract period, should be borne by the successful Vendor.
- V. If accepted, it is mandatory that the bidder/s signs the Contract Agreement - Sample Contract Agreement is at Annexure F.
- VI. In order to ensure continuity of supply of Service/solution to SriLankan Airlines in the event of a disruption to bidder’s operations, please provide details of alternative arrangements available within the agreed cost and specifications of product.
- VII. Upon delivery and/ or completion of installation of the system/solution, SriLankan Airlines shall perform User Acceptance Tests (UAT) to determine that the service/solution is operating in conformance with SriLankan Airlines ’s published performance specifications for the service/solution and any other requirements agreed to by the parties (hereinafter "Specification) as indicated in the Specification Sheet.
- VIII. If SriLankan Airlines find that the delivered service/solution does not comply with the Specifications stated in this Agreement, SriLankan Airlines in its discretion has the right to either reject or request modification to the service/solution to compliance with the Specifications on free of charge basis. Modification will not affect the Warranty/ Service Levels provided hereunder. If the service/solution is rejected SriLankan Airlines shall recover any and all money paid, and any service penalties incurred due to rejection of the system/solution.
- IX. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Solution and services to be procured under this bid exercise. If so, please submit a separate bidder information form including the information of the local agent.
- X. Advance payment is not acceptable. 45 days credit from the date of commissioning and acceptance by UL is required.

ANNEXURE A - Technical/General Specifications & Compliance Sheet

Name of the Bidder :
Name of the Principal :
Name of the Manufacturer :

1. INTRODUCTION

1.1 PURPOSE

SriLankan Airlines Limited, (hereafter, SLAL) as the sole ground handling company at Bandaranayake International Airport (hereafter BIA) and Mattala Rajapaksha International Airport (hereafter MRIA) is soliciting proposals from interested Bidders for the design, supply, installation, commission and support of a Baggage Reconciliation System (BRS).

The purpose of this document is to provide the business and technical requirements specific to BIA & MRIA and to identify and select an industry standard high-quality solution which could provide dynamic and optimal process and functionalities to maximize the benefits for all operating airlines and ground handlers. All the requirements mentioned herein are mandatory unless otherwise stated as Optional.

Suppliers interested in submitting proposals to provide such solutions are required to follow the recommended guidelines and instructions contained in this Request for Proposals (RFP). In the event it becomes necessary to revise any part of this RFP, revisions will be provided by addenda.

1.2 BACKGROUND

SriLankan airline launched in 1979, Sri Lanka's National Carrier is an award-winning airline with a solid reputation for service, comfort, safety, reliability, and punctuality.

The airline's hub is at BIA, providing convenient connections to its global route network of 100 destinations in 47 countries and operates one of the most modern fleets in the region. SriLankan use many state-of-the-art technology solutions for day to day planning and operations.

SLAL business activities are heavily dependent on its IT infrastructure. Therefore, security and continuous operation of its applications, networks, desktops and peripherals are key requirements of business continuity. As such, seamless integration of BRS plays an important role with effective management of infrastructure & network, safeguarding all aspects of security of corporate data and network.

SLAL is the present BRS owner and sole ground handler at BIA and MRIA. SLAL first installed BRS at BIA in year 2000 & extended the service to MRIA in 2013. BIA airport BRS network is supported on SLAL local area network (LAN) which is managed 24x7 by SLAL IT team. BRS services for MRIA Airport is extended over wide area network (WAN) which is also managed 24x7 by SLAL IT team. The SLAL IT data center is the main core room which hosts all the servers and network switches of current BRS infrastructure supporting both BIA and MRIA. The Disaster Recovery (DR) site hosts network switches & servers for BRS services.

Below table gives current BRS setup and its operational areas.

1	BRS servers (application, web and database)	Fully redundant active/ passive and DR servers hosted at UL DCs			
2	Wireless Access Points		Area	External	Internal
		BIA	Departure	7	15
			Transfer		3
			Pier	20	
			VIP	1	
			VVIP	2	
		MRIA	Departure		3
			Arrival	2	
		Transfer	1		
3	Wireless Access Point Controllers	02 Unites			
4	Handheld Baggage Scanners	MC9200 - 14 / MC9190 - 38 / MC55A - 08			
5	Backup Batteries for Handheld scanners	77			
6	Handheld scanner battery chargers	10 (4 slots) / Cradle Charges 1			
7	Baggage messages feed I (to/ from BRS)	Via Message Distribution System			
8	Management workstations	MS Windows 7 with IE10 and IE11 - 10			
9	BRS servers (application, web and database) - DR Site	Single Server			
10	Baggage messages feed II (to/ from BRS) - DR Site	Via Message Distribution System			
11	Number of Airlines handled	32 (pre COVID)			

Table 1.1 - Current BRS setup

Below table gives the list of airlines that are currently operating at BIA and MRJA. Expected growth is 3 new airlines per year. (pre COVID figures)

Airport : BIA

AIRLINE NAME	AIRLINE CODE	AIRLINE NAME	ARLINE CODE	AIRLINE NAME	AIRLINE CODE	AIRLINE NAME	AIRLINE CODE
Air Asia Berhad	AK	Emirates	EK	Malaysia Airlines	MH	SpiceJet	SG
Air China	CA	Etihad Airways	EY	Malindo Air	OD	SriLankan Airlines	UL
Air India	AI	Fly Dubai	FZ	Oman Air	WY	Sriwijaya Air	SJ
Austrian Airlines	OS	Gulf Air	GF	Qatar Airways	QR	Thai Airways	TG
Azur Air	ZF	Himalaya Airlines	H9	Royal Flight	RL	Thomson Airways	BY
Cathay Pacific	CX	Jet Airways	9W	Saudi Arabian Airlines	SV	Travel Service Polska	3Z
China Eastern	MU	Korean Airways	KE	Silkair	MI	Turkish Airlines	TK

Dutch Airlines	KL	Kuwait Airways	KU	Singapore Airlines	SQ	Ukraine International	PS
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Airport : MRIA

AIRLINE NAME	AIRLINE CODE
Fly Dubai	FZ
SriLankan Airlines	UL
Indigo Airline	6E

Table 1.2 - List of Airlines as of March 2020 (pre-COVID)

1.3 SCOPE

The solution must be cost efficient and shall provide an improvement to the existing procedures/process by minimizing lost/mishandle baggage at departure/transit/arrival for next 5 years while compiling IATA/ICAO/CAASL recommended practices and guidelines.

When proposing, the supplier shall consider following parameters related to the expected normal operation of SriLankan ground handling.

- No. of flight departures per day - 100 (fleet with wide and narrow body)
- No. of flight arrivals per day - 100 (fleet with wide and narrow body)
- No. of bags reconciled on average - 530,000 per month
- Operation hours - 24x7 (365 days)

Note-

1. Due to the current pandemic situation, the SLAL has decided to go for scaled down operations and expect to originate the project with the minimum requirement of 25 departures/ 25 arrivals per day in first year and 50 departures/50 Arrivals in the second year. The proposals which address this requirement with lowest cost in first two (02) years shall be preferred. Please suggest the options for minimum cost of operations in the first two years and post COVID normal operation from third year onwards.
2. Please propose additional costs for enhanced operations in the future. Example: Increase in flight operation or concurrent users
3. Clearly state possibility of providing special pricing plans and/ or discounts considering current pandemic situation which is to be normalized within two years which the pricing can be regularized to standard minimum bid.

All pricing information SHOULD only be stated in the 'price schedule form' provided in ANNEXURE B: FORM B I/B II

2 BUSINESS REQUIREMENT

Please provide, in details, how the Proposed Solution shall meet below requirements.

2.1 GENERAL REQUIRMENT

- 2.1.1 Solution shall be “Off-the-Shelf”, meaning that the Solution is commercially available and requires no further research or development and is part of an existing product line with a field proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any part of the Solution is a fully compatible extension of a field-proven product line, it shall have been publicly announced on or before the date that the proposal is submitted.
- 2.1.2 Solution shall provide required servers and/or cloud instances and Wi-Fi network equipment, handheld scanners and its accessories etc. to successful deployment of the proposed solution.
- 2.1.3 All the devises/modules of the Solution do not need to be from a single Original Equipment Manufacturer (OEM) however it is mandatory to have seamless integration between internal components and existing infrastructure.
- 2.1.4 The proposed system shall provide real time, accurate information to SLAL for monitoring and decision making which help to improve efficiency of baggage handling and on-time departures.
- 2.1.5 Cyber security related measures must have been taken into consideration when designing the total solution and it shall contain firewalls, IPS/IDS, etc. where necessary to mitigate potential threats that arise internally and externally.
- 2.1.6 Solution shall be accessible through mobile devices. Any component that needs to be installed to mobile devices shall be supplied by the supplier or a contracted party of the supplier. All installation components shall be made available for all common mobile device type (Android, iOS etc). All connectivity components shall be constantly updated for security and operational patches. Supplier shall take the responsibility of monitoring such updates and availability of the software through secure delivery mechanism.
- 2.1.7 The solution shall be capable of providing comprehensive management information in format of reports, dashboards or any other means to support operational and management decision making.
- 2.1.8 The supplier shall agree to provide a comprehensive support model to support the BRS application, infrastructure including WIFI/Wireless network and user equipment.
- 2.1.9 Short listed bidders are required to facilitate site visits for the evaluation team members to inspect the product in operation and the support provided.
- 2.1.10 The bidder should arrange product demonstrations at SriLankan airline premises at the bid evaluation stage. All applicable expenses including airfare should be borne by the bidder.
- 2.1.11 Short listed bidders are required to facilitate a test environment to carry out critical functional testing during bid evaluation stage.
- 2.1.12 The supplier should profile the Digital benefit about the BRS that can be brought to SriLankan business operation through
 - a) AI (Artificial Intelligence) integrated benefits
 - b) ML (Machine Learning) integrated solution benefits
 - c) Data Analysis with historical and predictive data and graphical showing the results
- 2.1.13 The solution shall support the scanners that connected through 3G/4G network
- 2.1.14 The solution should capable to scan and process following bag tags
 - (a) Barcode 1D and 2D
 - (b) RFID
 - (c) EBT
 - (d) NFC

2.2 STANDARDS AND COMPLIANCE

- 2.2.1 The solution shall support and process Baggage Information Messages accordance with all IATA standards, including Resolution 740/751 and recommended practice 1745 and 1800.
- 2.2.2 The solution must fully compliant with IATA Resolution 753.
- 2.2.3 The solution shall ensure positive passenger bag matching for loaded bags as defined by ICAO annex 17.
- 2.2.4 The BRS application shall support for 1D barcoded bag tags.
- 2.2.5 The BRS application shall support 2D and RFID tags optionally.
- 2.2.6 The BRS client application shall compliance with CUTE/CUPPS platform including SITA.
- 2.2.7 The supplier shall demonstrate/provide evidences that relevant Standards stated above have been incorporated into the solution.

2.3 SYSTEM SIZING

- 2.3.1 The supplier shall size the proposed solution and hardware (servers, data storage, Wi-Fi network, handled scanners and its accessories) based on handling the existing and forecasted departing passengers per annum. However, the solution should be scalable to handle the growth of departing / arriving passengers per annum in the next 5 years.
- 2.3.2 The solution shall provide immediate user access to historical baggage data for up to twelve (12) months.
- 2.3.3 The supplier must provide details of any system sizing limitations in terms of the maximum number of flights that may handle per day, number of simultaneous flight handling, number of bags handled per peak hour/minute , number of bag data retained in the system and duration of data retained.
- 2.3.4 System Availability shall exceed 99.99% of the time in any month, measured to the nearest minute.

3 FUNCTIONAL REQUIREMENTS

Please provide, in details, how the solution shall meet below requirements.

3.1 GENERAL

- 3.1.1 The solution shall provide a real-time, interactive Baggage Reconciliation System (BRS), which allows baggage handlers to make a bag load/no-load decision based on real time information.
- 3.1.2 The solution shall be suitable to use by airlines, ground handlers authorised bodies such as security departments and/or regulatory authorities.
- 3.1.3 The solution shall be designed to handle locally checked bags, transfer bags, expedite (Rush) bags, crew bags and gate bags for both containerised and bulk loaded operations.
- 3.1.4 The solution shall be designed to handle local arrival bags
- 3.1.5 The solution shall be integrated with third party systems including the common use check-in system, flight information display system, IATA RP1745 message distribution (third party message brokers) systems.
- 3.1.6 The solution shall be integrated with and World Tracer.
- 3.1.7 The solution shall be designed to be highly available and resilient to failures, such that it is suitable for operation 24 x 7.
- 3.1.8 The solution shall support for multiple ground handlers. (for example, SLAL handles UL flights and another ground handler handles other airlines flights at BIA and MIRA using single BRS system)
- 3.1.9 User equipment shall include PC based workstations, printers and handheld baggage scanners which shall be designed for ultra-rugged & robustness with ease of use.
- 3.1.10 Wireless network shall be designed in a way that handheld scanners shall work without any interruption when scanners pass through multiple access points within same covering area.
- 3.1.11 The solution shall include local checked bag reconciliation, transfer bag reconciliation, arrival baggage reconciliation, loading, offloading and operational and management reporting, basic equipment management (tracking)

3.2 CONTAINER MANAGEMENT

- 3.2.1 The solution shall be capable of set-up and register ULDs, carts/ trolleys and bulk holds by ensuring bags are reconciled and segregated correctly.
- 3.2.2 It shall be possible to produce a list of ULDs, carts/trolleys or bulk holds designated for a flight, along with details of their contents.
- 3.2.3 Generating ULD cards/ labels shall be simple and pre-defined (templates). Users can customise those templates as per their requirement.
- 3.2.4 ULD cards/ labels shall be printed at any time and shall contain information in text and barcoded format as per IATA standards. Printing facility shall be available on Workstation.
- 3.2.5 Above 3.2.4 printing facility shall be available on handheld scanner-
- 3.2.6 Two or more destinations (ULD cards/labels) shall be assigned to a single ULD or cart/ trolley each having same baggage segregation characteristics.
- 3.2.7 ULDs shall be re-registered, transferred or merged easily.
- 3.2.8 The provided solution shall provide a facility to allow a user to open or close ULDs or carts/ trolleys. If ULD is closed, no more bags may be loaded into it.
- 3.2.9 The solution shall provide a function to warn users when a ULD or cart/trolley is full, according to a pre-defined number of bags that may be loaded.
- 3.2.10 A baggage handler shall be able to record the loading position of the ULD in an aircraft by scanning or entering the position that the ULD is to occupy.

