



**INVITATION FOR BIDS
FOR
PROVISIONING OF A GROUND HANDLING/ANCILLARY SERVICES BILLING SYSTEM FOR
SRILANKAN AIRLINES**

REFERENCE NO: CPIT/ICB/05/25

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

Dear Sir/Madam,

IFB NO: CPIT/ICB/05/25

INVITATION FOR BIDS FOR THE PROVISIONING OF A GROUND HANDLING/ANCILLARY SERVICES BILLING SYSTEM FOR SRILANKAN AIRLINES

SriLankan Airlines hereby invites tenders for Provisioning of a Ground Handling/Ancillary Services Billing System for SriLankan Airlines for 05 years. 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 02 December 2025.

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

Any inquiry/clarification about the Tender should be e-mailed to harenis@srilankan.com and tharaka.hindurangalage@srilankan.com to reach on or before 04 November 2025.

Bids will be opened at 11.15a.m. (Sri Lankan time: GMT +0530) on 02 December 2025 via Microsoft Teams. Kindly note that 01 representative per bidding company is permitted to take part in the tender opening.

Please contact any of the above, well in advance for the arrangement of Security clearance to hand deliver the bid.

Yours Faithfully,

**Chairman of Enterprise Procurement Committee,
Ministry of Finance, Planning and Economic Development,
On behalf of SriLankan Airlines Limited**

Section I. Instructions to Bidders (ITB)

A: General	
1. Scope of Bid	1.1 The Purchaser named in the Data Sheet invites you to submit bids for the supply of Service/solution as specified in Section III - Schedule of Requirements for use at SriLankan Airlines Ltd. Upon receipt of this invitation you are requested to acknowledge the receipt of this invitation and your intention to submit a bid.
B: Contents of Documents	
2. Contents of Documents	2.1 The documents consist of the Sections indicated below. • Section I. Instructions to Bidders • Section II. Data Sheet • Section III. Schedule of Requirements • Sections IV. Bids Submission Form • Section V. General Conditions • Annexure A: Technical/General Specifications & Compliance form • Annexure B: Price schedule format • Annexure C: Bid Security Declaration Form • Annexure D: Performance Security Form (Mandatory if the contract is awarded) • Annexure E: Clientele Information Form • Annexure F: Sample Contract Agreement • Annexure G: Bid Acknowledgement Form • Annexure H: Vendor Information Form • Annexure I: Non-Collusive Affidavit Local bidders - Affidavit to be signed on an LKR 50 stamp as per the statutory regulations of Sri Lanka
C: Preparation of Bids	

3.Documents Comprising your Bid	3.1 The Bid should comprise the following mandatory documents: • Sections IV - Bid Submission Form. (Mandatory with the bid submission) • Annexure A : Technical/General Specifications & Compliance sheet (Mandatory with the bid submission) • Annexure B : Price Schedule Form(Mandatory with the bid submission) • Annexure C : Bid Security Declaration Form(Mandatory with the bid submission) • Annexure E : Clientele Information Form(Mandatory with the bid submission) • Annexure I: Non-Collusive Affidavit(Mandatory with the bid submission) Local bidders - Affidavit to be signed on an LKR 50 stamp as per the statutory regulations of Sri Lanka
4. Bid Submission Form and Technical/ General Specifications & Compliance form	4.1 The Bidder shall submit the Bids Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
5. Prices	5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form at Annexure B. 5.2 The price to be quoted in the Bids Submission Form shall be the total price of the Bids. 5.3 Prices quoted by the bidder shall be fixed during the period specified in ITB clause 8.1 and not subject to variation on any account. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.
6. Currency	6.1 The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annex B). If the proposal is submitted in foreign currency, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates as published by the Central Bank of Sri Lanka (CBSL) prevailed at the date of closing of bids for comparison & evaluation purposes. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.
7.Documents to Establish the Conformity of the Services	7.1 The Bidder shall submit an original certificate from the proprietor to demonstrate that it has been duly authorized by the proprietor to supply this Service/solution in Sri Lanka.

8.Period of Validity of bids	8.1 Bids shall remain valid for a period of one hundred eighty (180) days after the bids submission deadline date. If the full validity period is not properly indicated, SriLankan airlines reserves the right to obtain re-confirmation from the bidder that the Bid is valid until the date specified above. 8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Airlines may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.
9.Bid Security Declaration	9.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C (Mandatory). 9.2 Any bid not accompanied by a substantially responsive Bid securing Declaration in accordance with 1TB Sub-clause 8.1, Shall be rejected by Sri Lankan Airlines as non-responsive. 9.3 Bid Securing Declaration may be executed: (a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission form, except as provided in 1TB Sub-Clause 8.2 or (b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to 1TB Sub-Clause 15.3 (c) If the successful Bidder fails to : i) Sign the contract in accordance security with 1TB Sub-Clause 23.3; (ii) Furnish a performance Security in accordance with 1TB Clause 24;
10.Format and Signing of Bids	10.1 The bids shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. Please ensure all documents are duly signed and stamped in the given area when forwarding.
D:Submission and Opening of Bids	

11. Submission of Bids	11.1 Bidders shall submit their bids by registered post, courier or by hand in a sealed envelope. 11.2 The bidder shall submit the proposals in the price schedule forms attached at Annexures B. 11.3 The sealed envelope shall bear the specific identification of this quotation exercise as indicated follows. “Bid for the Provisioning of a Ground Handling/Ancillary Services Billing System for SriLankan Airlines (CPIT/ICB/07/24)” 11.4 The bidder shall submit the proposals in the price schedule forms attached at Annexure B. 11.5 Completed Technical (un-priced) and Financial proposal (priced) should be submitted in two separate sealed envelopes with the tender reference no. CPIT/ICB/07/24 and the Bidding Company’s name and the type of proposal (Technical or Financial) clearly marked on the top left corner of the envelope. Then the separate envelopes containing the Technical and Financial proposals shall be enclosed and submitted in one single sealed envelope. The Technical envelop/PDF document should contain: • The Technical proposal (un-priced) along with all related technical brochures & supporting documents. • Audited financial statements for the last 03 years (Clause 20) The Financial envelop/PDF document should contain: • The Financial proposal (priced) based on Price Schedule Form at Annex B. • Bid Submission form (Section IV) • Bid Securing Declaration (Annex C) • Vendor Information form (Annex H) 11.6 If the Bidder wishes to hand deliver the Bids, please contact SriLankan Airlines personnel well in advance, for the arrangement of security clearance. Refer section II, Data Sheet, Clouse 16.2 for contact details. Please provide the following details of the participants for the Bid opening, through email: tharaka.hindurangalage@srilankan.com by 8.30a.m. on 01st December 2025 Sri Lankan time GMT +5:30 Time Zone) in order to organize the Security passes to enter SriLankan premises: 1) Company Name: 2) Name/NIC No of the participants: (Maximum 01 participant) 3) Driver’s Name /NIC No (if any): 4) Details of the vehicle (if any): 5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.
12. Deadline for Submission of Bids	12.1 Bids must be received by the Purchaser to the address set out in Section II, “Data Sheet”, and no later than the date and time as specified in the Data Sheet.

13.Late Bids	13.1 The Purchaser shall reject any bids that arrives after the deadline for submission of bids in accordance with ITS Clause 11.1 above.
14.Opening of Bids	14.1 The Purchaser shall conduct the opening of quotation in the Presence of the Suppliers at the address, date and time specified in the Data Sheet. 14.2 A representative of the bidders may be present and mark its attendance. 14.3 Presence of the supplier, will not necessarily ensure the selection of the proposed goods.
E: Evaluation and Comparison of Bids	
15.Non conformity- ties, Errors, and Omission	15.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any non-conformities or omission in the Bid that do not constitute a material deviation. 15.2 Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial 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 to comply with the request may result in the rejection of its Bid. 15.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis: (a) If there is discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of SriLankan Airlines there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit shall be corrected. (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above. 15.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be dis qualified and its Bid-Securing Declaration shall be executed.

16. Clarifications	16.1 To assist in the examination, evaluation and comparison of the bids, the Purchaser may, at its discretion, ask any Bidder for a clarification of its bids. Any clarification submitted by a Bidder in respect to its bid which is not in response to a request by the Purchaser shall not be considered. 16.2 The Purchaser's request for clarification and the response shall be in writing at SriLankan Airlines' address specified in the BDS.
17. Responsiveness of Bids	17.1 The Purchaser will determine the responsiveness of the bids to the documents based on the contents of the bids received. 17.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.

18.Evaluation and Comparison of bids	18.1 The following factors & methodology will be used for evaluation. Please provide the required information in your proposal covering the below minimum eligibility criteria and evaluation criteria with clear reference (Document/Page /Section). <u>Minimum Eligibility Criteria</u> I. The bidding company must demonstrate a successful track record in the international airline industry by providing references or evidence of at least three reputed current customers who are actively using the proposed solution. These references should serve as proof of the bidder's experience and competence in delivering and maintaining similar solutions within the airline sector. II. Minimum of 01 solution deployed during the past 03 years [should provide references and evidence]. III. Providing the proposal covering ALL the components of this RFP with a completed compliance sheet IV. Provide the signed Non-Disclosure Agreement (NDA) V. Bidder shall agree with other applicable legislative and regulatory requirements of Sri Lanka VI. The Bidder shall provide proof of financial and economic capacity. This should include audited financial statements for the past three years. <u>Evaluation Criteria</u> I. The Bidder's point-by-point compliance with general, technical & functional requirements under Annexure of the RFP and should cover 90% of the RFP. It is essential that the Bidder clearly indicates any limitations and/or deviations. II. System awareness, Strength of Technical support, service levels and service credit scheme requirements of the RFP. III. Ability to integrate with SriLankan IT systems requested of the RFP. IV. The Bidder's capability of carrying out on-site Product demonstrations, site visits. Proof of Concept (POC) & business user cases to verify RFP specifications & performance. V. User awareness & Technical Training requested of the RFP. VI. Customer feedback on at least 03 existing projects of similar systems implemented at enterprise level during past 03 years. VII. Preferred Implementation lead time is 06 months or less. Maximum implementations lead time is 10 months. Length of the implementation period will be considered as an evaluation factor. VIII. Future enhancements and roadmap. Usefulness/quality of User Interfaces (UI) and User Experiences (UX). IX. Total final cost of the project for 05 years period. X. Credit terms specified in the price schedules at Annex or better. Length of the credit granted, and payment terms will be considered as an evaluation factor. Note - <i>SriLankan Airlines shall consider all bids which are compliant with the minimum eligibility criteria for Technical & Financial evaluation. The Technical evaluation will be based on the above Evaluation criteria and all Bidders who are complaint to the Evaluation criteria will be considered for the financial evaluation stage. The award shall be made to the lowest substantially responsive Bidder for 05 years.</i>
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19. Training and Development	The successful Vendor should provide all Training related to operating the System on Free of Charge basis.
20. Financial Capability	20.1 The bidder shall furnish documentary evidence that it meets the following financial requirements (s): Audited financial statements for the last 03 years (mandatory)
21. Purchaser's Right to Accept any Bids, and to Reject any or all Bids.	21.1 The Purchaser reserves the right to accept or reject any bids, and to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders.
F: Award of Contract	
22. Acceptance of the Bids	22.1 The Purchaser will accept the bids of the Bidder whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the documents issued.
23. Notification of acceptance	23.1 The Purchaser will notify the successful Bidder, in writing, that its bids has been accepted. 23.2 Within seven (7) days after notification, the purchase shall complete the contract, and inform the successful bidder to sign it. 23.3 Within seven (7) days of receipt of such information, the successful bidder shall sign the contract. 23.4 The contract is extendable for a further 01 year period based on mutual agreement under the same terms & conditions and supplier performance.
24. Performance Security	24.1 Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder, shall furnish the Performance Security amounting to a minimum amount of 10% of the agreement. SriLankan Airlines reserves the rights to request for higher valued Performance Security Form is included in Annex D. 24.2 Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or sign the Contract may continue sufficient grounds for the annulment of the award and execution of the Bid-Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

Section II: Data Sheet

ITS Clause Reference	
1.1	The Purchaser is: SriLankan Airlines Address: Commercial Procurement Department, SriLankan Airlines, Airline Centre, Bandaranaike International Airport, Katunayake
7.1	Proprietor's authorizations (or) Vendor commitment letter for 100% guaranteed product support is required.
9.1	Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure C is required.
12.1	The address for submission of Bids is : Attention : Niroschi Jayasuriya Address : Manager Commercial Procurement Commercial Procurement Department, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka Telephone : +94 197732770 Deadline for submission of bids is on or before 02 December 2025, 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)
15.2	For <u>Clarification of bid purposes</u> only, SriLankan Airlines' address is: Attention: Hareni Madurawala Address: SriLankan Airlines Limited, Commercial Procurement Department (IT), Airline Centre, Bandaranaike International Airport, Katunayake , Sri Lanka Telephone: +94 (0) 19733 21845/ +94 (0) 19733 2666 Facsimile number: +94(0) 197335218 Electronic mail address: harenis@srilankan.com tharaka.hindurangalage@srilankan.com If the Bidder wishes to hand deliver the Bid documents by hand, please provide details (Names/NIC no/passport no/vehicle number) of your representatives one day in advance to the Bid closing date, for the arrangement of security clearance.

Section III - Schedule of Requirements

Provisioning of a Ground Handling/Ancillary Services Billing System for SriLankan Airlines

CPIT/ICB-05/2025

Line Item #	Description of product	Quantity	Unit of Measure	Final Destination	Delivery Date
01	Provisioning of a Ground Handling/Ancillary Services Billing System for SriLankan Airlines	1	Nos	IT division of SriLankan Airlines	

Section IV - Bid Submission Form

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

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

Date:

To: SriLankan Airlines

We, the undersigned, declare that:

- (a) We have read and have no reservations to the document issued;
- (b) We agree to supply conforming to the documents issued and in accordance with the Schedule of Requirements of the following Service/solution [insert a brief description of the System/solution];
- (c) The total price of our Bid without Tax, including any discounts offered for 05 years is:
[insert the All-inclusive total project cost without Tax for 05 years in words and figures];
- (d) The total price of our Bid including Tax, and any discounts offered for 05 years is:
[insert the All-inclusive total project cost with Tax for 05 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 1 year indicated in the below Price schedule forms referred as Annex B.

- (e) Our bid shall be valid for the time specified in ITB Clause 8.1
- (f) We understand that our bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (g) We understand that you are not bound to accept the lowest recommended bid or any other bids that you may receive.

Signed: [insert signature of the duly authorized person]

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

Date

Section V - General Conditions

- I. Bidder” means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the bidder is an authorized distributor, it is mandatory an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the bid to avoid rejection of the bid.
- II. If required, SriLankan Airlines requires to inspect the product at the evaluation stage by SriLankan Airlines’ personnel (minimum 2 pax), same has to be arranged by the bidder at a client site to inspect the proposed product. All applicable expenses shall be borne by the bidder.
- III. All on-site & off-site expenses including incidental expenses related to the project implementation, maintenance & support etc. within the 05 year contract period, including Airfare should be borne by the bidder.
- IV. If accepted, it is mandatory that the bidder signs the Contract Agreement - Annexure F.
- V. In order to ensure continuity of supply of Service/solution to SriLankan Airlines in the event of a disruption to bidder’s operations, please provide details of alternative arrangements available within the agreed cost and specifications of product.
- VI. If SriLankan Airlines find that the delivered service/solution does not comply with the Specifications stated in this Agreement, SriLankan Airlines in its discretion has the right to either reject or request modification to the service/solution to compliance with the Specifications. Modification will not affect the Warranty/ Service Levels provided hereunder. If the service/solution is rejected SriLankan Airlines shall recover any and all money paid and any service penalties incurred due to rejection of the system/solution.
- VII. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Solution and services to be procured under this bid exercise. If so please submit a separate bidder information form including the information of local agent.
- VIII. Advance payment is not acceptable. 45 days credit from the date of commissioning and acceptance by SLA is required.

ANNEXURE A - Technical/General Specifications & Compliance Sheet

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

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1 PURPOSE, SCOPE AND OBJECTIVES

PURPOSE

The purpose is to invite bids for a Ground Handling Billing System that aligns with the specified requirements outlined below, with the intention of implementing the most suitable system for SriLankan Airlines.

SCOPE

The information provided in this document shall encompass comprehensive details of all hardware, software, and implementation service components required to meet the specifications outlined herein.

OBJECTIVE

The objective of the technical specification document is to clearly define the requirements, features, and functionalities of the ground handling billing system. It serves as a comprehensive guide that outlines the expectations, constraints, and standards that need to be met during the development, procurement, or implementation process.

OVERVIEW

SriLankan Airlines carries out the provision of ground handling services in Bandaranaike International Airport. At present each operational departments input the provided service information to the existing ground handling billing system. Through the ground handling billing system invoices along with supporting documents are generated and dispatched either to given email addresses of customers or to IATA Clearing House depending on the settlement method and interfaced to the financial accounting system Oracle EBS. SriLankan Airlines also provides various other ancillary services like engineering services, cargo warehouse renting, aviation related training, lounge services, etc. to other Airlines and Non-Airline customers. Such services are invoiced either through this system or Oracle EBS directly upon receipt of a miscellaneous service order request form from the user department. Company is now looking at automating the billing process for the provision of these services with the intention of minimizing the manual intervention at all stages of the billing cycle.

DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Oracle EBS - Oracle E-Business Suite

ICH - IATA Clearing House

SIS - Simplified Invoicing and Settlement

DELIVERABLES

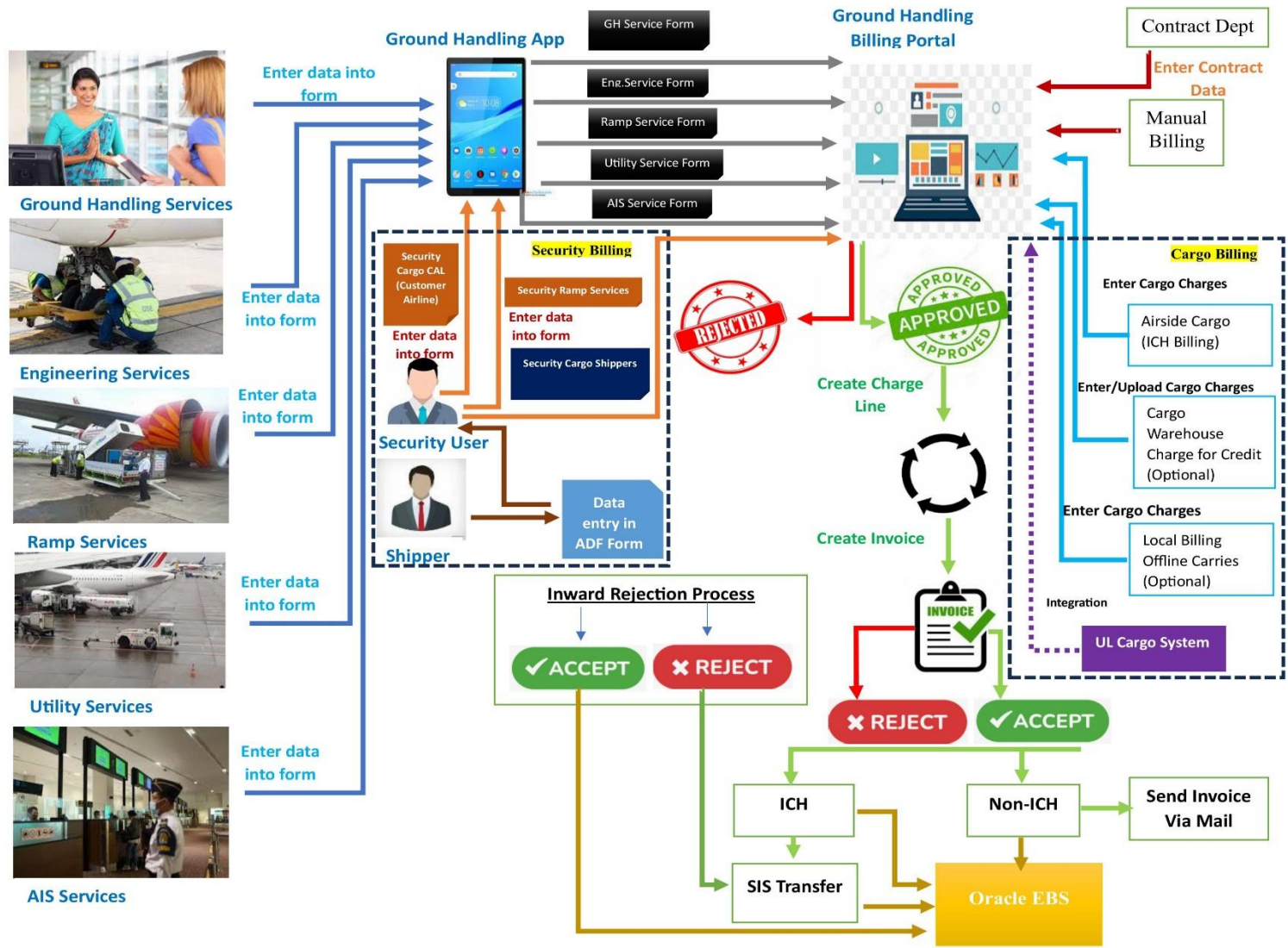
The deliverables of a ground handling billing system should include following components and outcomes that are expected upon completion of the system's development, implementation, and deployment.

4.1. Determine and propose an appropriate Ground Handling Billing System solution that aligns with the needs of SriLankan Airlines and supports future scalability. It is imperative that interested parties undertake a detailed sizing evaluation independently.

(Billing Module, Master Module, Workflow Module, User Management Module, Automated Invoicing, Contract Management, Integration Capabilities, Reporting and Analytics, Customer System Access, Audit and Control Mechanisms)

- 4.2. Comprehensive information on the equipment, installation, and testing procedures, encompassing all required interfaces and data connectors, as well as the specifications for the necessary hardware platform (including appliances and/or servers) essential for deploying the solution.
- 4.3. Provide information on initial and extended warranties, licenses, and technical support services, including a breakdown of initial acquisition costs and available ongoing support options, such as subscription-based models. Additionally, outline the licensing policies for various types of licenses, including enterprise, shared, named, and other classifications.
- 4.4. Provide comprehensive information on hardware installation and setup, software configuration, and user settings, including:
- Implementation guides
 - User Documentations - User manuals, Administrative Guides
 - System administrator guides and handbooks
 - Training Materials - Training Manuals, Training Videos or Presentations
 - Testing Documentation: Test Plans, Test Results
 - Implementation Plan
 - Change Management Documentation
 - Project Closure Documentation
 - Compliance and Security Documentation
- 4.5. The solution must seamlessly integrate with the current architecture and functions to meet the requirements specified.
- Data Migration Plan and Execution
- 4.6. Interested parties should provide a list of the solution's available platforms, detailing options for off-site hosting.

PROCESS FLOW DIAGRAM



SPECIFICATIONS AND SERVICE LEVELS

The document includes the high-level requirements, and it will be necessary to conduct workshops and detailed requirement-gathering sessions for each individual requirement at the time of implementation.

Exact functional requirements will be discussed during the implementation and may not be limited to the points mentioned in RFP.

GENERAL REQUIREMENTS

MOBILE APPLICATION

- I. Ability to securely login to the mobile application using either credentials using through AD authentication (mandatory) or biometric authentication.
- II. Ability to define user roles and permissions for mobile users.
- III. The system should facilitate forms to capture different types of services, with the option to input details into these forms.
- IV. The system should enable to add and customize fields on the service form entry screen to meet specific service requirements.
- V. Use pre-defined templates and auto-fill features to streamline repetitive tasks and reduce data entry errors by integration with flight schedule.
- VI. Ability to perform real-time validation for errors or missing information as user's complete forms, with validation rules defined according to business logic.
- VII. Ability to offer immediate feedback on discrepancies or missing information, including user-friendly error messages and guidance to facilitate prompt corrections.
- VIII. The application should provide the capability to capture signatures through a digital signature option.
- IX. Ability to issuance of a service form copy to airline representative.
- X. Integration and synchronization must be executed seamlessly with the connected systems to ensure up-to-date information.
- XI. Ability to track and monitor the status of service forms effectively.
- XII. Facilitate workflow customization so that upon submission of the entry form, it undergoes a defined approval process.

- XIII. The system should facilitate dashboards and reports to visualize key metrics, such as service frequency, billing totals, and performance trends. The system should address the requirements outlined above, but it should not be limited to these alone.
- XIV. Ability to send notifications and alerts for new service requests, updates, and upcoming deadlines for form submissions.
- XV. Ability to upload, manage, and store documents or photos related to services, as well as to retrieve historical service forms.
- XVI. The user interface and experience should be designed to provide an easy-to-navigate layout with clear instructions and visual aids.
- XVII. The system must support offline data entry and storage, with synchronization occurring once connectivity is restored.
- XVIII. Ensure the application is optimized for various devices and screen sizes.
- XIX. Ability to maintain audit logs and monitor changes to service forms and user activities.
- XX. Ensure the application adheres to all applicable compliance standards.

WEB APPLICATION

MASTER DATA SETUP

- I. The system should be capable of establishing and managing master data. Key areas of focus include, but are not limited to, the following:
 - Airline Master
 - Currency

- Currency Master
 - IATA Rate / Five Day Rate Master
- Geography
 - Station/City Master
 - Country Master
 - Flight Information Region Master
- Unit Of Measure Master
- Accounting

Accounting should be segregated based on the customer requirement and the detail will be discussed in workshop sessions.

 - Account Segment Master
 - Account Master
 - Valid Account Master
 - GL Account Map Master
- Organization Master
- Tax Master
- Additional Charge (Service) Master
- Aircraft Master
- SIS Member Profile
- Billing Calendar
 - SIS
 - Bilateral Settlement Period Master
- Charge Category and Codes Master

- Aircraft Type Code Master
- Accounting Calendar Master
- Bank Account Master
- Contract Parameters and Master Data Setup

CONTRACT

- I. The capacity to define and customize ground handling contracts for each airline, including various charge categories and associated fees, is essential.
- II. Ability to support for multiple contract types.
- III. Ability to customizable templates for different contract types.
- IV. Ability to track and manage changes to contracts, including amendments, with version history.
- V. Ability to configure service pricing, billing frequencies, payment terms, and discount structures etc.
- VI. Ability to attach and manage related documents such as certificates, addendums, and supporting documentation.
- VII. The system should be capable of sending email notifications for contract expirations, generating retrospective billing in cases where contract renewals are delayed with prior authorization, and enabling authorization levels for contract modifications, payment due dates, and compliance issues.

FLIGHT EVENT

- I. System should have the ability to upload and integrate the flight schedule & capture the subsequent changes to generate flight instances accurately for user departments to submit the services obtained.
- II. Following information should be captured in the Flight Event Module but are not limited to, the following.
 - Flight Schedule
 - Flight Instance

- Flight Task Scheduler
- Link Flights
- Event Schedule

SERVICE FORM CAPTURE

- I. The system should be facilitated this in both mobile and web applications.
- II. As detailed below, the system must be able to capture a range of ground handling services, including but not limited to those specified, through the form. This will ensure that all relevant services are thoroughly documented and precisely monitored.
 - Ground Handling Services
 - Engineering Services
 - Ramp Services
 - Utility Services
 - AIS Services
- III. The system must be able to capture the following details on the service form, including but not limited to those listed, ensuring that all essential information is accurately collected and recorded. The below information will be differ based on the service type.
 - Service Type – User should be able to select the field to specify the type of service provided (e.g., Ground Handling, AIS, Utility etc).
 - Job Number
 - Operator
 - Date and Time – Capture the exact date and time when the service was performed.
 - Flight Number
 - AC Type

- AC Registration
 - Scheduled Time of Arrival
 - Scheduled Time of Departure
 - Actual Time of Arrival
 - Actual Time of Departure
 - Type of Aircraft
 - Bay Number
 - Services – The system should be capable to config the services listing based on the service type.
 - Description of Service – Text area for a detailed description of the service provided.
 - Additional Services
 - Quantity and Units - Fields for entering the quantity of service units (e.g., hours, number of items) and the unit of measurement.
 - Acknowledgement
 - Delay Reason - Should be included in relevant service form only.(Airport side)
 - Comments
 - Remarks
 - Digital Signature
- IV. Define the amount of service provided in quantity or units (e.g., number of hours, quantity of items).
- V. The form should be user-friendly, with a clean and logical layout to minimize errors and speed up data entry.
- VI. Easy navigation through different sections or tabs of the form, allowing users to quickly access and enter data.
- VII. Ensure that essential fields are marked as required to prevent incomplete submissions.
- VIII. Implement validation rules to check for data accuracy and completeness (e.g., valid date formats, required fields not left blank).