- 3.2.11 The solution shall capable of define hold positions in all type of aircrafts (for example, wide bodies and narrow bodies).
- 3.2.12 A ULD may not be positioned if there are any bags that require offloading due to security or segregation reasons.
- 3.2.13 It must be possible to remove a positioned ULD from the aircraft.
- 3.2.14 The solution shall freely allow transferring all bags between ULDs, aircraft holds and baggage carts/ trolleys on the same flight.
- 3.2.15 ULD registration for a flight shall be controlled by authorize users & warning shall trigger if the registering exceeds set value.
- 3.2.16 Bags must be able to be moved
 - (a) From a ULD to a cart/ trolley, to a different ULD or to an aircraft hold.
 - (b) From a cart/ trolley to a ULD, to an aircraft hold or to another cart/ trolley.
 - (c) From an aircraft hold to a cart/ trolley, to a different hold, or to a ULD.
- 3.2.17 Ability to add a comment during registering of ULD using mobile scanners.
- 3.2.18 ULD shall be mark as dispatch in the system when it is forward to aircraft using the mobile scanner.
- 3.2.19 Aircraft hold positions shall update with LIR automatically.
- 3.2.20 Registering ULD shall accept single or multiple baggage exceptions to a single ULD.

3.3 BAGGAGE SEGREGATION

- 3.3.1 The solution shall allow ULDs, carts/ trolleys or aircraft bulk hold to be designated to accept only bags with specific attributes such as,
 - (a) Cabin class (First, Business or Economy).
 - (b) Local or Transfer.
 - (c) Onward destination, flight or carrier. (Shall be able to add up to 15 for a ULD)
 - (d) Exceptions (CREW, RUSH, HAJJ, Priority, Diplomatic, Airline top tiers, airline specific exceptions etc.)
- 3.3.2 It should support for flights which segregation is not required (mixed load).
- 3.3.3 System shall allow mix loading of different types, class, exceptions bags once all segregated ULD/bulk are closed from the system.
- 3.3.4 The baggage segregation should not increase the complexity of baggage management. It should ensure accurate and secure, simple user-friendly process of loading and offloading.

3.4 LOADING AND OFF-LOADING OF BAGS

- 3.4.1 Permit bags to be loaded in ULDs, baggage carts, or directly to an aircraft hold.
- 3.4.2 When a bag is presented for loading, clearly and unambiguously, using loud audible alarm and colour display light, indicate to user if a bag may or may not be loaded, based on an evaluation of all security information, reconciliations & segregation rules.
- 3.4.3 The audible notification shall be separately identifiable on load and unload function & shall not give any notification on tag reading function.
- 3.4.4 If a bag is approved for loading the BRS shall record the ULD or cart/trolley identification, the user identifier, the bag identifier, and the load sequence number of the bag in the baggage container. A BPM shall be sent to the appropriate airline host.
- 3.4.5 If a bag is rejected for loading it should record at least user identifier, the ULD or cart/trolley identifier, the bag identifier, the flight number & date, any errors and reason for rejection.
- 3.4.6 The reason for failed load shall also be displayed, the keyboard shall be locked to prevent further action until user acknowledge the response for the rejection.
- 3.4.7 For rejected bag load, the system shall recommend a suitable action (for example different ULD number).
- 3.4.8 It shall identify bags which are not authorised to load such as inactive bags, standby bags, deleted bags etc.

- 3.4.9 A single user shall load bags to multiple flights by switching between ULDs.
- 3.4.10 It shall allow authorised users to override segregation rules.
- 3.4.11 List of all the loading options/ strategies available.
- 3.4.12 A user must be able to offload an individual bag. The offloading shall be confirmed by scanning the tag of the bag to be offloaded or authorise MWS users.
- 3.4.13 At any time, if a bag needs off-loading as a result of a Baggage Information Message or a user requiring the bag to be stopped or in case of baggage need to be offload, an audible and warning alert in colour shall be given to all users working on the flight.
- 3.4.14 Any bag may be offloaded after a warning and user acknowledgment.
- 3.4.15 A user must be able to offload all bags on a flight, or all bags in a ULD or cart/trolley in a single transaction. (adding a comment is an advantage)
- 3.4.16 Baggage scanner shall facilitate bag off-loading by identifying the position of the bag in containers or by searching the barcoded bag tag.
- 3.4.17 The solution shall provide the information necessary to allow a bag to be offloaded. It must identify and provide the user with the ULD, cart/trolley , or bulk hold that the bag has been loaded into; an indication of the location of the bag in the ULD, cart/trolley or the bulk hold by means of a loading sequence number.
- 3.4.18 If Baggage Information Messages are unavailable, or if an airline cannot provide such messages, bags must be permitted to be loaded. It must record the ULD or cart/trolley where the bag was loaded and its position within the loading device.
- 3.4.19 The BRS shall support refighting of mishandled bags.
- 3.4.20 The BRS shall record all loading/ off-loading information of a bag and keep full history of events associated with the bag.
- 3.4.21 The BRS shall be able to print and display a complete manifest at any time. The manifest will list the details of all the loaded bags.

3.5 WARNING AND ALERTS

- 3.5.1 The solution shall generate warnings and alerts and display them to users until problem is solved (for example, when load an authorised bag into an incorrect ULD)
- 3.5.2 Warnings and alerts shall be displayed on both mobile scanners and workstations. In addition, audible alarm shall be available on mobile scanners. (Audible alarm on desktop is an advantage)
- 3.5.3 Warning and alerts shall clearly visible to users (for example, pop up, blink, colour change, sound etc.).
- 3.5.4 Users shall see warning and alerts on their working devices. If the warning is cleared a comment should added.

3.6 EXPEDITE (RUSH) BAGS

- 3.6.1 Solution shall provide a function that allows only authorized users to add RUSH Bags to the system without a BSM being received.
- 3.6.2 Any RUSH bags on a flight must be manifested as such.
- 3.6.3 When a bag has been successfully expedited, the system shall, if required:
- 3.6.4 Send a BPM to the airline DCS,
- 3.6.5 Send a BSM to the airport sorting system,
- 3.6.6 Send a FWD message to WorldTracer.
- 3.6.7 Users shall be able to expedite bags using the original baggage tag number or a new baggage tag number.
- 3.6.8 Users shall be able to deal with expedite bags that have lost their original baggage tag.
- 3.6.9 Users shall be able to expedite multiple bags going to the same destination in a single transaction.
- 3.6.10 The expedite process shall take account of any restrictions that may be placed on expedite baggage by individual carriers.

3.7 CREW BAGS

- 3.7.1 CREW bags notified by an airline DCS or created by the BRS itself shall be accepted for loading.
- 3.7.2 It shall be possible to generate and print CREW baggage tags directly from the BRS. If a tag number are allocated, it must not duplicate that of other bags already in the system.
- 3.7.3 Crew bags shall be manifested as such.

3.8 GATE BAGS

- 3.8.1 For Gate bags the BRS shall allow the creation of a new baggage tag number entry and associates it with the sequence number of the corresponding passenger.
- 3.8.2 GATE bags shall be manifested as such.

3.9 STANDBY BAGS

- 3.9.1 Standby bags shall be loaded according to an airline policy.
- 3.9.2 If an airline policy has been set, standby bags may be provisionally loaded to a container, but may not be placed on an aircraft unless the bag has been confirmed as authorised to load.

3.10 OTHER TYPE OF BAGS

- 3.10.1 The solution shall provide a solution for dealing with unreadable bag tags (i.e. bags with a bag tag that cannot be scanned).
- 3.10.2 The solution shall provide a solution for dealing with bags with no tags.
- 3.10.3 The solution shall provide a solution for dealing with different bags with the same tag number (duplicate tags),
- 3.10.4 The solution system shall provide a solution for dealing with damaged bags.

3.11 TRANSFER BAGS

- 3.11.1 The solution shall provide functionality to manage transfer bags with real time information to users.
- 3.11.2 The solution shall provide views of departure flights with a summary of inbound flights in which inbound flights contain transfer bags for the departure flight. (a grid or a matrix of inbound flights and departure flights)
- 3.11.3 The solution shall provide views to identify which inbound flights have transfer bags to departure flight and vice versa.
- 3.11.4 The solution shall provide coloured views of inbound transfer bags showing their inbound connecting flights, the numbers of transit bags with an onward connection, and numbers and tags details of those bags with onward flights.
- 3.11.5 The solution shall support "Tail to Tail" operations whereby transfer bags are taken directly from one aircraft to another, without going through the baggage make up area.

3.12 ONWARD CONNECTING BAGS

- 3.12.1 The solution shall provide views and totals of onward connecting bags per flight and per destination with class segregation with tag information.

3.13 ARRIVAL BAGGAGE

- 3.13.1 The BRS shall provide functionality for managing arrival bags.
- 3.13.2 Arrival bags shall be scanned, recorded & reconciled with BPM. The BRS shall identify arrival bags and transfer bags separately.
- 3.13.3 Flight no, ULD no/trolley no, belt no & unloaded time shall be recorded in all arrival bags.

- 3.13.4 Arrival bags shall be colour coded to identify according to different time intervals set according to airline requirement.

3.14 PROBLEM BAGS

- 3.14.1 The solution shall provide functionality for identifying and reporting problem bags that may not be loadable to flight. The problem bags may be bags with no BSM, deleted, standby, inactive bags etc.

3.15 BAGGAGE TRACKING

- 3.15.1 The solution shall provide functionality for tracking departure and arrival bags accurately at any point within the airport. These points will be specified and configured within the BRS system.
- 3.15.2 The BRS handheld scanners shall be able log/track the bag for later verification.
- 3.15.3 BRS shall be capable of receiving BPM data from third party systems (for example a baggage handling system), time stamping and storing such data within the BRS database.
- 3.15.4 The BRS shall be capable of alerting users when errors or other conditions requiring notification to users are met.
- 3.15.5 Baggage enquiries carried out on the workstation and handheld scanners shall display the last tracking location.
- 3.15.6 The workstation shall display all bags that have remained in a one tracking state or location for longer than a pre-defined period.
- 3.15.7 The BRS shall be capable of generating BPM and delivered back to the systems that originated the BSM.
- 3.15.8 The BRS shall provide tracking logs of bag. (for example, BSM received, BPM send etc.) The logs shall enable to check bag loading method (Scanned/Keyed or MWS)

3.16 SEARCH FACILITIES

- 3.16.1 The system shall provide search facilities by different criteria including bag tag number, ULD number, flight number, passenger name, messages (BSM/ BPM) or any matching criteria etc.
- 3.16.2 The search results shall be drilled down (linked) to get more details.
- 3.16.3 The search facility shall be available on workstations
- 3.16.4 The search facility shall be available on handheld scanners.

3.17 BAGGAGE INQUIRY

- 3.17.1 The BRS must be able to enquire of passenger baggage by different criteria, including bag tag number, passenger name, seat number, passenger security number or passenger check-in sequence number.
- 3.17.2 Complete flight and baggage details of all bags belonging to a passenger shall be displayed.
- 3.17.3 Any Baggage Information Messages (BIMs) received or sent concerning the bag must be available for display or printing by the user and/or supervisor.
- 3.17.4 The BRS must allow an authorised user to stop the bags belonging to one or more passengers.
- 3.17.5 The BRS must allow an authorised user to stop a bag without stopping the passenger & rest of pooled bags.
- 3.17.6 A bag which a user has requested to stop may not be loaded.
- 3.17.7 Stopped bags shall be 'un-stopped' by an authorised user.
- 3.17.8 Add a reason/comment for baggage stop/unstop.

3.18 FLIGHT CREATION

- 3.18.1 Flights shall be created in the BRS automatically. Describe available options for flight creation (reception of first BSM, integration with external systems with XML web services, SSIM7, ASM/SSM, APIs etc.).
- 3.18.2 The BRS shall be capable of configuring and using multiple options for flight creation. For example, if data feed from FIDS is not available, flight shall be created from any other available option.
- 3.18.3 Any Baggage Source Messages (BSMs) received before a flight is created must not be rejected but kept for record/Analysis.
- 3.18.4 The BRS shall be capable of creating flights manually as when required (ad-hoc/ disrupted flights).
- 3.18.5 BRS shall be able to create training flights on **training mode** without affecting/interacting with the production mode. If any additional cost is applicable, it shall be clearly indicated in the ANNEXURE B FORM B I / B II of this proposal.

3.19 FLIGHT MANAGEMENT

- 3.19.1 The solution shall provide an overview of imminent departures and arrivals. The list must be sortable by different criteria, such as: time, flight number, flight status, and destination.
- 3.19.2 The flight overview must show a Loading status indicating the number of checked, loaded, short or rejected baggage of different types , Baggage status indicating Normal, CREW, RUSH, GATE bags, ULD status (number of open/ number of closed) , Number of passengers checked-in with bags, standby bags, inactive bags etc.
- 3.19.3 Following critical information shall be displayed prominently in the workstations. Flight number, Route, STD, Status, Bay Number, alerts, Check-in, Loaded, Not loaded, (local and Transfer), no. of ULD & baggage summary.
- 3.19.4 Handheld scanners shall be capable of providing flight overviews/ summary.
- 3.19.5 The status of the flight, regarding baggage activities must include: Open, Closed, Departed, Arrived and Cancelled. Including bag segregation with Transfer/Joining/Class and loading status.
- 3.19.6 The flight status shall be amended manually or by messages received from external systems.
- 3.19.7 Multiple flights shall be handled in multiple windows in a situation where multiple departures within short time span.
- 3.19.8 Flight closing comment should be available for post departing the flight.
- 3.19.9 A mobile application shall be available with limited functionality for authorised users to monitor the flight status and basic reports.

3.20 BAGGAGE TAG PRINTING

- 3.20.1 The BRS shall be capable of printing baggage tags for the purposes of processing expedite baggage (RUSH tag printing) and for the printing of replacement baggage tags where a tag has become damaged or detached.
- 3.20.2 The BRS shall produce baggage tags which shall be customizable to a specific airline or ground handler baggage tags format.
- 3.20.3 The BRS shall be capable of producing container sheet labels printing on paper A4/A5 or pre-printed card.