- IX. Ensure that the form fields align with those in the Flight Schedule to guarantee smooth operation and effective synchronization. The Feature to automatically populate certain fields based on flight schedule data or predefined rules.
- X. Capabilities to import data from or export data to other systems or formats.
- XI. Automated alerts for common data entry errors or inconsistencies.
- XII. Ability to add or modify fields in the service forms based on evolving needs or specific requirements.
- XIII. Ability to support for creating and using different form templates for various types of services or scenarios.
- XIV. Optimize the form for fast load and response times.
- XV. Ensure the form is reliable and available, with minimal downtime or disruptions.
- XVI. Ability to add, edit, view, delete service forms entered into the system.
- XVII. Ability to produce a PDF service order confirmation, which can be either printed using printer connectivity for handover to the third party or emailed directly to the customer's designated email account.

BILLING

- I. The system should be able to facilitate the below mentioned modules within the Billing Module but are not limited to, the following:
 - Outward
 - Manual Chargeline
 - Invoice Generation Auto
 - Manual Invoicing
 - Generating supporting documents.
 - Retrospective Billing
 - Inward
 - Inward Invoice Capture

- Inward Summary Dashboard
 - Invoice Search
 - Invoice Sorting
 - Invoice Reposting
- II. Configurable charge lines that correspond to specific services, including the ability to define/edit rates and billing rules for each charge line.
- III. Mechanisms to map services to charge lines for accurate billing.
- IV. Setup of billing rates, including base rates, variable rates, and special rates applicable to different charge lines and contract rates to be defined under contracts.
- V. Rules for applying discounts, adjustments, or promotional rates to specific charge lines or services.
- VI. Ensure rates are validated and applied correctly according to predefined rules.
- VII. Automatic generation of invoices based on captured data and charge line configurations.
- VIII. Support for customizable invoice templates to meet different client requirements and regulatory standards. (Tax/Vat/SVAT invoices)
- IX. Invoices must detail each charge line, including descriptions, quantities, rates, and totals.
- X. Upon approval of service forms from the user department, charge lines to be generated and those charge lines should be visible to finance for invoice generation. invoices should be generated by the finance by selecting the charge lines as per the requirements separately for each airline (charge category/code/airline/period/selected services etc.).
- XI. Should be able to generate an excel supporting from the system with flight details/services details & charges to attach to the invoices (Service form summary details)
- XII. Upon approval of invoices by team, invoices should be submitted to ICH for IATA carriers & for NON-IATA carriers invoices to be dispatched to the given email addresses.

- XIII. Approved invoices should be transferred to SIS in defined daily/weekly schedulers & both SIS validated invoices & bilateral invoices approved in a particular day should be Integrated with the financial accounting system Oracle EBS is essential.
- XIV. System should be able to carry out retrospective billing based on backed dated agreements.
- XV. System should facilitate cargo & security charges billing in a more detailed & automated manner.
- XVI. System should be able to create invoices for other Miscellaneous services provided by various departments by giving access to relevant users in those departments & forwarding the invoices in an approval workflow until final approval by finance dept.
- XVII. System should be able to generate VAT& SVAT invoices PDF to comply with IRD rules & regulations.
- XVIII. System should be able to action on inward received rejection invoices relating to the billing taken place from the system and raise correspondence invoices. (Accept /Reject)
- XIX. Billing cycling should be customizable base on the agreements with customer and/or IATA
- XX. Capability to produce separate billing for both ICH settlements and non-ICH settlements.
- XXI. The system should allow users to upload documents in Excel, PDF, Word or image format as attachments for the generated invoices.

WORKFLOW

- I. Ability to create and customize workflow templates for different types of services and billing processes.
- II. Ability to route invoices in the workflow.
- III. Define the sequence of tasks and steps required for each billing process, including service request handling, data capture, invoice generation, and payment processing.
- IV. Incorporate conditional logic to handle different scenarios and decision points within workflows (e.g., approval processes, exception handling).
- V. Assign tasks to specific users or roles based on workflow stages (e.g., data entry, review, approval).
- VI. Monitor the status of tasks, including completion, pending, and overdue tasks.

- VII. Automate notifications and alerts for upcoming, pending, or overdue tasks.
- VIII. Support for multi-level approval processes, where certain tasks or documents require approval from multiple stakeholders.
- IX. Define approval workflows based on service type, billing amount, or client-specific requirements.
- X. Maintain audit trails of all approvals and changes made during the workflow process.

REPORTING CAPABILITIES

- I. The system should be capable to provide predefined reports and custom reports as mentioned below but are not limited to the following:
 - User Report
 - User ID
 - User Name
 - User Status
 - Activation Expiry
 - Password Expiry
 - Module Code
 - Phone
 - Fax
 - Station
 - Email
 - Profile Name
 - Role Name

- Outward Credit Note Summary Report - Outward invoice summary report should include accounting details and also should be able to customize /filter based on user requirement (Airlines wise/account wise etc.)Also report should be able to run for a year or more at once/multiple settlement periods based on the requirement.
 - Credit Note Number
 - Billing Category
 - Invoice Date
 - Customer
 - Charge Category
 - Charge Code
 - Settlement Period
 - Location
 - Billing Location
 - Settlement Method
 - Credit Note Status
 - Account Status
 - Total Charge Amount
 - Total TAX
 - Total VAT
 - Total Additional Charges
 - Total Invoice Amount
 - Invoicing Currency

- Accounting Exchange Rate
- Accounting Amount
- Accounting Currency
- Accounting File Name
- Operating Carrier Code
- Accounted CC/Nominal
- Revenue Report
 - Invoice Number
 - Billing Category
 - Source Invoice Number
 - Invoice Date
 - Customer
 - Charge Category
 - Charge Code
 - Settlement Period
 - Location
 - Billing Location
 - Settlement Method
 - Revenue Account Code
 - Revenue Account Description
 - Extension Segment
 - Amount

- Invoicing Currency
 - Accounting Exchange Rate
 - Accounting Amount
 - Accounting Currency
- Settlement Period Report
 - Customer / Vendor
 - Invoice Type
 - Invoice Number
 - Invoice Date
 - Charge Category
 - Invoice Currency
 - Invoice Amount
 - FDR
 - Settlement Currency
 - Settlement Amount
 - Settlement Method
 - Settlement Period
- SIS Reject Summary Report
 - Invoice Number
 - Billing Category
 - Source Invoice Number
 - Invoice Date

- Customer
- Charge Category
- Settlement Period
- Location
- Billing Location
- Invoice Source
- Total Revenue
- Total TAX
- Total VAT
- Total Additional Charges
- Total Invoice Amount
- Invoicing Currency
- Internal Notes
- Revenue With Tax Report
 - Invoice Number
 - Billing Category
 - Source Invoice Number
 - Module Code
 - Invoice Date
 - Customer
 - Settlement Method
 - Charge Category

- Charge Code
- Settlement Period
- Location
- Billing Location
- Revenue Account Code
- Revenue Account Description
- Extension Segment
- Operating Carrier Code
- Amount
- Invoicing Tax Amount
- Flight Delay Report
 - Form Id
 - Airline code
 - Customer Name
 - Customer Code
 - Station
 - Sector
 - Flight Date
 - Flight Number
 - AC Registration Number
 - Flight Type
 - Aircraft Type

- STA
- ATA
- Difference between ATA and STA (in min)
- STD
- ATD
- Difference between ATD and STD (in min)
- Basic Handling Charges (in USD)
- Applicable Delay Percentage and Delay Charge
- Contract Rate Report
 - Contract Name
 - Airline
 - Airline Number
 - Carrier Type
 - Operating Customer Code
 - Billed Customer Name
 - Station
 - Charge Category
 - Currency
 - Status
 - Applicable From
 - Applicable To
 - Service Description

- Quantity Parameter
- Quantity UOM
- Charge Basis
- Rate Capture Type
- Rate Parameter
- Rate Parameter Values
- Fixed Rate
- From Range
- To Range
- Range Rate
- Staggered Base Quantity
- Staggered Base Rate
- Staggered Per Increment Unit
- Staggered Increment Rate
- Rate Formula
- Quantity Control
- Quantity Control Value
- Tax Code
- Valid From
- Valid To
- GH Revenue Report
 - Airline

- Total Flight Count
- Total Sales
- Total Revenue
- Net Sales
- Block Handling
- Additional Services of OSO
- AIS
- Rechargeable
- ASWO
- Ramp Handling
- X-Ray Charges
- Imp/Exp Cargo Handling Charges
- Security Charges
- Cargo Services Charges
- Total Revenue - Include revenue from manual invoices raised under the considered 4 accounts for GH revenue report and rejected accepted
- Auto Invoice Details Report
 - Invoice No
 - Invoice Status
 - Form No
 - Customer Name
 - Airline Code