3.21 REPORTING AND ANALYSIS

- 3.21.1 The supplier shall ensure statistical and management information is available including, current status of BRS and its components.
- 3.21.2 The solution shall include a comprehensive set of reports to enable SLAL to effectively manage the business.
 - (a) Baggage manifest reports by tag/ULD/bar code in bingo formats.
 - (b) Flight Manifest Summary Report / Flight manifest reports

- (c) Onward baggage Report by ULD, by tag and by barcode
- (d) Onward ULD Break down class wise and Exception wise
- (e) Hold Baggage Manifest Declaration Report (HBMD Report)
- (f) Passenger Bag Manifest Report
- (g) Missing Bag Report
- (h) Rush/Crew/Gate Bag reports
- (i) ULD wise Exception baggage details - *number of baggage Exception loaded for ULDs ULD Content with Barcodes*
- (j) Short Bags Report
- (k) Bags to be Offloaded Report
- (l) Baggage Alerts clearance report/log
- (m) Transfer bag Matrix Report including flight, bay, STD or STA, destination)
- (n) User activity report/s to monitor staff activity during shift/day (number of baggage load by staff for specific period)
- (o) Total Inbound/outbound Transfer bags expected, loaded, short report by hour, day, month
- (p) Total Arrival bags expected, unloaded, missing report by hour, day, month
- (q) Total Joining bags check-in, loaded, short report by hour, day, month
- (r) Handheld scanner usage report with history
- (s) Handheld scanner active / Inactive / availability / inventory with detailed report

- 3.21.3 Supplier shall provide a list of available reports / report options with sample including short description of each.
- 3.21.4 The solution shall capable of generate reports in PDF, Excel, Graphical formats.
- 3.21.5 The reports shall be displayed on PC screen, printed, faxed and e-mailed. All documents shall be indicated the time stamp of the print.
- 3.21.6 The reports shall be run and send to pre-define group of e-mail recipients automatically (by a scheduled program and triggered by an activity or event).
- 3.21.7 The reports shall be printed automatically (triggered by an activity or event (e.g. flight close).
- 3.21.8 The solution shall provide three (03) customisable reports in the proposal without any additional cost to SLAL.

3.22 MONITORING

- 3.22.1 The solution shall include a Baggage Information Display to show real-time information to loaders in the makeup area projected to large display units.
- 3.22.2 The views/dashboards shall be mobile friendly to view by authorised users on their mobile devices.
- 3.22.3 The solution shall display following real-time data, but not limited to, from airport FIDS or any other system
 - (a) Flight number/Flight Status/check-in status (dcs)
 - (b) Flight route
 - (c) Flight date
 - (d) Outbound or arrival indicator
 - (e) Gate and stand number
 - (f) Scheduled time of departure/arrival
 - (g) Expected time of departure/arrival
 - (h) Aircraft type
 - (i) List of baggage chutes where bags will be loaded
 - (j) Warnings, Alerts, Alarms as per operation requirement
 - (k) Sort/not loaded baggage count, transfer and joining wise for selected flights

- 3.22.4 The solution shall display the real time situation of any existing scanner inside the airport, indicating the use made by the operator.
- 3.22.5 The solution shall display the correct functioning of the server and of its hardware components in real-time.
- 3.22.6 The solution shall have a Management Information Dashboard in order to make decisions by the management.

4 TECHNICAL REQUIREMENTS

Please provide, in details, how the proposed solution shall meet below requirements with its recommendations.

4.1 SYSTEM ARCHITECTURE

- 4.1.1 Supplier shall propose an innovative solution with their own architecture and product mix considering the total requirement mentioned within RFP.
- 4.1.2 The supplier shall provide complete system design showing all components including network diagram and required integrations.
- 4.1.3 The solution shall be scalable to cater airline demand forecasted in the scope.
- 4.1.4 Solution shall be built with high availability, resiliency to failures and fast recovery.
- 4.1.5 Solution shall be fully redundant for its network devices, WAN links, application and data. Failure of a single component shall not result in the loss of the whole system.
- 4.1.6 All components of the system constructed in a failover configuration shall be designed such that the failed component can be isolated and replaced or repaired without affecting the operation of the system.
- 4.1.7 Solution shall be facilitating to monitor the BRS remotely by system administrators and authorised users.
- 4.1.8 The solution shall have the capability to support for multiple airports within Sri Lanka.
- 4.1.9 The solution shall have the capability to support direct connectivity with airline host systems (e.g. to get BSMs from Amadeus) in addition to via message broker systems.
- 4.1.10 The solution shall have the capability to interface with third party systems (for example: DCS, FIDS, AODB etc. e.g. flight status, schedule)
- 4.1.11 The solution shall provide Web Services, APIs, DB views or any other standard mechanism to retrieve the data.
- 4.1.12 The solution shall provide access to past data online.
- 4.1.13 The BRS client application shall certified to access from Common Use Check-in system (CUTE/CUPPS).
- 4.1.14 In the event of an external systems not being available, the BRS shall be able to continue to function:
 - (a) If no BSM has been received, whether due to an airline DCS or message distribution failure, the BRS shall record the container in which a bag is loaded, sequence no. etc.
 - (b) If BRS is configured for sending BPMs, then the BPMs shall be stored locally until they are sent.

4.2 BRS DEPLOYMENT

- 4.2.1 Supplier shall provide the infrastructure requirements for the on-premise Option and Hosted Infrastructure if hosted outside SriLankan. SriLankan IT Systems is an ISO/IEC 27001:2013, ISO/IEC 20000:2011 & ISO 9001:2008 certified entity. Supplier shall propose the both deployment options if available.
- 4.2.2 The supplier shall provide a Wi-Fi solution with access points covering all operational areas specified in table 1.1.
- 4.2.3 The supplier shall provide a comprehensive plan for the deployment to be completed within the specified timelines by covering all aspects not limiting to device installation, configurations, passive infrastructure requirements, testing etc. along with the proposal.
- 4.2.4 The proposed solution shall have a disaster recovery facility built into the solution.

4.3 SOFTWARE

- 4.3.1 All software provided, including operating systems, shall be the latest stable version available at the time of the project award and are installed with the latest patches available.

- 4.3.2 The BRS supplier shall provide proper patch management solution for all systems/ applications and if any versions no longer supported are upgrade or replaced.
- 4.3.3 The software licenses shall be valid for the entire contract period.
- 4.3.4 All software updates and upgrades shall be entirely free of cost within the contract period.
- 4.3.5 All software should be enterprise grade and complied with its licencing terms defined by its principle.
- 4.3.6 The BRS supplier shall maintain software levels and version control of the solution.

4.4 INTERFACES

- 4.4.1 The solution shall provide an interface to the common use check-in system (CUTE/CUPPS), enabling access to BRS from any common use workstation.
- 4.4.2 The solution shall interface with one or more Global Message Distribution Services for the exchange of baggage information messages from/to all carriers/external systems.
- 4.4.3 The solution shall have direct links with airline DCSs for the exchange of baggage information messages from/to all carriers/external systems.
- 4.4.4 The solution shall be capable of interfacing airport FIDS or any other external system to get flight information in real time.
- 4.4.5 The solution shall be integrated with WorldTracer and shall transmit forward messages as appropriate during the handling of expedite baggage.
- 4.4.6 The solution shall be capable of interfacing with DCS to send final bag count/no. of pieces/weight etc. (to Weight & Balance system)

4.5 BRS HARDWARE

- 4.5.1 The supplier shall provide the required servers, network equipment, Wi-Fi network and related peripherals that must be recognized and evaluated by independent market research organizations / bodies in their most recent publication as of proposal submission date and recognized as “Leaders” in respective field (Gartner Magic Quadrant®, IDC, Forrester etc.).
- 4.5.2 The supplier needs to provide on-site, comprehensive, back-to-back warranty from Original Equipment Manufacturer (OEM) for the contract period from the UAT sign off date. This should also include all relevant software subscriptions (critical hot fixes, service packs and upgrades)
- 4.5.3 For on-premises installation (system hosted at SriLankan premises) SLAL will provide data centre services (server racks, air-condition, UPS power and LAN/WAN). All BRS servers shall be installed in SLAL datacentre (BIA).
- 4.5.4 If the proposed solution hosted outside SriLankan premises, supplier shall include all the WAN links with two different ISP for redundancy. Supplier shall provide a separate cost break down for WAN links. SLAL has the right to decide whether to purchase one or more components from the supplier or provided by SLAL.
- 4.5.5 Life span of all supplied equipment (scanners, batteries & charges) shall be given along with equipment list.
- 4.5.6 Manufacturers’ certification shall be provided for continuous availability of the server and network infrastructure solution for minimum contract period. Manufacturers’ certification for the availability of spares and support for the products should be minimum of contract period (5) +2 years.

4.6 HANDHELD BAGGAGE SCANNERS

- 4.6.1 The supplier shall propose mobile scanners with **handle (much preferred single unit), protective covers/rugged boots and screen protectors**. Supplier shall propose one or more scanner models with associated cost for each model separately.
- 4.6.2 The supplier shall provide following mobile scanner accessories; hand strap, cradle, data cable as specified in the bill of material.

- 4.6.3 The handheld scanners shall suitable for use by baggage loaders, supervisors and RAMP agents in their working environment (baggage make-up area, belts, and on the apron) and for their working patterns.
- 4.6.4 The handheld scanners shall have the following characteristics,
- (a) Ability to scan the bar codes of bag tags in order to identify the individual piece of baggage to the BRS
 - (b) Capable of reading smeared, scratched and crunched barcoded bag tags.
 - (c) Latest version of Windows/Android or any other industry standard enterprise mobile operating system.
 - (d) Capable of scanning of 1D barcodes.
 - (e) Minimum 1D BC Scanning Range: 8in (20.32cm) to 30in (75cm)
 - (f) Reading 2D & RFID tags
 - (g) Support IEEE 802.11 a/b/g/n. standards
 - (h) Support 3G/4G mobile network
 - (i) Support EAP/LEAP network authentication and WPA2 security.
 - (j) Notification: Audible tone and Multicolour LED
 - (k) Audio: High quality Speaker with Microphone & Head Set Jack
 - (l) Alpha-numeric keyboard (hard keys)
 - (m) Weight less than 800g (including battery and other accessories)
 - (n) Ultra-rugged, robust, Weatherproof and ready for everyday operation in an airport environment (IP 64 standard minimum, IP67 preferred)
 - (o) Operating temperature should be between 0 C and +40 C
 - (p) Withstand repeated drops of at least 1.8m (6FT) onto concrete across the operating temperature range.
 - (q) Gun type handheld scanner with handle (preferred single unit) max. dimensions of 28cm L x 12cm W x 20cm H
 - (r) Scanners on the fly upgrade/configure/track (GPS) facility
- 4.6.5 The re-charging device shall be able to re-charge 4 batteries (minimum) simultaneously in fast/rapid charge mode with cradle or battery only.
- 4.6.6 The supplier should provide spare batteries as specified the bill of material.
- 4.6.7 Battery capacity shall be 4000 mAh or higher of Lithium-Ion.
- 4.6.8 The solution shall support for tracking of physical location of handheld scanners.

4.7 NETWORK

- 4.7.1 Supplier shall provide the core and peripheral network elements necessary for the proposed solution.
- 4.7.2 Local Area Network (LAN) in both airports in the scope will be provided by the SLAL and BRS Supplier shall use the existing SLAL network back bone to connect access points and to the UL datacentre. If the proposed solution is cloud base solution, the supplier shall provide connectivity to the hosted cloud services and all other related third-party connections (BSM feed/s, internet, dedicated links, etc.).
- 4.7.3 The Connectivity between BIA and MRIA will be provided by SLAL.
- 4.7.4 Supplier shall perform an assessment study for the current network infrastructure and if any change is required it shall be clearly indicated along with the proposal.
- 4.7.5 The supplier shall do a site survey to determine the Wi-Fi network requirement.
- 4.7.6 The supplier shall deliver and maintain Wi-Fi network and manage end-to-end including all Wi-Fi related infrastructure components such as access points, wireless controllers, antennas etc.

- 4.7.7 The supplier shall include necessary controls and audit requirements to the proposal to provide a secure and reliable W-Fi network to meet SLAL requirements specified.
- 4.7.8 SLAL IT team should have “Read Only” access for all Wi-Fi network devices deployed.
- 4.7.9 SLAL IT team shall have the right to audit and review the configurations of all devices in the solution.

4.8 PC WORKSTATIONS

- 4.8.1 The workstation shall support latest MS windows client operating systems & industry standard latest web browsers.
- 4.8.2 The supplier shall provide minimum PC hardware, operating system, monitors (Screen) and large screens to run BRS client application smoothly in operational areas. Supplier shall provide a separate cost break down for PC hardware. SLAL has the right to decide whether to purchase components from supplier or provided by SLAL.

4.9 PERFORMANCE

The proposed solution shall meet the following performance requirements under maximum load conditions:

- 4.9.1 The response time of the BRS at any time shall be less than 1 sec. and two consecutive bag tag scans shall perform with in 2 sec. 24 hours x 7 days (365 days) for all Users
- 4.9.2 The system failover activity between active and stand-by servers shall be performed in less than five 5 minutes with no effect on currently logged in users’ operations.
- 4.9.3 Cold System restart shall be operated in less than 10 minutes.
- 4.9.4 Wi-Fi roaming facility shall be available for seamless access and uninterrupted user experience.
- 4.9.5 The proposed solutions’ service availability shall be better than 99.99%, measured on a monthly basis. Single incident should not be last over 20 mins impacting the full operation of the BRS
- 4.9.6 In an event solution failed to meet the performance specified, the BRS supplier shall requires upgrade/changing the system without any additional cost to SLAL.

4.10 USER MANAGEMENT

- 4.10.1 The system shall support a comprehensive user administration functionality (roll management, rights management, granular user categorization based on the user roles, groups, authority levels etc. and set different policies for each category etc.).
- 4.10.2 The solution shall capable of maintaining all the inactive user profiles and history data (for auditing purposes)
- 4.10.3 The solution shall support multiple ground handlers independently in separate partitions.
- 4.10.4 Users shall not be able to view, modify or process data of flights that are handled by other GHAs.
- 4.10.5 A GHA shall be able to handle flights of any airline that it is contracted to handle according to different baggage handling policies (baggage segregation) of each airline.
- 4.10.6 A GHA shall be able to delegate the handling of flights to another GHA, if required, for operational reasons. Both GHAs must be able to update the flight. The delegated GHA must only be able to access the delegated flight, and no other non-delegated flights from the same carrier.
- 4.10.7 The Solution shall support for integration with SLAL existing Active Directory. The permission should be provided by AD group)
- 4.10.8 The Solution shall support and provide single sign on (SSO).
- 4.10.9 Each user shall be assigned to a “Group” which defines the functions/privileges that the user can access. The group functions/privileges shall be defined by the system administrator(s).
- 4.10.10 Solution shall provide a role-based access control with granularities. (e.g. User unlock facility shall be able to assign to individual user, without any other admin privilege)

- 4.10.11 The solution shall maintain the user permission and access hierarchy. Any user shall not be able to create users with higher privilege/authority levels.
- 4.10.12 User passwords shall be stored in an encrypted format & support password complexity.
- 4.10.13 User accounts creation shall be associated with configurable expiry date.
- 4.10.14 All user activities are required to be retained throughout the contract period, even the user has been inactive/deleted.
- 4.10.15 New account creation shall have the facility to associate an old account (de-activated) of a specific user for the continuation of his/her activity.
- 4.10.16 Mobile application and access privileges shall be controlled by the system administrator.
- 4.10.17 The solution shall facilitate to provide User access matrix.