- Airline Num Code
- Flight Number
- Flight Date
- Station
- Carrier Type
- A/C Registration
- A/C Type
- Flight Type
- SIS Charge Code
- Service Category
- Service Name
- Service Quantity
- Service Uom
- Service Rate
- Total Charge Amount(Including ADDON)
- Source Contract Name
- Legacy Form Number - Settlement period and account code to be included
- Inward Rejection Report
 - Invoice Number
 - Billing Category
 - Invoice Date
 - Vendor

- Charge Category
- Charge Code
- Settlement Period
- Number of Rejections
- Original Invoice Number
- Original Invoice Settlement Period
- Original Invoice Amount
- Total Charges
- Total TAX Amount
- Total Rejection Invoice Amount
- Rejected Amount
- Accepted Amount
- Invoicing Currency
- Operating Carrier Code
- Unapproved Invoice Summary Report
 - Invoice Number
 - Document Type
 - Billing Category
 - Invoice Type
 - Invoice Date
 - Settlement Period
 - Customer / Vendor Code

- Customer / Vendor Name
- Settlement Method
- Billing Location
- Charge Category
- Charge Code
- Service Category
- Workflow Charge Category
- Workflow Charge Code
- Workflow Status
- Workflow Process
- User Ids For Approval
- User Names For Approval
- Total Charges
- Total Tax
- Total Additional Charges
- Total Invoice Amount
- Invoicing Currency
- SIS Purging Period
- Invoice creator
- Time From Creation
- Invoice Due Date
- Time In Current Workflow

- Operating Carrier Code
- Customer Report
 - Airline Code
 - Airline Alpha Code
 - Airline Name
 - Customer Name
 - Customer Code
 - Vendor Code
 - Settlement Method
 - Location Code
 - Location Name
 - Address Line 1
 - Address Line 2
 - Address Line 3
 - City Code
 - City Name
 - State Code
 - State Name
 - Country Code
 - Postal Code
 - Bilateral Location
 - Charge Category

- Charge Code
 - Station
 - Phone1
 - Phone2
 - Email1
 - Email2
 - Send Mail
- Daily Activity Report - Summary of daily operations including aircraft serviced, staff hours, and equipment usage.
 - Resource Utilization Report - Details on the usage of ground handling equipment and staff.
 - Incident Report - Log of any issues or incidents that occurred during operations.
 - Invoice Report - Detailed invoices generated for services rendered, including breakdowns of charges.
 - Revenue Report - Total revenue generated, categorized by service type, client, or time period.
 - Billing Reconciliation Report - Comparison of billed amounts with service records to ensure accuracy.
 - Expense Report - Breakdown of expenses related to ground handling operations, such as fuel, maintenance, and labor.
 - Profit and Loss Statement - Overview of revenue, costs, and profits for a specified period.
 - Budget vs. Actual Report - Comparison of budgeted costs versus actual expenditures.
 - Service Performance Report - Analysis of service delivery times, quality metrics, and customer satisfaction.
 - Staff Performance Report - Metrics on individual staff performance, including efficiency and adherence to protocols.
 - Historical Trends Report - Analysis of operational and financial data over time to identify trends.
 - Forecasting Report - Projections based on historical data to predict future needs and revenues.
 - Flight Delay Report
 - Flight Cancellation Report

- II. Ability to provide reports in below mentioned format but it should not be limited to these formats alone.
 - Tabular Reports - Detailed tables with sortable and filterable data.
 - Graphs and Charts - Visual representations of data trends and comparisons.
 - Dashboards - Interactive interfaces showing real-time data and key metrics.
- III. Ability to delivery reports in below mentioned methods but it should not be limited to these formats alone.
 - Email - Automated email reports to stakeholders.
 - Web Portal - Access to reports through web application and should be able to download the reports in EXCEL , PDF etc as output but not limited to this output.
 - Printed Reports - For formal presentations.
- IV. Ad-Hoc Reports: On-demand reporting for specific queries or analyses.
- V. Scheduled Reports: Automated generation and distribution of reports at specified intervals (daily, weekly, monthly).
- VI. Real-Time Reporting: Instant updates and access to current operational and financial data.
- VII. Performance - Reports should generate quickly even with large datasets.
- VIII. Usability - Reports should be user-friendly, with clear, intuitive layouts and easy navigation.
- IX. Accuracy Checks - Ensure that data in reports is accurate and aligns with source data.
- X. User Feedback - Gather feedback from stakeholders to refine report formats and content.

SIS COMPLIANCE

- I. The system should SIS compliance including below but not limited to the below requirements.
- II. The ground handling billing system must support Simplified Interline Settlement (SIS) to streamline the billing and reconciliation processes between airlines and ground service providers. Compliance with SIS standards ensures accurate, timely, and efficient processing of interline settlements.

- III. The system must adhere to the SIS framework as defined by IATA (International Air Transport Association) or other relevant industry bodies. This includes support for SIS messaging protocols, data formats, and settlement processes.
- IV. The system should be capable of exchanging interline settlement data using standardized formats such as XML or any other format, as prescribed by SIS guidelines.
- V. The system must support automated generation and submission of interline invoices in accordance with SIS standards. This includes automated calculation of charges, taxes, and fees based on predefined rates and agreements.
- VI. The solution should facilitate automated reconciliation of interline invoices and payments, reducing manual processing and errors. It should support matching invoices with service records and handling discrepancies.
- VII. The system must include mechanisms for managing and resolving disputes related to interline settlements, including tools for tracking and documenting discrepancies and adjustments.
- VIII. The system must comply with IATA's SIS standards, including adherence to the IATA SIS Rules and Guidelines. This includes support for IATA's SIS Messaging, Reporting, and Settlement processes.
- IX. Ensure that the system can integrate with IATA's SIS platform or other industry-standard systems for data exchange and settlement processing.
- X. The system must include validation mechanisms to ensure the accuracy and completeness of interline settlement data. This includes checking for errors, inconsistencies, and compliance with SIS rules.
- XI. The solution should maintain detailed audit trails of all interline settlement transactions, including data exchanges, invoice submissions, and payment reconciliations, to support transparency and accountability.
- XII. The system must generate and support standard SIS reports, including summaries of interline settlements, reconciliation status, and dispute resolutions.
- XIII. Provide comprehensive documentation detailing how the system supports SIS compliance, including user guides, integration guides, and process documentation.

- XIV. Ensure that the system implements robust security measures to protect interline settlement data during transmission and storage. This includes encryption and secure data handling practices.
- XV. The system must include role-based access controls to ensure that only authorized personnel can access and process interline settlement data.
- XVI. SIS Testing: Outline the testing procedures for validating SIS compliance, including test scenarios for invoicing, reconciliation, and dispute management.
- XVII. User Acceptance Testing (UAT): Engage end-users in testing to ensure that the system meets their needs and aligns with SIS requirements.
- XVIII. The vendor should provide support for maintaining SIS compliance, including addressing issues related to interline settlement processes and updates to SIS standards.
- XIX. Regular updates and maintenance to ensure continued compliance with SIS standards and integration with any changes in industry requirements.
- XX. Ensure that the system is implemented in a manner that fully supports SIS compliance, including configuration and integration with relevant industry systems.
- XXI. Provide training for staff on SIS compliance aspects and how to use the system for interline settlement processes.
- XXII. Supply all necessary documentation to support SIS compliance, including technical specifications, user manuals, and compliance reports.
- XXIII. The vendor's ability to demonstrate SIS compliance through documentation, certifications, and system functionality.
- XXIV. Effectiveness of the system's integration with SIS platforms and adherence to interline billing standards.
- XXV. Implementation of mechanisms to ensure data accuracy, integrity, and security in interline settlements.

TAX MANAGEMENT

- I. Capability to establish tax codes and automatically compute taxes for designated customers and service types.
- II. Ability to include tax registration number.

SETTINGS

- I. The system should support the functions listed below, but it should not be limited to the listing.
 - Access Permission
 - User Management
 - Roles
 - Menu
 - Access Authority Master
 - Business Rules
 - Rule Definition
 - Rule Map
 - Notification
 - Notification Manager
 - Notification Contact

REQUIREMENTS FROM THE SECURITY DEPARTMENT FOR THE NEW GROUND HANDLING BILLING SYSTEM

1. Overview

The Ground Handling Billing System must provide a comprehensive solution for **security billing** to ensure accurate, efficient, and transparent invoicing for all security-related services. This includes handling billing for **cargo screening**, **security services**, and other related services etc for multiple stakeholders, including airlines, shippers etc.

Exact functional requirements will be discussed during the implementation and may not be limited to the points mentioned in RFP.

2. Process Flow Diagram

2.1. Ground Handling Billing System Security Process Flow Diagram



3. Key Functional Requirements for Security Billing

A. Billing for Cargo and Ramp Security Services The system should enable precise billing for the following security-related services, which are critical for cargo, ramp and shippers security operations:

- **Cargo Screening:** Billing for the screening of cargo, including X-ray, explosive trace detection (ETD), and manual inspections etc.
- **Security Inspections:** Charges for physical inspection of high-risk cargo and special handling requirements.
- **Security Documentation Handling:** Billing for the verification and processing of security-related documentation such as Consignment Security Declarations (CSD).
- **Ramp Security Operations:** Billing for the ramp security services for customer airlines. E.G. Access Control, Baggage Monitoring, Transfer Baggage Screening etc.
- **Other Security Services:** Billing for any special security measures required by third-party airlines or shippers (e.g., enhanced inspections for high-value or sensitive cargo).