4.11 SECURITY

- 4.11.1 The solution shall provide data protection, separation and privacy to prevent unauthorised data access by people or programs, specially hackers, viruses and worms.
- 4.11.2 The supplier shall maintain the solution to meet the industry security standards, including ISO27001 and ISO20000, during the contract period.
- 4.11.3 The supplier shall ensure that any device that is connected to the Solution provided by the supplier on permanent or temporary basis (including Servers, PCs, laptops, network devices etc.) and any items used to provide the service shall comply with the security standards set by SLAL. SriLankan IT Division is certified for ISO/IEC 20000-1:2011 IT Service Management System Standard, ISO 27001:2013 for Information Security Management Systems and ISO 9001: 2018 for Quality Management in Software Engineering.
- 4.11.4 Supplier shall provide Data Privacy and Information Security policies regarding cloud base solution.
- 4.11.5 The Supplier shall not use or disclose SLAL data except as may be required to provide the services or as instructed by SLAL.
- 4.11.6 The supplier shall be responsible with limited liability for the security of the information in transit of data network (excluding any breach of security by SLAL or any contractor, agent, or any other sub contracted party of SLAL).
- 4.11.7 The supplier shall agree and acknowledge to any instructions and policies provided by SLAL regarding the access polices and use of the sites, in relation to security, health, conduct and safety.
- 4.11.8 The supplier shall co-operate with any investigations related to security, which is carried out by SLAL or on behalf of SLAL.
- 4.11.9 The Solution shall have facility to log all user activities/events and SLAL shall have unrestricted access to review/retrieve them at any given time. Comprehensive logs will forward to (security Information Event Management) SIEM provided by SLAL.
- 4.11.10 SLAL (or SLAL`s representatives) shall have the right to conduct an audit of the system quarterly.
- 4.11.11 The supplier shall ensure to give their support during any audit/s by providing all required assistance and access to all systems, data and records relating to the all services.
- 4.11.12 The supplier shall provide controls and audit checks of Wi-Fi network.
- 4.11.13 The supplier shall provide security features as in ICAO Annex 17 and IATA recommended practise 1745.

4.12 WEB SERVICES/ API

- 4.12.1 The supplier shall provide a list of all Web services/APIs available for third party integrations.
- 4.12.2 The supplier shall provide Web Services/API to retrieve and download BRS data the to a SLAL external database systems.
- 4.12.3 The supplier shall provide the web services/APIs without any additional usage cost.
- 4.12.4 The WEB url shall ensure with SSL certificate (Internal CA or External CA)

4.13 NOTIFICATION TO PASSENGERS

- 4.13.1 The solution shall provide facilities to send notification (e-mail/SMS) to passengers. For example, notify passenger after loading the bag.
- 4.13.2 The solution shall provide the required information to send Passenger notification on baggage status.

4.14 EQUIPMENT TRACKING and MANAGEMENT

- 4.14.1 An application shall be incorporated to monitor the physical location of the scanner by detecting the access point/GPS or any mechanism of the mobile scanner device. Cost of optional items shall be given separately in the ANNEXURE B: FORM B-I/B-II of this proposal.
- 4.14.2 The BRS shall provide facilities to track the physical location of handheld baggage scanners.
- 4.14.3 The BRS shall provide facilities to view handheld scanner maintenance and usage logs.
- 4.14.4 The user activity log shall capture the locations (defined in the system) at each time when a user performs any action with scanner.
- 4.14.5 BRS shall display number of scanners to login to a flight with the location and number of bags loaded with the scanner on time scale wise.
- 4.14.6 The BRS shall provide facility to assign handheld baggage scanners with the function location and shall be able to change the location when admin required which need to be maintained on scanner log.
- 4.14.7 Alert on equipment not being use for a period (E.g. Day), should have a screen to display the usage of current scanners along with the flight number, no. of bags, loaded time wise.

4.15 IATA MESSAGE TYPES

- 4.15.1 The solution shall be capable of processing below incoming messages
 - (a) BSM / Terminating BSM/ CHG and DEL BSM
 - (b) BTM
 - (c) BUM
 - (d) BPM
 - (e) BMM
 - (f) FOM /FCM
- 4.15.2 The solution shall be capable of sending below messages
 - (a) BPM
 - (b) BMM
 - (c) BNS
 - (d) BSM
- 4.15.3 The solution shall be configured to send BPM for operations such as, bag load, bag offload, ULD offload, ULD transfer etc.

4.16 BACKUP and RESTORE

- 4.16.1 The supplier shall ensure adequate backup procedure is in place for the system/s provided including a back-up of data every 24 hours.
- 4.16.2 The supplier shall retain data for below given time frames.
 - a) Online Baggage data - Until one (01) year from fist record of the bag.
 - b) Archive baggage data - for the initial contract period & including any further extensions.
 - c) Availability of historical data on exit of contract for cloud-based solution - data shall be available to download csv or xlsx format.
- 4.16.3 The supplier shall restore archived data (more than one year old) to a suitable environment based on SriLankan IT request. (on demand)

5 SERVICE LEVELS, SERVICE CREDITS & MAINTENANCE

5.1 SERVICE LEVELS

- 5.1.1 The award of the contract for implementation of the solution and support services shall be conditioned on the subsequent execution of a formal written Services Contract. The Service Level agreement shall be finalized and be part-and-parcel of such an agreement. The Service Level agreement shall be based on the service requirements stated throughout ANNEXURE A of this document.
- 5.1.2 Supplier shall propose the expected Service Levels in a Service Level Agreement. This shall include industry standard compliance components as well as penalties for non-conformity. Finalizing the Service Level Agreement with SriLankan Airlines is the responsibility of the prospective supplier. Supplier shall make sure to propose and maintain meaningful business-related Service Levels appropriate to the operations now and in the future.
- 5.1.3 Supplier shall maintain standard availability of the system at 99.99% with sufficient redundancies and other high availability measures shall be incorporated at the design stage and supplier shall be able to explain clearly how the design caters for the requirements.
- 5.1.4 The supplier shall maintain all necessary systems and processes to monitor and report on Service Levels for and on behalf of SriLankan IT. Supplier shall generate reports on Service Levels and share with SriLankan IT Service Delivery Team, IT Service Desk.
- 5.1.5 A maintenance window not exceeding 1 hour can be maintained monthly at a pre agreed convenient time slot for SLAL. This maintenance window can be used only for schedule maintenance if planned only and need to obtain prior consent from SLAL. This window will be excluded from availability calculation.
- 5.1.6 For the purpose of System Availability calculation, a system unavailability (inclusive of scheduled downtimes) is considered as a situation which renders the system to be:
- either be totally unavailable
 - or Having a major impact on a critical business operation supported by the system
 - or Hampering more than 50% of the active users (scanners) in using the application.

Availability is measured as a percentage of the total time over a set period less unscheduled downtime in that period expressed as a percentage of the total time in the period.

$$\text{Availability} = \frac{(\text{Total Time in Period} - \text{Unscheduled Downtime}) \times 100}{\text{Total Time in period}}$$

- 5.1.7 An account manager shall be appointed by the supplier on implementation of the solution for all managerial communication to be channeled.
- 5.1.8 Support team shall be established to provide 24x7 global support as per service levels defined below. The team shall attend promptly for the issues, incidents and service requests.
- 5.1.9 The support team of the supplier shall support multiple methods for problem reporting on services including but not limited to Telephone calls, emails, or through a published web portal (preferred) to SriLankan IT.
- 5.1.10 The supplier shall clearly define remote support procedures for 24x7 support to enable a smooth workflow and reduce operational problems which could occur in case of time zone differences.
- 5.1.11 The supplier shall provide incident logs and reports for all incidents and problems.
- 5.1.12 The supplier shall provide necessary access to the SriLankan technical support teams for all deployed environment.
- 5.1.13 The supplier shall agree to test all new releases or modifications to the system in the TEST environment before enabling to the users.
- 5.1.14 Additionally, Preventive maintenance shall be carried out by Solution provider as part of this agreement, including but not limited to,
- a) Prompt Patch updates and Version Upgrades

- b) Quarterly health checks
- c) Periodic optimization reviews
- d) Monthly service reviews with operational statistics

5.1.15 Account manager or the Help Desk shall provide standard reports online or through pre agreed communication channel and Comprehensive incident reports including resolution and preventive action taken.

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

- a) Severity 1- Critical- an incident where any Service(s) (data, servers, network, application, scanners or functionality) that has/have a critical business impact is/are not available to users (more than 50%) of the affected Service(s). The Users have no alternatives to undertake critical business functions.
- b) Severity 2 - High - an incident where any Service(s) (data, network, application, scanners or functionality) that has/have a critical business impact is/are not available to part of (between 10% - 50%) Users, or Complete failure of a major functional area. Users do have alternatives and workarounds available to be able to undertake critical business functions.
- c) Severity 3 -Low- an incident where any Service(s) (data, network, application, scanners or functionality) has/have a minor impact such as Transaction failure(s)/abort(s), or validation error(s) on functions performed by Users.
- d) Severity 4 -Cosmetic - an incident where any other Service degradation not covered by definitions of Severity 1-3 Problems. In these cases, application software can be used without inconvenience, but an incident of cosmetic nature has occurred. The remedy for these cases will be included in a maintenance release or amendment to the source code or next release of the application software as governed by the terms of the agreement or SriLankan may order software upgrade as from time to time.

5.1.17 SERVICE LEVEL TARGETS

	Reporting Window	Response time	Resolution time
Severity 1	24x7	5 min	25 min
Severity 2	24x7	15 min	45 min
Severity 3	24x7	60 min	2 Hour
Severity 4	24x7	24 hrs.	3 days
Service Availability	99.99% measured over a calendar month		
Change request/New request - Critical (Business or operational impact if not implemented immediately)	Complete within 3 day		
Change request/New request - Normal	Complete within 7 days		

5.1.18 FAULT ESCALATION & NOTIFICATION PROCEDURE

	Reporting Window	SUPPLIER Response Time	SUPPLIER Resolution Time	Fault Resolution Time
Severity 1	24x7	within 5 minutes.	Within 25 minutes	Within 30 minutes
Notification	If no response within response time, notification as follows SUPPLIER: SriLankan IT Service Desk (ITSD): Service Desk Manager, Lead Network Engineer (Airport & Flight Operations), IT Business Systems Manager (airport & RAMP)		If no resolution within fault resolution time, notification as follows: SUPPLIER: ITSD:IT Business Systems Manager (airport & RAMP), Manager IT Business Systems Manager (Airport)	
	Reporting Window	SUPPLIER Response Time	SUPPLIER Resolution Time	Fault Resolution Time
Severity 2	24x7	Within 15 minutes.	Within 45 minutes	Within 60 minutes
Notification	If no response within response time, notification as follows SUPPLIER: SriLankan IT Service Desk (ITSD): Service Desk Manager, Lead Network Engineer (Airport & Flight Operations), IT Business Systems Manager (Airport & RAMP)			
Severity 3	24x7	Within 60 minutes	Within 2 hours	Within 3 hours
Notification	If no response within response time, notification as follows SUPPLIER: SriLankan IT Service Desk (ITSD): Service Desk Manager, Lead Network Engineer (Airport & Flight Operations), IT Business Systems Manager (airport & RAMP)			
	Reporting Window	SUPPLIER Response Time	SUPPLIER Resolution Time	Fault Resolution Time
Severity 4	24x7	Within 24 hours	Within 3 days	Within 4 days
Notification	If no response within response time, notification as follows SUPPLIER: SriLankan IT Service Desk (ITSD): Service Desk Manager, Lead Network Engineer (Airport & Flight Operations), IT Business Systems Manager (airport & RAMP)			

- 5.1.19 Supplier shall provide a draft Service Level Agreement (SLA) is a prerequisite for the prospective supplier to proceed on the final evaluation.
- 5.1.20 The supplier shall provide a solution for all the Incidents and Problems within the SLA. The supplier shall responsible for the end-to-end system availability.
- 5.1.21 The supplier shall notify to SriLankan ITSD as soon as the Supplier identify an unplanned outage.
- 5.1.22 The supplier shall provide escalation procedure (including supplier side escalations) for each type of incidents and problems.
- 5.1.23 The supplier shall perform and deliver a Root-Cause Analysis for any or all incidents that failed to meet a Service Levels in any given period, and for an occurrence of a Severity 1, 2 or 3 Incident/s or Problem/s.
- 5.1.24 Service Monitoring
 - a) The supplier shall do proactive monitoring of the services by 24X7.
 - b) The supplier shall provide tools to SriLankan IT to monitor the services
- 5.1.25 The supplier shall do service / system improvements based on the outputs of service monitoring.
- 5.1.26 The supplier shall configure Alerts to notify/warn on critical system or component failures.
- 5.1.27 Change Management Procedures
 - a) The supplier shall provide an industry standard Change Management Procedure to be in place for handling modifications or enhancements.
 - b) SriLankan shall request modifications to system via Change Request form which will be included in the maintenance agreement or by any availed electronic change management system and both parties shall mutually agree on deliverable dates

5.1.28 Maintenance and Planned outages

- a) The supplier shall agree with SriLankan IT on Planned Outages with a minimum pre notification period of 7 days (except in case of an emergency) or preferably through a mutually agreed schedule indicating Type of maintenance, Number of occurrences per year, maximum duration of planned outage, Date and Time, number of days for Pre-notification.
- b) All requests by the supplier for downtimes will be processed in accordance with the agreed process.

5.1.29 Unplanned Outages

- a) The supplier shall notify SriLankan IT Service Desk as soon as the Supplier identify the occurrence/need of an outage which is not included in the planned outage schedule.

5.1.30 The proposed solution shall be covered with adequate Disaster Recovery and Business continuity aspects to support the critical business operations.

5.1.31 The warranty shall begin on the date that the site acceptance is signed by both parties.

5.1.32 Service Credits

- a) A service credit scheme should be included in the Service Level Agreement. SLAL propose following Service Credit scheme and bidder can propose any other commitment to ensure the product stability,
- b) US\$ 500 per 1% or part of it lower from availability target set in Clause 5.1.17 above.
- c) US\$ 250 for the first hour and US\$ 50 for every hour exceeding the resolution target for Severity 1 incidents.
- d) US\$ 100 for the first hour and US\$ 25 for every hour exceeding the resolution target for Severity 2 incidents.

5.1.33 The above proposed service credits do not anyway compensate the business loss to SLAL. As such regular failures and inability to meet the agreed service levels will be taken as SLA breach by the bidder. SLAL has the sole right to terminate SLA in such instances.

5.1.34 Incidents classification shall be performed by SLAL based on priority or criticality of the issue

5.2 MAINTENANCE

5.2.1 The supplier shall support and maintain all the hardware & software (including scanner handles if detachable & chargers provided) throughout the contract period.

5.2.2 The Maintenance period will commence from the day of successful User Acceptance Test (UAT) by SLAL.

5.2.3 The solution shall be capable of delivering following support level or better

- a) 1st Level Support (L1): 24x7 by SLAL for basic end user support and troubleshooting
- b) 2nd Level Support (L2 and above): 24x7 by Supplier

5.2.4 The supplier shall provide required documentation/technical sessions in order to carryout 1st level support services.

5.2.5 Back up equipment and spare parts shall be maintained by the Supplier (not limiting to minimum BOM requirement) and shall ensure that there are adequate back up equipment and spare parts available on-site throughout the contract period. No additional cost will be paid by SLAL for such provision. A repair and return mechanism to be proposed for the third level support to be carried out at manufactures premises. Any transportation charges to be borne by the supplier.

5.2.6 The Supplier shall perform the second and third level of maintenance, including software bugs correction and creation and delivery of patches and upgrades.

5.2.7 During the contract period any defective item/s shall be replaced with supplier provided to ensure uninterrupted operation of the system. All faulty items shall be replaced or repaired by the supplier during the warranty period and shall be free of charge to SriLankan Airlines.

5.2.8 Supplier shall manage & maintain the product life cycle of all the components (including handles if detachable and chargers) in the solution during the contract period.

- 5.2.9 Supplier shall provide 8x5 On-site engineer to cover second and above levels of hardware and software support.
- 5.2.10 The Supplier shall provide a 24x7 available contact including telephone-mail, incident reporting portal to report incident related to the solution faults.
- 5.2.11 The supplier shall provide an acceptable insurance cover (policy) to the SriLankan Airlines, for the damages that may result to SriLankan Airline's equipment or property from mishandling by supplier's personnel

6 TRAINING, ACCEPTANCE & DOCUMENTATION

6.1 TRAINING

- 6.1.1 Supplier shall ensure comprehensive training is provided for below groups.
 - a) Application Users (baggage loading staff, officers & Supervisors)
 - b) Operations Users (Help Desk and other first Level Support staff)
 - c) Technical staff (Network Administrators, database administrator and other back end support staff).
 - d) Application Support staff (team who will directly support application administration, configuration changes etc)
 - e) Trainers (Can be Application support staff or supper user/User Champions)
- 6.1.2 Supplier shall provide comprehensive training document set which is renewed along with any system upgrades or changes to be used for continuous training for different user groups
- 6.1.3 The technical support related training and documentation supplied by the solution provider shall cover incident logging, update, escalation, service report generation etc.
- 6.1.4 The Supplier shall employ qualified and experienced trainers to conduct the user/Admin training
- 6.1.5 The supplier shall make available a training system that is identical to the system used in production environment.
- 6.1.6 The Supplier shall provide one complete set of training documents to each trainee at least one (1) month prior to the commencement of the training course in electronic form.
- 6.1.7 In addition to local training, Supplier shall provide a system administration training on supplier's accredited training centre for minimum of 4 users without additional cost.
- 6.1.8 Supplier shall offer a "Train the Trainer" training program with a supplier ratified certification.
- 6.1.9 The supplier shall offer an online training package to expedite training for users.
- 6.1.10 The supplier shall provide CBT (Computer Base Training) platform to SriLankan.

6.2 ACCEPTANCE

- 6.2.1 The Supplier shall test each Service and/or applicable Deliverable prior to delivery to SLAL to ensure that it can provide the features and functions set out in the agreed specifications.
- 6.2.2 SLAL shall only accept fully complied solutions that meet the requirement stated in this document.
- 6.2.3 The Supplier shall purpose detailed System acceptance procedures (UAT) to verify the full compliance of the installed System with RFP requirements and specifications. The test procedures shall be submitted to SLAL for approvals, one (01) month before commencement of the User Acceptance Test (UAT).
- 6.2.4 The Supplier shall be responsible for incorporating and testing any modification found necessary as a result of the UAT at Supplier`s sole expense. SLAL reserves the right to require any completed test to be re-performed to verify that no adverse effects result from the change/ modification.
- 6.2.5 The Supplier shall also be responsible for updating all impacted documents, including the revised

test procedures. The BRS Supplier shall propose a new schedule for the respective tests. Nonetheless, the Supplier shall be responsible to ensure that the project key dates are respected.

- 6.2.6 There will not be any additional cost of any form for re-performed the tests and making the required modifications to the system and/or documents.
- 6.2.7 All tests pertaining to the solution shall be conducted with the minimum interruptions to the airport operations and the operational functions of all existing computer systems. All tests affecting the airport operations and the reliability and availability of the existing computer systems will be scheduled during low traffic period in accordance with the SLAL.
- 6.2.8 Any software or hardware failure, restart or changeover during the UAT that resulted modification shall be logged and reported.
- 6.2.9 Repeated User Acceptance Testing failures of mandatory requirements shall permit SLAL to terminate the project at sole discretion of SLAL.
- 6.2.10 A post Cut-Over review will be held no later than 60 days after Cut-Over.

6.3 DOCUMENTATION

- 6.3.1 The BRS supplier shall prepare and provide to SLAL and subsequently maintain the following documentation, records and materials in electronic form and in accordance with Good Industry Practice.
 - (a) Functional Specification
 - (b) User Guides for the BRS application & scanner application
 - (c) User training materials
 - (d) System Administration and Configuration Guides
 - (e) Documentation relating to customisation and configurations
 - (f) Incident escalation form/s
 - (g) Logical and Physical network implementation/ system architecture drawings

7 OTHER REQUIRMENTS

7.1 TERM

- 7.1.1 The Supplier shall agree to an initial term of 5 years.
- 7.1.2 SLAL will engage with Supplier for a support agreement for five (05) years period commencing from the acceptance of proposed solution.
- 7.1.3 The Supplier shall agree to provide the option to extend the initial contract term by written mutual agreement on the same terms and conditions.

7.2 ON-LINE HELP

- 7.2.1 An on-line help for the BRS application facility shall be available on the workstation.
- 7.2.2 Help screens shall be context sensitive.

7.3 BILLING capability for Ground Handling Agents

- 7.3.1 A billing model to be proposed with solution where monthly billing reports should be able to generate for number of bags reconciled for each airline. Different Tariff model for each airline should be configurable. The SLAL at its discretion is subject to change the billing model.

7.4 BILL OF MATERIAL (BOM)

The BOM shall be based on the deployment of the system proposed in the airports in scope and supplier shall have the flexibility to survey the existing airports (BIA/MRIA) operational requirements and estimate the extract need of the BOM. Following table will reflects the minimum end-user devices requirement (full scale operation). BOM for core infrastructure (servers, storage, network, firewall, Wi-Fi network, controllers, Hosting, WAN links etc.) and DR site infrastructure shall be decided by the solution provider with the architecture of the proposed solution.

Airport	BIA									
	MANDATORY							OPTIONAL		
Area	Access Point's (external)	Access Point's (internal)	Scanners (with Battery)	Spare batteries	Chargers [4slot] (batteries only)	Chargers [4/5 slot] (with scanner)	Hand Satrap	Admin Workstations	32" information Display	Single slot cradle charger
Bays	20	-	-	-	-	-	-	-	-	-
Baggage Departure	1	15	26	20	5	2	13	4	2	15
Baggage Transfer 1	-	7	17	20	5	1	8	2	1	5
Baggage Transfer 2	-	3	8	8	2	1	4	1	1	5
Bag Arrival	-	4	6	4	1	1	3	-	-	-
VIP	-	1	-	-	-	-	-	-	-	-
VVIP	1	-	-	-	-	-	-	-	-	-
Training Facility	-	1	-	-	-	1	-	1	-	-
IT - Backup	1	2	8	2	1	1	-	1	-	-
TOTAL	23	33	65	54	14	7	28	7	4	25

Airport	MRIA								
	MANDATORY							OPTIONAL	
Area	Access Point's (external)	Access Point's (internal)	Scanners	Backup batteries	Chargers (batteries only)	Chargers (with scanner)	Hand Strap	Admin WS	32" information Display
Bays	2	-		-	-			-	
Baggage Departure	-	2	6	6	2	1	3	2	1
Arrival			2	2			1		
IT-Backup			1		1	1			
TOTAL	2	2	9	8	3	2	4	2	1

Note I - Actual number of access points should include by the supplier after site survey.

Note II - Cost of optional items specified in BOM shall be given separately in the ANNEXURE B: FORM B-I/B-II of this proposal.

8 CONTENT OF THE OF THE PROPOSAL

Notwithstanding to the general requirement of the RFP, the proposal should content the following information.

- 8.1 Duly completed statements of compliance list FORM A I
- 8.2 General company information, date of incorporation etc.
- 8.3 Staff strength, their capabilities and from which countries support is rendered.
- 8.4 Technological skills areas and domains.
- 8.5 Brief descriptions about key projects handled.
- 8.6 Current clientele for the proposed product.
- 8.7 Technological Platform and development tools.
- 8.8 Proposed hosting options and related pricing (hosting at SriLankan or any other location)
- 8.9 Time frame for delivering the project.
- 8.10 Any value additions provided in the solution
- 8.11 Comprehensive Disaster Recovery Plan
- 8.12 Post Implementation Plan - Staff Training Programs and user Guides.
- 8.13 Comprehensive UAT plan and test cases required
- 8.14 Should indicate the implemented Version's along with the release date, year.
- 8.15 Comprehensive user training/administration and technical training / first level trouble shooting / user manuals on System should be provided with adequate documentation.
- 8.16 State the standard interfaces available to connect to external systems (web services)
- 8.17 System must be open and flexible to support future enhancements and customizations.
- 8.18 Should be able to pay unannounced visits to major customers of the supplier and head office.
- 8.19 Product brochures and catalogues are required for pre-assessment.
- 8.20 Business Continuity plan with clear goals towards managing the products should be submitted for the evaluation

FORM A I - SAMPLE COMPLIANCE CHECK LIST

RFP Requirement		Mandatory	Optional	Remarks
2	Business Requirement			
	2.1	General Requirement		
		2.1.1	Y	
		2.1.2	Y	
		2.1.3	Y	
		2.1.4	Y	
		2.1.5	Y	
		2.1.6	Y	
		2.1.7	Y	
		2.1.8	Y	
		2.1.9	Y	
		2.1.10	Y	
		2.1.11	Y	
		2.1.12		
		(a)	Y	
		(b)	Y	
		(c)	Y	
		2.1.13		Y
		2.1.14		
		(a)	Y	
		(b)		Y
		(c)		Y
		(d)		Y
	2.2	Standards and Compliance		
		2.2.1	Y	
		2.2.2	Y	
		2.2.3	Y	
		2.2.4	Y	
		2.2.5		Y
		2.2.6	Y	
		2.2.7	Y	
	2.3	System Sizing		
		2.3.1	Y	
		2.3.2	Y	
		2.3.3	Y	
		2.3.4	Y	
3	Functional Requirements			

RFP Requirement		Mandatory	Optional	Remarks
3.1	General			
	3.1.1	Y		
	3.1.2	Y		
	3.1.3	Y		
	3.1.4	Y		
	3.1.5	Y		
	3.1.6		Y	
	3.1.7	Y		
	3.1.8		Y	
	3.1.9	Y		
	3.1.10	Y		
	3.1.11	Y		
3.2	Container Management			
	3.2.1	Y		
	3.2.2	Y		
	3.2.3	Y		
	3.2.4	Y		
	3.2.5		Y	
	3.2.6	Y		
	3.2.7	Y		
	3.2.8	Y		
	3.2.9		Y	
	3.2.10	Y		
	3.2.11		Y	
	3.2.12	Y		
	3.2.13	Y		
	3.2.14	Y		
	3.2.15		Y	
	3.2.16			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	3.2.17	Y		
	3.2.18		Y	
	3.2.19		Y	
	3.2.20	Y		
3.3	Baggage segregation			
	3.3.1			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	3.3.2	Y		

RFP Requirement		Mandatory	Optional	Remarks
	3.3.3	Y		
	3.3.4	Y		
3.4	Loading and off-loading of bags			
	3.4.1	Y		
	3.4.2	Y		
	3.4.3	Y		
	3.4.4	Y		
	3.4.5	Y		
	3.4.6	Y		
	3.4.7	Y		
	3.4.8	Y		
	3.4.9	Y		
	3.4.10	Y		
	3.4.11	Y		
	3.4.12	Y		
	3.4.13	Y		
	3.4.14	Y		
	3.4.15	Y		
	3.4.16	Y		
	3.4.17	Y		
	3.4.18	Y		
	3.4.19		Y	
	3.4.20	Y		
	3.4.21	Y		
3.5	Warning and Alerts			
	3.5.1	Y		
	3.5.2	Y		
	3.5.3	Y		
	3.5.4	Y		
3.6	Expedite (RUSH) Bags			
	3.6.1	Y		
	3.6.2	Y		
	3.6.3	Y		
	3.6.4	Y		
	3.6.5	Y		
	3.6.6		Y	
	3.6.7	Y		
	3.6.8		Y	
	3.6.9	Y		
	3.6.10	Y		
3.7	CREW Bags			
	3.7.1	Y		

RFP Requirement		Mandatory	Optional	Remarks
	3.7.2	Y		
	3.7.3	Y		
3.8	GATE Bags			
	3.8.1	Y		
	3.8.2	Y		
3.9	Standby Bags			
	3.9.1	Y		
	3.9.2	Y		
3.10	Other type of bags			
	3.10.1	Y		
	3.10.2	Y		
	3.10.3	Y		
	3.10.4		Y	
3.11	Transfer Bags			
	3.11.1	Y		
	3.11.2	Y		
	3.11.3	Y		
	3.11.4	Y		
	3.11.5	Y		
3.12	Onward Connecting Bags			
	3.12.1	Y		
3.13	Arrival Baggage			
	3.13.1	Y		
	3.13.2	Y		
	3.13.3	Y		
	3.13.4	Y		
3.14	Problem Bags			
	3.14.1	Y		
3.15	Baggage Tracking			
	3.15.1	Y		
	3.15.2	Y		
	3.15.3	Y		
	3.15.4	Y		
	3.15.5	Y		
	3.15.6	Y		
	3.15.7	Y		
	3.15.8	Y		
3.16	Search Facilities			
	3.16.1	Y		
	3.16.2	Y		
	3.16.3	Y		
	3.16.4	Y		
3.17	Baggage inquiry			