B. Customizable Security Service Rates The system must allow airlines to define flexible and **customizable billing rates** for different types of security services, depending on:

- **Cargo Type:** For example, hazardous goods, perishable items, or general cargo.
- **Security Level:** Different rates based on the complexity of the security requirements (e.g., high-risk cargo, expedited screening).
- **Service Complexity:** Additional charges for manual inspections, special equipment usage, or extended handling times.

C. Automated Security Billing Process

- The system must automate the generation of **invoices** based on the services performed, including:
 - Cargo screening results

- Inspection outcomes
- Document validation and security clearances etc
- Invoices should include itemized charges for each service rendered, with detailed descriptions, time spent, resources used, and associated rates.
- **Real-Time Billing Updates:** Ensure that billing records are updated in real time as security services are performed or updated, avoiding delays in invoicing and payment.

D. Integration with Other Airline and Shipper Systems

- The GHBS must be able to integrate with **third-party security systems**, allowing seamless data exchange for billing accuracy.
 - **Cross-System Data Sharing:** Securely share security-related data (e.g., screening results, clearance status) with third-party systems for transparency and compliance.
 - **Billing Data Sync:** Ensure that billing data is synchronized between the GHBS and third-party airline or shipper systems to avoid discrepancies and ensure accurate invoicing.

E. Security Billing for Third-Party Airlines and Shippers The system must enable airlines to handle security billing for **third-party airlines** and **shippers**, including:

- **Custom Billing Formats:** Provide support for generating invoices tailored to the specific requirements of third-party airlines or shippers, such as different billing cycles, payment terms, and currency.
- **Automated Billing for Security Services:** For third-party customers, the system should automatically generate billing entries based on the services provided, including a breakdown of charges for cargo screening, inspections, and document handling.

4. Reporting and Compliance

A. Detailed Billing Reports The system must generate detailed and comprehensive **security billing reports** for internal and external use but not limited to below reports and the system should be able to facilitate/ customize reports base on the user departments requirements.

- **Service Breakdown:** Detailed reports breaking down the charges for cargo screening, security inspections, and document handling.
- **Customizable Reporting:** Allow for customized reporting, with the ability to filter by service type, cargo type, or customer.
- **Audit-Ready Reports:** The system should provide reports that are ready for auditing, ensuring transparency and traceability of all security billing activities.

B. Compliance with Regulatory Standards

- Ensure that security-related billing is compliant with **international aviation regulations** and **industry standards** requirements for cargo security.
- The system must support **audit trails** for all security services billed, showing timestamps, user identification, and changes made to billing records.

5. System Capabilities and Integration

A. Integration with Cargo Handling Systems

- The GHBS should integrate with existing **cargo handling systems**, enabling seamless data flow between security operations, cargo management, and billing processes.
- Integration should include **real-time updates** for cargo movement, security screening results, and service completion status, allowing the system to generate accurate and timely invoices.

B. User Roles and Permissions

- The system should allow for **role-based access control** , ensuring that only authorized personnel can access, modify, or generate security billing records.

- Access control should include specific permissions for security operations, billing, and auditing functions, ensuring that sensitive security billing information is protected.

6. Conclusion

The **Ground Handling Billing System (GHBS)** must provide a comprehensive, secure, and automated solution for handling **security billing** for cargo operations. This includes managing charges for cargo screening, inspections, and other security services, while ensuring accurate invoicing, integration with third-party systems, and compliance with regulatory requirements.

REQUIREMENTS FROM THE CARGO DEPARTMENT FOR THE NEW GROUND HANDLING BILLING SYSTEM

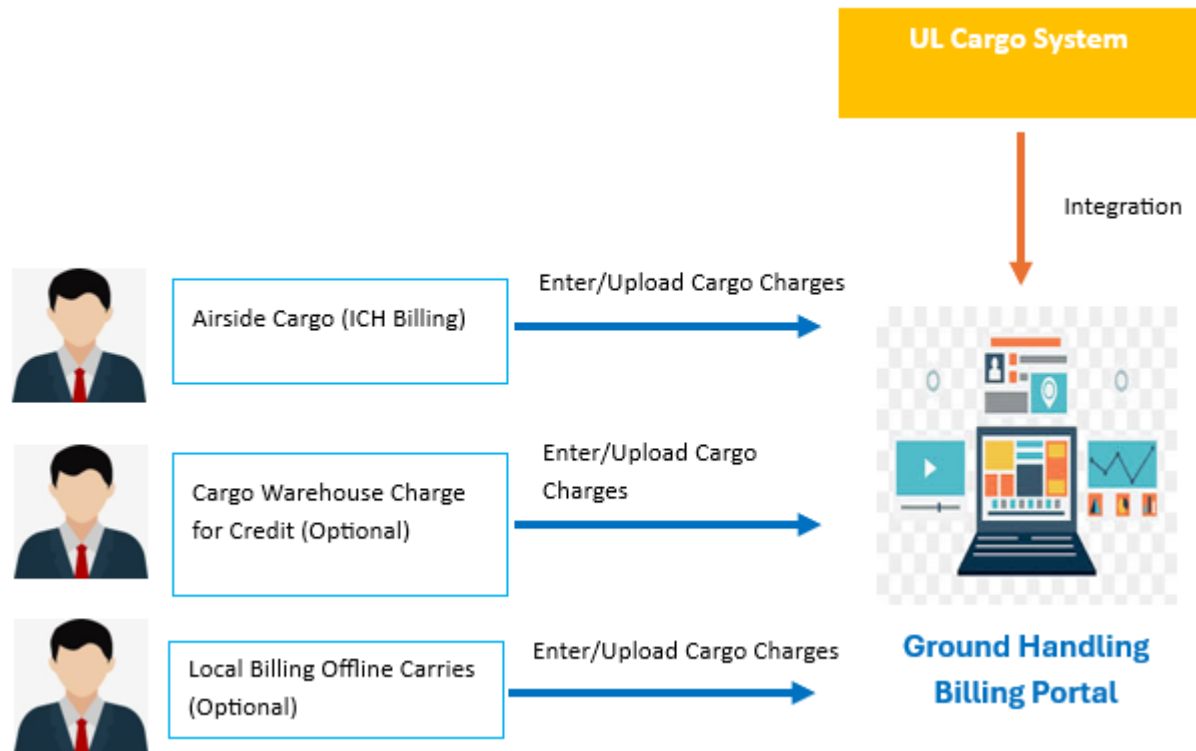
1. Overview

The purpose of the Cargo Ground Handling Billing System is to automate and streamline the billing process for cargo handling services. The system will track services rendered, calculate charges, generate invoices, and integrate with cargo management and financial systems.

Exact functional requirements will be discussed during the implementation and may not be limited to the points mentioned in RFP.

2. Process Flow Diagram

2.1. Ground Handling Billing System Cargo Process Flow Diagram



2. System Overview

The Cargo Ground Handling Billing System will provide the following key functionalities.

1. Enter Cargo Charges
2. Service Charge Calculation
3. Billing and Invoicing
4. Rate Management

5. Reporting and Analytics
6. Integration with Other Systems
7. Security and User Access Control

3. Functional Requirements

3.1 Enter Cargo Charges

- The system must facilitate the entry of cargo charges into the ground handling billing system with precision and ease.
- The system should provide the capability to enter or upload data into the system, depending on the specific business requirements.
- The system should be able to add charge types based on SriLankan Airlines requirements. The data entry and upload screens will vary depending on the selected charge type and must be customized accordingly to meet these specific requirements.
- Following are some fields for the entry screen but the not limited to the below.
 - ✓ Flight Number
 - ✓ Flight Date
 - ✓ Airway Bill Number
 - ✓ Pieces
 - ✓ Weight
 - ✓ Amount etc.

3.2 Service Charge Calculation

- The system should allow configuration of multiple service charge types (e.g., flat rates, per weight, per volume).
- The system should be able to calculate service charges based on predefined pricing rules.
- The system should support volume-based and weight-based pricing etc.

- The system must support dynamic rate changes, including seasonal and contract-based adjustments etc.
- The system must apply additional surcharges based on predefined criteria.

3.3 Billing and Invoicing

- The system should generate invoices based on completed services and predefined pricing rules.
- The system must support both one-time and recurring billing (e.g., monthly recurring charges for long-term storage).
- The system must allow for customization of invoice formats, including company branding, payment terms, and tax details.
- The system should allow for invoices and credit notes to be generated as necessary.
- The system should support multiple currencies for international clients.
- The system must handle tax calculations for different regions based on customer location.
- The system should support invoice preview and validation before final generation.

3.4 Rate Management

- The system should allow users to define and manage different service rates (standard, special, contractual, etc.).
- The system must allow users to apply rate changes across multiple clients or services.
- The system should allow users to configure volume-based, weight-based, or time-based pricing.
- The system should allow for the creation of tiered pricing based on volume or weight thresholds.
- The system should support discount management and allow for conditional pricing (e.g., discounts for long-term contracts).

3.5 Reporting and Analytics

- The system should generate standard financial reports (e.g., revenue reports, outstanding payments, tax reports).
- The system should provide insights into customer payment behavior, outstanding invoices, and payment trends.
- The system should allow users to filter reports based on time periods, service types, client groups, etc.

- The system should support ad-hoc custom reports based on user-defined parameters.
- The system should provide real-time analytics on service usage, invoicing, and revenue performance.
- The system should allow for exporting reports to Excel, PDF, or CSV formats.

3.6 Integration with Other Systems

- The system should integrate with cargo management systems to track service usage and automate billing based on completed services.
- The system should integrate with ERP systems for seamless invoicing and payment reconciliation.

3.7 Security and User Access Control

- The system must support role-based access control to ensure that only authorized personnel can access sensitive data (e.g., financial information, client data).
- The system should allow for secure user authentication (e.g., two-factor authentication).
- The system must ensure that sensitive data is encrypted.
- The system should log user activities to ensure an audit trail of actions taken within the system.
- The system must comply with local and international data protection regulations.

TECHNICAL REQUIREMENT

INFRASTRUCTURE (SERVICE) REQUIREMENTS

- I. The solution shall consist of two components: a native mobile application and a web application, with details outlined in general requirements sections.
- II. Native web application shall support both Android and iOS and must be continuously updated to remain compatible with the latest versions of each operating system.
- III. Web application shall support all modern web browsers, be fully mobile responsive, and accessible through any common web browser without requiring client-side applications or add-on dependencies.
- IV. Solution shall support Active Directory (AD) authentication, providing Single Sign-On (SSO) with no login prompts for users within the domain.
- V. Users shall have access to the application both from the UL LAN/Domain and through the internet.
- VI. Mobile application shall be accessible via both Wi-Fi and mobile data, ensuring seamless roaming throughout.
- VII. The system should support roll-based authentication, and which have user group management.
- VIII. Web application shall be accessible through a domain/subdomain provided by SLA.
- IX. Solution shall use an email address provided by SLAL to send emails, utilizing a domain or subdomain of SLAL.
- X. Internet bandwidth requirements for the solution should be provided per user and for the total number of users in SLAL network based on the requirements.
- XI. Vendor shall provide destination IPs, URLs, and ports to be opened in the UL firewall, along with any other firewall requirements for accessing the web and mobile applications through the SLAL network.
- XII. If there are any FTP file transfer is required should mention including space requirements.
- XIII. Application Delivery gateway / Load balancing requirements should be provided for hosting the application.
- XIV. Any VPN requirements for integrations, whether site-to-site or support, should be specified.

- XV. Application shall support encrypted data communication shall be provided through SSL/TLS 1.2 or above.
- XVI. Solution shall include robust application monitoring capabilities for both ICMP and HTTP/HTTPS protocols, ensuring comprehensive visibility and reliability.

CLOUD HOSTED SOLUTION

- I. The Bidder shall provide cloud-based hosting services, including sizing for current and future needs, service levels, maintenance, backups, monitoring, and more. Additionally, the Bidder shall offer operational services such as license management, software patching, upgrading to new releases, application administration, database administration, database backups, and generating operating reports.
- II. Application and data backups shall be maintained in accordance with the SLAL backup and retention policy requirements.
- III. The application shall be safeguarded against unwanted traffic and all forms of cyberattacks, ensuring robust security and resilience
- IV. The Bidder is required to propose and detail the hosting options (e.g., Public Cloud, Private Cloud) along with all recommended parameters. SriLankan Airlines Ltd retains the authority to decide whether to purchase all or some of the infrastructure components from the Bidder or to provide them independently (the Bidder should include the infrastructure specifications).
- V. The Bidder must provide the following details for cloud hosting options:
 - Minimum bandwidth requirements for general users and heavy users (e.g., those running reports).
 - Recommended connectivity configurations (e.g., VPN connection or via Internet) - SriLankan Airlines Ltd requires a secure connection between the client and application.
 - Number of named users.
 - SSL Certificate requirements
 - Number of concurrent users.
 - System availability.
 - Hardware specifications for client machines and hosting servers (e.g., CPU, Memory, SSD, HDD).

- Operating systems and browser specifications for client machines.
- Operating system specifications for hosting servers.
- Database specifications.
- Any additional minimum or recommended requirements.

VI. It is mandatory to state the following.

- Data Retention policy
- Back up and restoration capability
- Availability of system and audit logs, retention and retrieval

VII. The bidder should detail and separately list the costs for hardware and software.

INTEGRATION

I. Oracle E-Business Suite (Oracle EBS) Integration

- Interface to Central Financial System: The Company implemented Oracle EBS V12.2 at the moment and the proposed system should provide an interface to the application for the following.
 - Inward and Outward Billing: The accounting should be presented in a compatible format to the financial accounting system. Billing data should be customer-wise and should facilitate invoicing either in the proposed system or in Oracle EBS Accounts Receivable (AR) module.
 - The data specification will be details at the requirement specification level but the bidder should state the availability of the interfaces or the capability to interface.
 - Master Data information: Interfacing of the chart of accounts, customer information, exchange rates should be available.

II. Flight Scheduling, Security and Cargo Systems

- Interface to the Flight Scheduling System: The proposed system should provide an interface to the application for the following.
 - Other Airline Flight Schedule: The system must support integration with the existing format for airline flight schedules.

- Ability to integrate via web APIs, file transfers, and other relevant methods including but not limited to above.
- The data specification will be details at the requirement specification level but the bidder should state the availability of the interfaces or the capability to interface.

- Interface to the Security and Cargo Systems.

III. Active Directory Integration

- Interface to Active Directory Authentication: The proposed system should provide an interface that eliminates the need for login prompts for users within the domain.
 - The data specification will be details at the requirement specification level but the bidder should state the availability of the interfaces or the capability to interface.

IV. UL Email Exchange Server

- Interface to UL Email Exchange Server: The proposed system should provide an interface with UL Email Exchange Server for sending form submissions via email.
 - The data specification will be details at the requirement specification level but the bidder should state the availability of the interfaces or the capability to interface.

TEST ENVIRONMENT

- I. Separate isolated non-production environments shall be maintained for hosting, Development, Testing, Demo instances, as required by the systems.
- II. Provide a TEST environment that mirrors the LIVE environment for testing new releases, maintenance updates, and system changes. SriLankan should be granted access to this TEST environment.
- III. All new system releases or modifications must be tested in the TEST environment before being made available to users.

ACCESSIBILITY OF DATA

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

DATA MIGRATION PLAN

- I. The Bidder shall be accountable for the comprehensive installation, configuration, and integration of the new system, ensuring a seamless transition from the existing system.
- II. The Bidder shall oversee the complete migration process from the existing system to the new system. This includes the extraction, transfer, and loading of existing data, system configuration, establishing connectivity, interfacing with external systems, implementing customizations, and performing thorough testing and validation.
- III. Upon completion of the contract term, the Bidder shall deliver all data pertaining to SriLankan Airlines in an electronic format that is readily accessible and usable.

MANDATORY SERVICE LEVEL REQUIREMENTS

SUPPORT SERVICES

- I. Bidder shall provide Maintenance & Support Services during the contract period of maintenance service availability.
- II. The bidder is required to provide documentation relevant to Maintenance & Support Services and should be mutually agreed with SriLankan Airlines. Documentation relevant to Maintenance & Support Services should be the responsibility of the bidder.
- III. Level 2 & 3 support by onsite 8X5 support and remote 24X7 support by bidder.
- IV. The bidder 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 bidder's personnel.
- V. The warranty shall begin on the date that the site acceptance is signed by both parties.
- VI. The bidder shall be responsible for the restoration of services covered under the RFP. SriLankan Airlines will provide the 1st Level Support. Bidder shall provide 2nd level and 3rd Level support.
- VII. Service Level Targets

	Reporting window	Response time	Resolution time
Severity 1 (core system malfunction, performance degrade, 50% or more of the workstation failure with no temporary workaround)	24x7	5 min	20 min
Severity 2 (core system partial failure with a temporary workaround is available, between 10% to 50% workstation failure)	24x7	15 min	40 min
Severity 3 (less than 10% workstation failure)	24x7	30 min	1 Hour

Availability	99.5% measured over a calendar month
Change request/New request – Critical (Major business or operational impact if not implemented immediately)	Complete within 1 day
Change request/New request – Normal	Complete within 3 days

- VIII. A service credit scheme should be included in the SLA. Minimum service credit terms shall be,
- US\$ 5,00 per 1% or part of it lower from availability target set in Service Level Targets.
 - US\$ 3,00 per hour or part of it exceeding the resolution target for Severity 1 incidents
 - US\$ 2,00 per hour or part of it exceeding the resolution target for Severity 2 incidents.
 - US\$ 1,00 per hour or part of it exceeding the resolution target for Severity 3 incidents.
 - For change request and new request targets the service credit terms of Severity 2 incidents is applicable. It is the responsibility of the prospective bidder to finalize the SLA.
- IX. Additional 500 USD for every repeated failure of the same machine or service from 4th failure during the same month.
- X. The bidder should inform and provide details of any power recycle requirements for incident handling and/or change requirements. The maximum downtime taken for scheduled maintenance activities in each calendar month shall be 2 hours with the consent of SLAL.
- XI. Bidder shall maintain identical/functionally equivalent backup equipment.
- XII. Manage and maintain system health using management software and annual health check report to be submitted for SriLankan Airlines.
- XIII. Management of the end-to-end life cycle of the solution during the contract period.
- XIV. Maintenance stocks must be properly sized by the bidder in order to match operational quantities replacement needs given Manufacturers MTBFs for each Equipment

- XV. 8x5 On-site engineer to cover second and third level of software support.
- XVI. Incidents classification will be performed by SriLankan Airlines based on priority or criticality of the issue
- XVII. The bidder will perform and deliver to SriLankan Airlines a Root-Cause Analysis for any or all incidents that failed to meet a Service Levels in any given period, or the generation of a Severity 1 or Severity 2 Problem.
- XVIII. Service Credits shall not be sole or exclusive remedy with respect to the bidder `s failure to perform the Services in accordance with the Service Levels.