RFP Requirement		Mandatory	Optional	Remarks
	3.17.1	Y		
	3.17.2	Y		
	3.17.3	Y		
	3.17.4	Y		
	3.17.5	Y		
	3.17.6	Y		
	3.17.7	Y		
	3.17.8	Y		
3.18	Flight Creation			
	3.18.1	Y		
	3.18.2	Y		
	3.18.3	Y		
	3.18.4	Y		
	3.18.5	Y		
3.19	Flight Management			
	3.19.1	Y		
	3.19.2	Y		
	3.19.3	Y		
	3.19.4	Y		
	3.19.5	Y		
	3.19.6	Y		
	3.19.7	Y		
	3.19.8	Y		
	3.19.9	Y		
3.20	Baggage Tag Printing			
	3.20.1	Y		
	3.20.2	Y		
	3.20.3	Y		
3.21	Reporting and Analysis			
	3.21.1	Y		
	3.21.2			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	(h)	Y		
	(i)	Y		
	(j)	Y		
	(k)	Y		
	(l)	Y		
	(m)	Y		

RFP Requirement		Mandatory	Optional	Remarks
	(n)	Y		
	(o)	Y		
	(P)	Y		
	(q)	Y		
	®	Y		
	(s)	Y		
	3.21.3	Y		
	3.21.4	Y		
	3.21.5	Y		
	3.21.6	Y		
	3.21.7	Y		
	3.21.8	Y		
3.22	Monitoring			
	3.22.1	Y		
	3.22.2	Y		
	3.22.3	Y		
	3.22.4	Y		
	3.22.5	Y		
	3.22.6	Y		
4	Technical Requirements			
4.1	System Architecture			
	4.1.1	Y		
	4.1.2	Y		
	4.1.3	Y		
	4.1.4	Y		
	4.1.5	Y		
	4.1.6	Y		
	4.1.7	Y		
	4.1.8	Y		
	4.1.9	Y		
	4.1.10	Y		
	4.1.11	Y		
	4.1.12	Y		
	4.1.13	Y		
	4.1.14			
	(a)	Y		
	(b)	Y		
4.2	BRS Deployment			
	4.2.1	Y		
	4.2.2	Y		
	4.2.3	Y		

RFP Requirement		Mandatory	Optional	Remarks
	4.2.4	Y		
4.3	Software			
	4.3.1	Y		
	4.3.2	Y		
	4.3.3	Y		
	4.3.4	Y		
	4.3.5	Y		
	4.3.6	Y		
4.4	Interfaces			
	4.4.1	Y		
	4.4.2	Y		
	4.4.3		Y	
	4.4.4	Y		
	4.4.5		Y	
	4.4.6	Y		
4.5	BRS Hardware			
	4.5.1	Y		
	4.5.2	Y		
	4.5.3	Y		
	4.5.4	Y		
	4.5.5	Y		
	4.5.6	Y		
4.6	Handheld Baggage Scanners			
	4.6.1	Y		
	4.6.2	Y		
	4.6.3	Y		
	4.6.4			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)		Y	
	(g)	Y		
	(h)		Y	
	(i)	Y		
	(j)	Y		
	(k)		Y	
	(l)		Y	
	(m)	Y		
	(n)	Y		
	(o)	Y		

RFP Requirement		Mandatory	Optional	Remarks
	(P)	Y		
	(q)	Y		
	(r)		Y	
	4.6.5	Y		
	4.6.6	Y		
	4.6.7	Y		
	4.6.8		Y	
4.7	Network			
	4.7.1	Y		
	4.7.2	Y		
	4.7.3			
	4.7.4	Y		
	4.7.5	Y		
	4.7.6	Y		
	4.7.7	Y		
	4.7.8	Y		
	4.7.9	Y		
4.8	PC workstations			
	4.8.1	Y		
	4.8.2		Y	
4.9	Performance			
	4.9.1	Y		
	4.9.2	Y		
	4.9.3	Y		
	4.9.4	Y		
	4.9.5	Y		
	4.9.6	Y		
4.10	User Management			
	4.10.1	Y		
	4.10.2	Y		
	4.10.3		Y	
	4.10.4	Y		
	4.10.5	Y		
	4.10.6		Y	
	4.10.7		Y	
	4.10.8		Y	
	4.10.9	Y		
	4.10.10	Y		
	4.10.11	Y		
	4.10.12	Y		
	4.10.13	Y		
	4.10.14	Y		
	4.10.15		Y	

RFP Requirement		Mandatory	Optional	Remarks
	4.10.16	Y		
	4.10.17		Y	
4.11	Security			
	4.11.1	Y		
	4.11.2	Y		
	4.11.3	Y		
	4.11.4	Y		
	4.11.5	Y		
	4.11.6	Y		
	4.11.7	Y		
	4.11.8	Y		
	4.11.9	Y		
	4.11.10	Y		
	4.11.11	Y		
	4.11.12	Y		
	4.11.13	Y		
4.12	Web Services/ API			
	4.12.1	Y		
	4.12.2	Y		
	4.12.3	Y		
	4.12.4	Y		
4.13	Notification to Passengers			
	4.13.1		Y	
	4.13.2	Y		
4.14	Equipment Tracking			
	4.14.1		Y	
	4.14.2		Y	
	4.14.3	Y		
	4.14.4	Y		
	4.14.5	Y		
	4.14.6	Y		
	4.14.7		Y	
4.15	IATA Message Types			
	4.15.1			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	4.15.2			
	(a)	Y		
	(b)	Y		

RFP Requirement		Mandatory	Optional	Remarks
	(c)	Y		
	(d)	Y		
	4.15.3	Y		
4.16	BACKUP and RESTORE			
	4.16.1	Y		
	4.16.2			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	4.16.3	Y		
5	SERVICE LEVELS, SERVICE CREDITS & MAINTENANCE			
5.1	Service levels			
	5.1.1	Y		
	5.1.2	Y		
	5.1.3	Y		
	5.1.4	Y		
	5.1.5	Y		
	5.1.6	Y		
	5.1.7	Y		
	5.1.8	Y		
	5.1.9	Y		
	5.1.10	Y		
	5.1.11	Y		
	5.1.12	Y		
	5.1.13	Y		
	5.1.14			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	5.1.15	Y		
	5.1.16			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	5.1.17	Y		
	5.1.18	Y		
	5.1.19	Y		
	5.1.20	Y		
	5.1.21	Y		

RFP Requirement		Mandatory	Optional	Remarks
	5.1.22	Y		
	5.1.23	Y		
	5.1.24			
	(a)	Y		
	(b)		Y	
	5.1.25	Y		
	5.1.26	Y		
	5.1.27			
	(a)	Y		
	(b)	Y		
	5.1.28			
	(a)	Y		
	(b)	Y		
	5.1.29			
	(a)	Y		
	5.1.30	Y		
	5.1.31	Y		
	5.1.32			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	5.1.33	Y		
	5.1.34	Y		
	Maintenance			
	5.2.1	Y		
	5.2.2	Y		
	5.2.3			
	(a)	Y		
	(b)	Y		
	5.2.4	Y		
	5.2.5	Y		
	5.2.6	Y		
	5.2.7	Y		
	5.2.8	Y		
	5.2.9		Y	
	5.2.10	Y		
	5.2.11	Y		
6	TRAINNING, ACCEPTANCE & DOCUMENTATION			
	6.1	Documentation		
	6.1.1			
	(a)	Y		

RFP Requirement		Mandatory	Optional	Remarks
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	6.1.2			
	6.1.3	Y		
	6.1.4	Y		
	6.1.5	Y		
	6.1.6	Y		
	6.1.7	Y		
	6.1.8	Y		
	6.1.9		Y	
	6.1.10		Y	
6.2	Acceptance			
	6.2.1	Y		
	6.2.2	Y		
	6.2.3	Y		
	6.2.4	Y		
	6.2.5	Y		
	6.2.6	Y		
	6.2.7	Y		
	6.2.8	Y		
	6.2.9	Y		
	6.2.10	Y		
6.3	Documentation			
	6.3.1			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	(g)	Y		
7	Other Requirements			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	(g)	Y		
	7.1 Term			
	7.1.1	Y		

RFP Requirement		Mandatory	Optional	Remarks
	7.1.2	Y		
	7.1.3	Y		
7.2	On-line Help			
	7.2.1		Y	
	7.2.2		Y	
7.3	Billing for GHA			
	7.3.1		Y	

Annexure. B-I: Price Schedule Form for Option I
Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines - CPIT/ICB 14/2020
Fully Managed Service model including Installation, Commissioning, Warranty, Maintenance with end to end Support for 5 years through a Service Level Agreement and the system to be hosted at the vendor location.

Name of the Bidder :
 Name of the Principal :
 Name of the Manufacturer :

Line Item N ^o	Description	Brand/Mo del	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
1	Cost of the Solution which covers the <u>mandatory requirements at Annexure A</u>						
1.1	Implementation cost (if applicable)						
1.2	Acquisition cost (if applicable)						
1.3	License cost (if applicable)						
1.4	Integration cost with other systems (if relevant)						
1.5	Project management cost						
1.6	Scoping study (if applicable)						
1.7	Product Customization (if applicable)						
1.8	Data migration						
1.9	Training						
1.10	Any other requirements - Please specify						
	Total cost for the Solution for 5 years						
2	<u>Hardware requirements to provision the solution with warranty, maintenance & support for 5 Yrs</u>						
2.1	Servers		Each				
2.2	Fire Walls		Each				
2.3	Core Switches		Each				
2.4	Access Switches		Each				
2.5	WAN/Internet links		Each				

Line Item N°	Description	Brand/Mo del	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
2.6	Wi-Fi Access controllers		Each				
2.7	Any other requirements - Please specify						
	Total cost of Hardware requirements to provide the solution with warranty, maintenance & support for 5 years						
3.	<u>End User Devices with warranty, maintenance & support for 5 years</u>						
3.1	Access Point's (external)		Each	25			
3.2	Access Point's (internal)		Each	35			
3.3	Scanners (with Battery)		Each	74			
3.4	Spare batteries		Each	62			
3.5	Chargers [4slot] (batteries only)		Each	17			
3.6	Chargers [4slot] (with scanner)		Each	09			
3.7	Hand strap		Each	32			
	Optional Items						
3.8	Admin Workstations		Each	09			
3.9	32" Display		Each	05			
3.10	Any other requirements - Please specify						
	Total cost of End User Devices with warranty, maintenance & support for 5 years						
4.	<u>Variable/Recurrent charges</u>						
4.1	System usage fee (if applicable)		Monthly	60			
4.2	Hosting charges (if applicable)		Monthly	60			
4.3	Communication charges (if relevant)		Monthly	60			
4.4	Any other requirements - Please specify		Monthly	60			
	Total variable recurrent cost for 5 years		Monthly	60			
	All-inclusive total project cost for 5 years (Excluding Tax)						

Line Item N°	Description	Brand/Mo del	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
	Total Tax amount (if applicable please specify details)						
	All-inclusive total project cost for 5 years (Excluding Tax)						

Payment terms - Quarterly in arrears with 45 days credit from the date of the receipt of the invoice. **Please confirm.**

Advance payment is not acceptable. 45 days credit from the date of invoice

Note : Please submit your financial proposal on your Company Letter Head based on the above price format & complete all the required information. 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.

Bid Validity:.....

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

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. B-II: Price Schedule Form for Option II

Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines - CPIT/ICB 14/2020

Fully Managed Service model including supply & Installation, Commissioning, Warranty, Maintenance with end to end Support for 5 years through a Service Level Agreement (SLA) and the system to be hosted at SriLankan premises. All infrastructure requirements for the overall solution needs to be supplied by the Bidder.

Name of the Bidder :

Name of the Principal :

Name of the Manufacturer :

Line Item N ^o	Description	Brand/Mo del	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
1	Cost of the Solution which covers the mandatory requirements at Annexure A						
1.1	Implementation cost (if applicable)						
1.2	Acquisition cost (if applicable)						
1.3	License cost (if applicable)						
1.4	Integration cost with other systems (if relevant)						
1.5	Project management cost						
1.6	Scoping study (if applicable)						
1.7	Product Customization (if applicable)						
1.8	Data migration						
1.9	Training						
1.10	Any other requirements - Please specify						
	Total cost for the Solution for 5 years						
2	Hardware requirements to provision the solution with warranty, maintenance & support for 5 Yrs						
2.1	Servers		Each				
2.2	Fire Walls		Each				
2.3	Core Switches		Each				

Line Item N°	Description	Brand/Mo del	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
2.4	Access Switches		Each				
2.5	Any other requirements - Please specify						
	Total cost of Hardware requirements to provide the solution with warranty, maintenance & support for 5 years						
3.	<u>End User Devices with warranty, maintenance & support for 5 years</u>						
3.1	Access Point's (external)		Each	25			
3.2	Access Point's (internal)		Each	35			
3.3	Scanners (with Battery)		Each	74			
3.4	Spare batteries		Each	62			
3.5	Chargers [4slot] (batteries only)		Each	17			
3.6	Chargers [4slot] (with scanner)		Each	09			
3.7	Hand strap		Each	32			
	Optional items						
3.8	Admin Workstations		Each	09			
3.9	32" Display		Each	05			
3.10	Any other requirements - Please specify						
	Total cost of End User Devices with warranty, maintenance & support for 5 years						
4.	<u>Variable/Recurrent charges</u>						
4.1	System usage fee (if applicable)		Monthly	60			
4.2	Hosting charges (if applicable)		Monthly	60			
4.3	Communication charges (if relevant)		Monthly	60			
4.4	Any other requirements - Please specify		Monthly	60			
	Total variable recurrent cost for 5 years		Monthly	60			
	All-inclusive total project cost for 5 years (Excluding Tax)						

Line Item N°	Description	Brand/Mo del	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
	Total Tax amount (if applicable please specify details)						
	All-inclusive total project cost for 5 years (Excluding Tax)						

Payment terms - : Quarterly in arrears with 45 days credit from the date of the receipt of the invoice. **Please confirm.**

Advance payment is not acceptable. 45 days credit from the date of invoice

Note : Please submit your financial proposal on your Company Letter Head based on the above price format & complete all the required information. 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.

Bid Validity:.....

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

Implementation lead time:

Available locations for inspection of the proposed solution/service -

Method of payment :

Bank details :

Head Office :

Account Name :

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

..... [signature of person signing the Bid]
..... [designation of person signing the Bid with frank]
Date : [insert date]

ANNEXURE C: Bid Security Declaration form

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

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

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

*Name of contract -- [insert name]

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

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

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

1. We understand that, according to instructions to bidders (hereinafter “the ITB”), bids must be supported by a bid-securing declaration;
2. We accept that we shall be suspended from being eligible for contract award in any contract where bids have been invited by any of the Procuring Entity as defined in the Procurement Guidelines published by National Procurement Commission of Sri Lanka, for a 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]

[this form shall be filled in accordance with the instructions indicated in brackets]

-----[insert the issuing agency’s name, and address of issuing branch or office]-----

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

Date : -----[insert (by issuing agency) date]

ANNEXURE D: Performance Security

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

[signature(s)]

ANNEXURE E: Clientele Information Form

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

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

ANNEXURE F - SAMPLE CONTRACT AGREEMENT

AGREEMENT FOR PROVISION OF SERVICE/SOLUTION

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

Between;

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

And

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

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

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

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

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

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

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

1. OBLIGATIONS OF THE CONTRACTOR:

1.1 The Contractor shall:

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

- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
 - a) be in accordance with the specifications set out in Annex;
 - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
 - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule in quantities mentioned in Annex The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule ... of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause and Schedule).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.
- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).
- 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors' cost (except air fare of SriLankan Airlines destinations) at the manufacturing location.
- 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.

- 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.
- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.
- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.
- 1.5 The contractor shall provide a comprehensive unconditional warranty of years from the date mentioned in the Commissioning and Acceptance Form in Annex for manufacturing defects of the Service/solution except ware and tare.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedulewithout any cost to SriLankan Airlines.

2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause and Schedule hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance to the same rates as specified under Schedule
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractor as provided in Schedule where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.
- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.

- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.
- 2.5 When the Service/solution are received to SriLankan Airlines stores, SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed, and other required items/Service/solution specified in Schedule are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to Bidder/s within 5 working days of receipt of shipment to stores.
- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.
- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.
- 2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution; and
 - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
 - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

3. INVOICING & PAYMENT:

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule ... hereto.
- 3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.

- 3.3 Subject to Clause 3.5, SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within days from the date of Commissioning and Acceptance in Annex The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.
- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause 3.3 hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favor, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.
- 3.5 SriLankan Airlines shall be entitled to withhold any payments due to the Contractor under this Agreement and any sums of money required to be withheld by SriLankan Airlines under any law or regulation for the time being in force and/or pursuant to this Agreement.
- 3.6 Payment shall be made in according to the payment details provided in Schedule
- 3.7 Invoices to be addressed to: Senior Manager Financial Services, SriLankan Airlines Ltd, Airlines Centre, BIA, Katunayake, Sri Lanka and/or email to: mahesh.nanayakkara@srilankan.com

4. LIABILITY & INDEMNITY:

- 4.1 The Contractor shall indemnify and hold harmless SriLankan Airlines free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities, to SriLankan Airlines, its officers, agents, employees, representatives or any third parties and/or any property, that may arise pursuant to this Agreement, in particular pursuant to (but not limited to) any:
- a) claim in respect of any workers of the Contractor under the Workman's Compensation laws or any other law;
 - b) accident, injury or death caused to any person by negligence or willful misconduct of the Contractor, its servants, agents, employees or representatives;
 - c) acts of theft, pilferage, damage of property caused by the Contractor or its servants, agents, employees or representatives;
 - d) any losses, damages, injuries, illness or death incurred due to manufacturing defects, nonperformance and or malfunction of the Service/solution procured under this agreement by SriLankan Airlines;
 - d) if the Service/solution provided to SriLankan Airlines are not suitable for the use intended and/or does not meet the specifications set out in this Agreement including alleged illness, injury, death or damage as a result of the use of any the Service/solution produced, packaged, stored or shipped by Contractor;
 - d) violation of any laws, regulations or intellectual property rights of any party;

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

5. INSURANCE:

- 5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These insurances will include but not limited to;
- a) Workmen's Compensation Insurance or employer's liability insurance for all employees of the contractor or their representatives involved with performance of this contract. The policy shall include extensions for riot and terrorism.
- 5.2 Such insurances as aforementioned incorporate the following provisions in respect of liability assumed by the Contractor under this Agreement (unless otherwise specified by SriLankan Airlines):
- a) Name SriLankan Airlines, its successors and assigns, directors, officers, servants, employees, agents and contractors as additional assureds.
 - b) A severability of interest clause, where the insurances (except with regard to the limits of liability) will operate in all respects as if there were a separate policy covering each assured.
 - c) Confirm that such insurances shall be primary without right of contribution from any other insurance carried by SriLankan Airlines.
 - d) Provide that the cover afforded to SriLankan Airlines shall not be invalidated by act or omission by the Contractor or by any other person and shall remain valid regardless of any breach or violation by the Contractor or any other person of any warranty, declaration or condition contained in such insurances.
 - e) The Insurer (of the insurances) will provide 15 days prior written notice to SriLankan Airlines of any material change of the insurances affected pursuant to this Clause.
- 5.3 The Contractor shall also within 15 days of the execution of this Agreement and at each consequent renewal (or renewal of insurances whichever shall occur first) produce an Insurance Policy/Certificate/Endorsement evidencing coverage as per the requirements of Clause 5.1.
- 5.4 In the event the Contractor defaults and/or fails to comply with any of its obligations under this Clause, SriLankan Airlines may (without prejudice to any other remedy available under this Agreement) pay any premiums that may remain due and unpaid provided that SriLankan Airlines shall be entitled to deduct or charge the Contractor any such amounts expended by it to pay such aforementioned unpaid premiums.
- 5.5 The insurance coverage required by Clause 5.1 and 5.2 shall at all times be valid and adequate to meet all the obligations set out above and any other obligations required by law. Failure to maintain insurance coverage to the required level will be considered by SriLankan Airlines as a fundamental breach of this Agreement.

6. NON-COMPLIANCE:

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

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

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

7. TERM & TERMINATION:

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

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

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

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

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

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

- b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or
 - d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.
 - e) disruption to the performance of the Agreement for a period of more than 60 days due to force majeure event.
- 7.5 Expiration or termination of this Agreement pursuant to the provisions of this Clause shall be without prejudice to the accrued rights and liabilities of either party.
- 7.6 On termination of this Agreement the Contractor shall only be entitled to receive the payment of monies (less any monies as SriLankan Airlines is entitled to deduct/set-off under this Agreement) for Service/solution duly provided in accordance with the terms of this Agreement. The Contractor shall not be entitled to any further costs, remuneration consequential or special damages, loss of profits or revenue claimed to have been suffered by the Contractor (including its agents, employees and representatives) as a result of this Agreement.
- 7.7 In the event SriLankan Airlines terminates this Agreement in whole or in part, pursuant to 7.3 a), b) or c) of the Agreement, SriLankan Airlines may procure upon such terms and in such manner as it deems appropriate, Service/solution , as the case may be, similar to those undelivered under the Agreement, and the Contractor shall be liable to SriLankan Airlines for any excess costs for such similar Service/solution procured by SriLankan Airlines. However, the Contractor shall continue performance of the Agreement to the extent not terminated herein.

8. BANK GUARANTEE:

- 8.1 Upon the execution of this Agreement, the Contractor shall furnish SriLankan Airlines a bank guarantee for the sum as set forth under Clause of Schedule as an irrevocable and unconditional bank guarantee drawable on demand in Sri Lanka from a bank acceptable to SriLankan Airlines, in a form and substance satisfactory to SriLankan Airlines as security for the due and proper performance by the Contractor of its obligations under this Agreement. All applicable bank charges (including any charges at the time of encashment) on such bank guarantee shall be borne by the Contractor). The said bank guarantee shall remain in force for the duration of this Agreement and 90 days thereafter.
- 8.2 The proceeds of the Bank Guarantee shall be payable to SriLankan Airlines as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Agreement.
- 8.3 The Bank Guarantee will be discharged by SriLankan Airlines and returned to the Contractor within 90 days of the expiry of this Agreement or within 90 days following the date of completion of Contractor's obligations under the Agreement, whichever is later, less monies due to SriLankan Airlines and/or as SriLankan Airlines is entitled to deduct/set-off under this Agreement.
- 8.4 In the event, that the Contractor fails to pay any monies due to SriLankan Airlines (or any part thereof) as and when the same become payable under this Agreement, SriLankan Airlines shall be entitled to adjust or deduct any monies due to SriLankan Airlines from the Bank Guarantee accordingly. In the event of an adjustment or deduction of the Bank Guarantee by SriLankan Airlines against any sums due from the Contractor, the Contractor shall immediately submit to SriLankan Airlines the amount adjusted or deducted by SriLankan Airlines and restore the Bank Guarantee to its original amount.

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

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

9. GOVERNING LAW:

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

10. FORCE MAJEURE:

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

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

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

11. GENERAL:

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

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

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

- 11.4 At all times the Contractor (together with its workers) will be deemed to be an independent contractor and shall not under any circumstances be considered an employee, representative or agent of SriLankan Airlines.
- 11.5 The right and remedies of SriLankan Airlines against the Contractor for the breach of any condition and for obligations undertaken by the Contractor under this Agreement shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of SriLankan Airlines.
- 11.6 Nothing in this Agreement shall prevent SriLankan Airlines from availing itself of any remedies provided under the general law in addition to the remedies stipulated in this Agreement.
- 11.7 Except to the extent as amended under the Purchase Order(s), this Agreement shall not be varied or modified otherwise than by an instrument in writing of even date herewith or subsequent hereto executed by or on behalf of SriLankan Airlines and the Contractor by its duly authorized representatives.
- 11.8 If any provision of this Agreement should become or be adjudged invalid or unenforceable for any reason whatsoever, such invalidity or unenforceability shall not affect any other part of this Agreement and all other provisions shall remain valid and in full force and effect.
- 11.9 The titles to the clauses in the Agreement are for convenience of reference only and do not form part of this Agreement and shall not in any way affect the interpretation thereof.
- 11.10 SriLankan Airlines does not grant the Contractor any right, title or interest in any of its designs, labels, know-how, trade names, trademarks, service marks, logos and other distinctive brand features or business identifiers, logo, copyright or any other intellectual property rights of SriLankan Airlines ("Intellectual Property Rights") except as expressly authorized in writing by SriLankan Airlines and the Contractor shall not have any right, title or interest in the said Intellectual Property Rights of SriLankan Airlines other than the right to use it for purposes of this Agreement for the Term hereof only with the express written consent of the SriLankan Airlines.
- 11.11 The Contractor shall not issue any press release or other public announcement related to this Agreement, written or oral, without the prior written consent of SriLankan Airlines, except as required by law or a court order. For avoidance of any doubt, the Contractor shall not make, give or issue any press release or other press activity involving or referring to SriLankan Airlines or any of its affiliates or their services or operations, without SriLankan Airlines prior written approval.
- 11.12 The Contractor expressly assures and warrants that it has all the necessary approvals, authorizations and licenses to enter into this Agreement and to provide the Service/solution envisaged under this Agreement.
- 11.13 Any notice or other communication required or authorized by this Agreement to be served or given by either party to the other shall be deemed to have been duly served or given if in writing and
- (a) left at or sent by prepaid registered post to the last known place of business of that; or
 - (b) sent by fax or e-mail to such place of business and confirmed by prepaid registered post, similarly addressed, within 24 hours of the dispatch of such fax or e-mail.

In the case of SriLankan Airlines to –

SriLankan Airlines Limited
.....
Bandaranaike International Airport,
Katunayake
Sri Lanka
Fax :
E-mail:
Attention:

In the case of the Contractor to -

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

For and on behalf of
SRILANKAN AIRLINES LIMITED

For and on behalf of

Name:
Designation:

Name:
Designation:

Witness:

Name:
Designation:

Witness:

Name:
Designation:

ANNEXURE G: Bid Acknowledgement Form

IMPORTANT

All bidders shall confirm your intention to submit a bid by forwarding the duly filled Bid Acknowledgement Form, 21 days prior to bid closing date.

Invitation for submission of bids for Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines, reference no: CPIT/ICB 14/2020 is hereby acknowledged.

You may expect to receive our proposal on or before

.....

We do not intend to submit a proposal because

.....
.....
.....

Signed :

Title :

Company :

Date :

ANNEXURE H
FORM H I - Vendor Information Form

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

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

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

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

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

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

✓ Tick the appropriate boxes

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

ANNEXURE H

FORM H II - BIDDER'S PROFILE & EXPERIENCE

Note - this FORM H II of the proposal is **STRICTLY CONFIDENTIAL ONCE COMPLETED** by respective bidders

Category/Section	Description
Corporate Information	
Company's Name and Address	
Year of Incorporation	
Parent Company Name and Address (if any)	
Mission and Direction	
Core Competencies / Business	
Contact Person's Name, Job Title and contact details.	
List of Global Offices	
Global Contact/Support Centre location/Address	
Staff strength, their capabilities and from which countries support is rendered.	
Tenderer's website	
Experience	
SriLankan Airlines Project Experience - number of years - state the projects title (a brief description can be given as attachment)	
Aviation Industry Experience References (3 max.) (similar size or higher and scope) - Airports/Airlines/GHAs - Number of years in operation and Current operation (active/inactive) - Method of service provisioned (Hosted/local etc.) - Size of the project (Number of scanners/Servers/DR facility etc.) - Scanner models used or in operation - IATA 753 complied installations (airports/airlines/GHAs)	
Local partners/contractors' information	
Company's Name and Address	
Year of partnership	
Application Host information (if applicable)	
Name of the hosting company and Address	
Location of hosting provisioning	
Hosting platform	
Information on link providers (if applicable)	
Name of Service provider's company/s and Address	
Capacity of the link provided	
Technology of the link (lease line, private VPN, public VPN etc.)	

ANNEXURE I - Information Security Compliance Checklist

_____ hereafter referred to as
the Third Party Organization/Cloud Service Provider

Extended Information Security Schedule
for service providers, contractors and other interested 3rd parties

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

	shall be available; with monitoring and logging of the same						
1.4	Transfer controls (for all aspects of the transfer of personally-identifiable data: electronic transmission, data transport, conveyance checks) shall be available						
1.5	Input controls (audit trail, documentation on data administration and maintenance) Procedures that support a historical audit of when data was entered, modified or removed (deleted), and by whom shall be available.						
1.6	Contract controls (assurance of policy-compliant processing of contractual data) Procedures (technical/organizational) shall be available defining the responsibilities of contractor and client.						
1.7	Availability controls (data shall be protected against accidental deletion or loss) Procedures for data archiving (physical/logical) shall be available						

1.8	<p>Controls for separation of duties (datasets that are created for different purposes shall also be processed separately). Procedures shall be available to support the separate processing (storage, modification, deletion, transmission) of datasets that serve different contractual purposes.</p>						
<p>2 Privacy Policies</p>							
2.1	<p>The Third Party Organization shall comply with the obligations under the EU General Data Protection Regulation (GDPR) in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines (hereafter referred to as "Peronal Data").</p>						
2.2	<p>The Third Party Organization shall process any Personal Data solely for the purposes identified by the relevant Agreement.</p>						

<p>2.3 The Third Party Organization shall have in place appropriate technical and organisational measures to ensure a level of security commensurate with the risks associated with the Processing of Personal Data, such measures shall be appropriate in particular to protect against accidental or unlawful destruction, loss, alteration or unauthorised disclosure of or access to Personal Data. These measures shall take into account and be appropriate to the state of the art, nature, scope, context and purposes of Processing of personal data and prevent unauthorised or unlawful Processing or accidental loss, destruction or damage to Personal Data. For the avoidance of doubt in the event of a dispute between the Third Party Organization and SriLankan, SriLankan shall decide whether the Third Party Organization has put in place appropriate technical and organisational measures in accordance with this Clause 11.</p>						
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<p>2.4 The Third Party Organization shall will notify SriLankan promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal Data Breach; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.</p>						
<p>2.5 The Third Party Organization shall not engage any third parties or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such third parties. The Third Party Organization shall ensure that any person acting under its authority in relation to the</p>						

	<p>Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organisational measures to ensure a level of security commensurate with the risks associated with the Processing.</p>						
2.6	<p>The Third Party Organization shall use reasonable endeavours to provide such assistance as SriLankan reasonably requires in relation to satisfying any legitimate requests received from Data Subjects in relation to the Personal Data.</p>						
2.7	<p>The Third Party Organization shall keep a record of any Processing of Personal Data it carries out, including:</p> <p>9.7.1 the purposes of the processing;</p> <p>9.7.2 a description of the categories of data subjects and of the categories of Personal Data;</p> <p>9.7.3 the categories of recipients to whom the Personal Data have been or will be disclosed; and</p> <p>9.7.4 each transfer of Personal Data and, where relevant, the</p>						

	documentation of suitable safeguard.						
2.8	The Third Party Organization shall take steps to ensure that, from and including 25 May 2018, their Processing of any Personal Data is compliant with the GDPR.						
3	Security Governance						
3.1	Third Party Organization shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.						
3.2	Third Party Organization shall have management-approved Information Security policies and procedures aligned with applicable external standards, regulations and SriLankan requirements, which						

	shall be reviewed and updated periodically.						
3.3	The Solution and the Third Party Organisation is compliant for ISO/IEC 27001:2013 Information Security Management System (ISMS) standard and the certification is up-to-date. (if proposed solution is compliant to other standards, legislative and regulatory requirements, please provide details in 'Remarks').						
3.4	Third Party Organization shall continually improve the suitability, adequacy and effectiveness of Information Security in accordance with applicable external standards, regulations and SriLankan requirements.						
4	Security Risk and Compliance						
4.1	Third Party Organization shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information						

	and/or information systems.						
4.1. a.	The risk register shall be maintained to show the nature, extent of and progress made in mitigating the identified risks.						
4.2	Third Party Organization shall conduct periodic compliance reviews against management-approved Information Security policies.						
4.3	Third Party Organization shall notify SriLankan where sub-contractor is engaged to provide services and shall ensure that sub-contractor also abides by this policy.						
4.4	Third Party Organization shall abide by the contractual agreements put in place with respect to SriLankan requirements which includes but not limited to code ownership and intellectual property rights.						
4.5	Third Party Organization shall facilitate and participate in periodic Information Security reviews which will be carried out by SriLankan or on behalf						

	of SriLankan. Information Security reviews may also be conducted under the following conditions:						
4.5. a	Security incident/breach						
4.5. b	Major change in information systems used to provide services to SriLankan						
4.6	Third Party Organization shall provide periodic reports on risk and compliance management as applicable to services provided to SriLankan.						
4.7	Third Party Users shall comply with all applicable SriLankan corporate and Information Security policies, standards and procedures.						
5	Personnel and Physical Security						
5.1	Third Party Organization shall conduct adequate back-ground verification checks of their staff involved in SriLankan Airlines engagement						
5.2	Third Party Organisation shall proactively inform SriLankan Airlines if screening has not been completed or if the results give cause for doubt or concern						
5.2	All employees in the Third Party Organization shall sign						

	a Non-Disclosure Agreement.						
5.3	Third Party Organization shall ensure that all employees complete mandatory Information Security awareness course periodically covering topics like password and user account security, information protection and handling, issues of confidentiality and company security standards.						
5.4	Third Party Users shall sign a Non-Disclosure Agreement before gaining access to SriLankan information and information systems.						
5.5	Third Party Organization shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.						
5.6	Third Party Organization shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.						

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

	<p>provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.</p>						
6.5	<p>Third Party Organization shall implement and operate robust network, system and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services and devices.</p>						
6.6	<p>Third Party Organization shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.</p>						
6.7	<p>Third Party Organisation should periodically deliver an independent report on the effectiveness</p>						

	of information security controls and agreement on timely correction of relevant issues raised in the report to SriLankan Airlines, on request						
6.8	Third Party Organization shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. Third Party Organization shall apply security patches in mutually agreed timeline without any cost escalation.						
6.9	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to Third Party Organization. If any vulnerability is found, Third Party Organization shall agree to apply security patches in mutually agreed timeline without any cost escalation.						
6.10	Third Party Organisation should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities						

6.11	During the year , Third Party Organisation shall conduct information security reviews of its sub contractors and its own suppliers engaged in services/products delivered to SriLankan during the year						
6.12	Third Party Organisation shall conduct BCP testing on SriLankan Related systems/services during the year						
7	Security in System Delivery Lifecycle						
7.1	Third Party Organization shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.						
7.2	Third Party Organization shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.						

7.3	Third Party shall ensure that access to program source code is restricted and strictly controlled.						
8 Data Security							
8.1	Third Party Organization shall design, implement and operate adequate security controls to protect confidentiality, integrity and availability of SriLankan data and/or information in accordance with the classification levels.						
8.1.a	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.						
8.2	Third Party Organization shall only transmit, process or store SriLankan data and/or information in accordance with the contract requirements.						
8.3	Third Party Organization shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right To Information Act.						

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

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

	administrative and privileged user activities, and system configuration changes)						
11.1	Application Audit Logs (including transaction logs)						
11.2	Database Level Audit Logs						
11.3	OS Level Audit Logs						
11.4	Event Logs (including successful/unsuccessful login attempts)						
11.5	Integration with McAfee Enterprise Security Manager for log correlation and management (recommended log format: syslog)						
12	Encryption						
12.1	256 bit key encryption for data at rest and in transit.						
12.2	Application services support enabling a public-key infrastructure (public key cryptography and digital signatures)						
13	Data Validation						
13.1	Input & Output Data Validation						
14	Connectivity and Access Control						
14.1	Web applications enabled with current TLS version certificates						
14.2	Remote diagnostic and configuration port should be protected.						
14.3	Ability to configure inactive Sessions timeout (for						

	Application, Database, OS, Console)						
14.4	Ability to configure a Log-on banner						
15	Dependent Systems and Services (if yes, please provide information on systems/services/ports in remarks)						
15.1	Solution necessitates dependent systems & services or ports to be permitted on both clients and Internet access controls						
16	Incident Management						
16.1	Third Party Organisation shall inform SriLankan Airlines about any incidents related to information security as soon as an incident occurs						
16.2	Third Party Organisation shall inform about the workarounds and rectifications taken to address the incidents						
16.3	Third Party Organisation shall provide audit trails and records of information security events, operational problems, failures, tracing of faults and disruptions related to the service delivered						
17	Service Continuity						
17.1	Availability - 99.95%						
17.2	Recovery Time Objective - 1 hour						
17.3	Recovery Point Objective - 1 hour						

17.4	Third Party Organisation agrees to setup a local office or a competent local service provider to assist SriLankan Airlines in support queries or incidents.						
18	Right to Audit & Monitor						
18.1	Third Party Organisation agrees that performance of the Services will be subject to monitoring by SriLankan Airlines.						
18.2	Third Party Organisation agrees to keep accurate and complete records and accounts pertaining to the performance of the Services. Upon no less than seven (7) days' written notice, and no more than once per calendar year, SriLankan Airlines may audit, or nominate a reputable firm to audit, records relating to performance of Third Party Organisation/service provider under the Service Level Agreement, during the agreement period and for a period of three (03) months thereafter.						
18.3	If Third Party Organisation obtains third party services by means of outsourcing or sub-contract, Third Party Organisation is						

	required to ensure such activities maintain applicable records to reflect the services agreement with SriLankan Airlines and will be subject to audit/monitor as set forth in 18.1 to 18.3 above.						
19	Licensing Requirements						
19.1	Does the solution necessitate additional licenses for third party components/services? (If Yes, please provide information in remarks)						
19.2	If solution necessitates additional licenses for third party components/services, please state if such licenses are included in the proposed solution? (If No, please provide details of additional licenses required from SriLankan Airlines)						
20	Legislative, Standards & Regulatory Compliance						
20.1	Third Party Organisation agrees to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines						
20.2	Information shared or services obtained as part of SriLankan Airlines engagement with Third Party Organisation will be governed by						

	requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).						
20.3	Third Party Organisation shall agree to adhere to SriLankan Airlines Information Security Policy						
21	Service Level Agreement						
21.1	Signed Service Level Agreement including, and not limited to,						
21.1 .1	Reflect Service Continuity objectives set forth above 17.1 to 17.3						
21.1 .2	Defined Response Times and Resolution Times based on defined priorities						
21.1 .3	Periodic service review meetings between SriLankan Airlines and the Third Party Organisation						
21.1 .4	Escalation Criteria for Incident Management to ensure performance of services under the Service Level Agreement						
21.1 .5	Information about the licensing arrangements (for dependents systems/services), code ownership and intellectual property						

	rights related to the Third Party Organisation's products/ services						
21.1 .6	Service Credits for failing to meet performance of services under the Service Level Agreement						
21.1 .7	Third Party Organisation should submit service reports at a defined frequency						
Cloud Computing Security Standard							
22	Evaluation of Third Party Organization/ Cloud Service Provider (CSP)						
22.1	SriLankan may perform periodic assessment of the Cloud Security Provider's security posture where necessary.						
22.2	Third Party Organization/ Cloud Security Provider (CSP) hosting SriLankan data shall maintain a certification in good standing against an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are						

	planned and properly implemented.						
23	Protection of SriLankan Data in Cloud Environment						
23.1	Third Party Organization/CSP must operate a Layered Security model at the perimeter, core network, systems, application and data layers to adequately protect SriLankan data.						
23.2	SriLankan data and application environment must be segregated from other entities' environments.						
23.3	SriLankan data must be adequately protected in accordance with the classification levels of the data sets as per Annexure A.						
24	Compliance and Audit in Cloud Environment						
24.1	Third Party Organization/CSP must demonstrate compliance against SriLankan Extended Information Security policy, relevant contractual requirements and applicable external standards and regulations.						

24.2	SriLankan shall conduct security reviews where necessary on the cloud environment on an ongoing basis to verify compliance.					
US DOT Compliance						
25	Customer facing web interfaces shall designed/deployed according to US DOT Compliance requirements					



_____Third
Party Organization
Name _____

By:
Name:
Title:
Date:

By:
Name:
Title:
Date:



Annexure A - Information Classification Matrix

Classification Level: Public
Classification Criteria: Making the information public cannot harm Sri Lankan Airlines in any way
Access Restriction: Information is available to the public

Classification Level: Internal use
Classification Criteria: Unauthorized access to information may cause minor damage and/or inconvenience to Sri Lankan Airlines
Access Restriction: Information is available to all employees and selected third parties

Classification Level: Restricted

Classification Criteria: Unauthorized access to information may considerably damage the business and/or Sri Lankan Airlines' reputation

Access Restriction: Information is available only to a specific group of employees and authorized third parties

Classification Level: Confidential

Classification Criteria: Unauthorized access to information may cause catastrophic (irreparable) damage to business and/or to Sri Lankan Airlines' reputation

Access Restriction: Information is available only to individuals in Sri Lankan Airlines

ANNEXURE J - NON-DISCLOSURE AGREEMENT

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

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 an indefinite period

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 :

ANNEXURE K - PROJECT TIMELINE

Note - this ANNEXURE K of the proposal is STRICTLY CONFIDENTIAL ONCE COMPLETED by respective bidders

1 The SLAL expects the successful bidder to complete the project including Hardware procuring, Delivering, Installation & commissioning, UAT and production migration process finalization in 5 months' time. Please submit a comprehensive project plan along with your proposal. Priority will be given to the proposals with better delivery period.

2. the bidder shall be able to complete the project during the agreed time as per the project plan. Any delay will include a penalty of 5% of the project cost every day and SLAL shall have the sole right to terminate the agreement if the project is continuously delayed adversely affecting the operations.

ANNEXURE L - CUSTOMER FEEDBACK

Note - this ANNEXURE L of the proposal is STRICTLY CONFIDENTIAL ONCE COMPLETED by respective bidders

1. Bidder shall arrange to obtain direct feedback to SLAL from minimum of three (03) clients who have deployed the proposed product.
2. A confidential questionnaire will be shared with the clients and it is the responsibility of the bidder to ensure the timely response from recommended clients.
3. Please indicate the clientele of the bidder for the proposed product along with modules used at different clients.
4. Please submit any publications or case studies on the products deployed by the bidder during last Five (05) years.

Clientele	
Relevant Customer Reference (similar size and scope) - list three (3) references with contact details.	
1.	
2.	
3.	

ANNEXURE M - FEATURES AND SOLUTION ROADMAP

This shall include, not limited to;

- A. Strategy: vendor shall elaborate their overall strategy/vision for improving proposed solution.
- B. Solution Maturity: vendor shall elaborate on their current solution maturity.
- C. Solution Roadmap: vendor shall elaborate their solution roadmap over the next 3 - 5 years and describe key capabilities that will be introduced with future platform/service releases
- D. Technological Platform and development tools used for the product/s.

ANNEXURE N - COMPREHENSIVE LIST OF BOM

This shall reflect all phases and related cost components separately.

#	Description	Model	Make/ Version	Country of Origin	Year of Mf.	Qty.	License	Warranty period
1	CORE INFRASTRUCTURE							
2	USER INFRASTRUCTURE							
	e.g. Scanners/batteries							
3	NETWORK INFRASTRUCTURE							
4	HOSTING INFRASTRUCTUR							
5	Wi-Fi INFRASTRUCTURE (BIA and MRIA)							
	e.g							
6	Host CONNECTIVITY/WAN							
7	Software Applications							
8	Security Infrastructure							

ANNEXURE O - COMPREHENSIVE DISASTER RECOVERY PLAN

Supplier shall propose a comprehensive disaster recovery plan of the proposed solution.

ANNEXURE P - COMPREHENSIVE UAT PLAN AND TEST CASES.

Supplier shall submit a comprehensive User acceptance Test plan and Test cases.

ANNEXURE - Q - COMPREHENSIVE TRAINING PLAN AND TRAINING DOCUMENTATION

Supplier shall provide a complete training schedule in accordance with section 6.1 - 6.2 of Annexure A along with training documentation as specified.

ANNEXURE R - REPAIR AND RETURN PROCESS (R&R)

The supplier shall provide a R&R process in accordance with section 5.2 of ANNEXURE A of this document. This shall include clear timelines for return of components at each fault level.