PROJECT MANAGEMENT

Resource Allocation

- I. Bidder should be capable of allocating professional Engineers with expertise on the latest technologies.
- II. All staff assigned for this engagement shall have a minimum of 2 years of relevant work experience.
- III. Bidder shall send required staff resources to SriLankan Airlines premises in Katunayake, for project related work covering all aspects.

Project Management/Service Review

- I. Participate in Project Review Committee meetings, Project management committee meetings as a member, and present the status of the project when necessary.
- II. The Bidder should coordinate with a relevant bidder to conduct system vulnerability assessment including the support and maintenance period.

Project Plan

- I. Bidder to provide a realistic project plan with optimum timelines leading to final delivery within 3 months from the date of awarding the contract.

Evaluation Criteria

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

Stage A - Technical Evaluation

Stage A: Evaluation Method

(i)	Specific experience of the Vendor firm relevant to the assignment
(ii)	Adequacy of the proposed technical approach & methodology and work plan in responding to the RFP Technical approach & Methodology Work Plan

- The most responsive bidders will be considered for Stage B evaluation

Stage B - Presentation Evaluation

- Vendor should demo the physical devices with solution functionalities either on-site or through a virtual meeting. Failure to do so is considered as a disqualification.

UNPLANNED OUTAGE

- I. Service Provider shall contact SriLankan IT Service Desk (it.services@srilankan.com/ Tel: +94197333000) and inform any emergency and unplanned service outages and incidents as per the pre-notification period.

BACKUP PROCEDURES

- I. Ensure an adequate backup schedule is maintained for the systems provided including a back-up of data every 24 hours and an offsite backup to ensure recovery from a disaster within agreed service levels. This can be either a backup medium or cloud. This disaster recovery backup must be tested on a schedule.
- II. A comprehensive backup/restore and disaster recovery plan to be provided by the vendor. Vendor should have relevant resources and procedures in place to execute the backup/restore and disaster recovery plan.
- III. Data retention period should cover the contract period. At the event of termination or contract expiry, vendor should provide captured data in usable format (data files and reports) to SriLankan Airlines.

PERFORMANCE

- I. Service Provider shall maintain adequate system resources to give mutually agreed application response time, high availability, and performance without single point of failure to end client all the time.
- II. Following performance criteria for the software system is provided as a guideline only. If the actual performance is falling below the stipulated figures, the consultant is to justify the reasons. However, the performance level must be accepted by the technical evaluation committee appointed by the client.

Item	Performance
Screen Navigation: Button click	<10ms
Screen Navigation: screen to screen	<1 seconds
Screen Refresh	<1 seconds
Screen list box, combo box	<1 seconds
Screen grid – 25 rows, 10 columns	<1 seconds
Report preview – (all reports) – initial page view (if asynchronous)	<3 seconds in most instances. It is understood that complicated / large volume reports may require a longer period
Simple enquiry – single table, 5 fields, 3 conditions – without screen rendering	<5 seconds for 100,000 rows
Complex enquiry – multiple joined table (5), 10 fields, 3 conditions – without screen rendering	<8 seconds for 100,000 rows
Internal Server-side validations / computations	<10 milliseconds
External Server-side validations / computations	<1 seconds
Client-side validations / computations	<1 millisecond
Batch processing (if any) per 100 records	<120 seconds (about 2 minutes)

Login, authentication, and verification	<3 seconds
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DATA PROTECTION

- I. The Service Provider needs to have the following requirements satisfied.
 - In case a third party involved it should cover all data confidentiality bound by the signed agreement.
 - Compel to adhere to the data protection act governed by European Union, US law etc.

PROJECT MANAGEMENT/SERVICE REVIEW

- I. Participate in Project Review Committee meetings, Project management committee meetings as a member, and present the status of the project when necessary.
- II. The Service Provider should coordinate with a relevant service provider to conduct system vulnerability assessment including the support and maintenance period.

OPERATIONAL CONDITIONS

- I. The Service Provider will comply with all applicable policies of SriLankan Airlines, including but not limited to SriLankan Airlines Privacy Policy, Information Security Policy.
- II. Service Provider shall comply with ISO/IEC 27001:2013 and other applicable legislative and regulatory requirements.
- III. Service Provider shall comply with SriLankan Airlines Information Security Policies and Procedures. A checklist to reflect these requirements are annexed herewith.

ANNEXURE – SECURITY STANDARDS

Standard security and other requirements for Proposal, Contract/ Agreement Request for Proposal

#	Check List	Compliance (Y/N/Not Applicable)	Remarks/Reason for Not Applicable
1	Privacy Policies		
1.1	The Service Provider shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as morefully set out in [https://gdpr.eu/tag/gdpr/] in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines.		
1.2	The Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.		
1.3	The Service Provider shall have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing of Personal Data, such measures shall be appropriate to protect against accidental or unlawful destruction, loss, alteration or unauthorized disclosure of or access to Personal Data.		

1.4	The Service Provider shall notify SriLankan promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal fine; and co-operate with SriLankan to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.		
1.5	The Service Provider shall not engage any third parties or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such third parties. The Service Provider shall ensure that any person acting under its authority in relation to the Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan and have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing.		
2	Security Governance		
2.1	The Solution and the Service Provider should be certified with the ISO/IEC 27001:2013 Information Security Management System (ISMS) standard and the certification should be up to date.		

2.2	The Service Provider shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.		
2.3.	The service provider should provide SOC 2 Type 2 reports.		
3	Security Risk and Compliance		
3.1	The Service Provider shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.		
3.2	The Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.		
3.3	The Service Provider shall notify SriLankan Airlines where sub-contractor is engaged to provide services and shall ensure that sub- contractor also abides by this policy.		
3.4	The Service Provider shall abide by the contractual agreements put in place with respect to SriLankan Airlines requirements which includes but not limited to data ownership and intellectual property rights.		

3.5	The Service Provider agreed that SriLankan Airlines may perform periodic assessment of the Service Provider's publicly visible security posture where necessary and the results will be, 3.5.1. Shared with the Service Provider and the Service Provider shall take reasonable action to fix the anomalies/vulnerabilities within an agreed timeline by both parties. 3.5.2. Considered in the future engagement with the SriLankan Airlines.		
4	Personnel and Physical Security		
4.1	The Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.		
4.2	The Service Provider shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.		
5	Security in Applications, Systems and Networks		
5.1	The Service Provider shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.		

5.2	The Service Provider shall design, implement, and operate suitable controls to ensure continuity of services in accordance with system uptime and performance requirements, Recovery Time Objective and Recover Point Objective.		
5.3	The Service Provider shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.		
5.4	The Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services, and devices.		
5.5	The Service Provider shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.		
5.6	The Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with		

	relevant stakeholders in SriLankan. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.		
5.7	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.		
5.8	The Service Provider should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities.		
6	Security in System Delivery Lifecycle		
6.1	The Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.		
6.2	The Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.		
6.3	The Service Provider ensure that access to program source code is restricted and strictly controlled.		

6.4	The Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	Data Security		
7.1	The Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels (As mentioned in the end of the document).		
7.2	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.		
7.3	The Service Provider shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.		
8	Backups		
8.1	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan/service-related data.		
9	Authentication & Password Compliance		

9.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age – 90 Days, Minimum password length – 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history – 8 passwords)		
9.2	The Service Provider shall transfer Authentication information through secure protocols.		
9.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
10	Audit & Event Logs		
10.1	Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.		
10.2	The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.		

10.3	Solution and/or Service Provider(s) shall agree to transmit collected audit, security and transaction logs to SriLankan Airlines on demand.		
11	Encryption		
11.1	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
12	Connectivity and Access Control		
12.1	The solution should be enabled with current TLS version certificates.		
12.2	The Service Provider shall protect Remote diagnostic and configuration ports.		
12.3	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		
13	Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)		
13.1	Availability - 99.95% or higher		
13.2	Recovery Time Objective - 1 hour or less		
13.3	Recovery Point Objective - 1 hour or less		
14	Right to Audit & Monitor		
14.1	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.		
15	Legislative, Standards & Regulatory Compliance		

15.1	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines		
15.2	Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
15.3	In the event of the The Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		
15.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on https://www.icta.lk/act/), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.		
16	Evaluation of The Service Provider/Cloud Service Provider (CSP)		
16.1	SriLankan may perform periodic assessment of the Cloud Security Provider's security posture where necessary.		

16.2	The Service Provider/CSP hosting SriLankan data shall maintain a certification in good standing against an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.		
17	Protection of SriLankan Data in Cloud Environment		
17.1	The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.		
17.2	SriLankan data and application environment must be segregated from other entities' environments.		
18	Compliance and Audit in Cloud Environment		
18.1	The Service Provider must demonstrate compliance against SriLankan Extended Information Security policy, relevant contractual requirements and applicable external standards and regulations.		
18.2	SriLankan shall conduct security reviews where necessary on the cloud environment on an ongoing basis to verify compliance.		

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. B : Price Schedule Form
Provisioning of a Ground Handling/Ancillary Services Billing System for SriLankan Airlines
CPIT/ICB/07/24

Name of the Bidder & Address :

Name of the Principal :

Name of the Manufacturer :

Line Item N°	Description of Solution	Unit of measure	Qty	Cost per month	Total cost for 60 months	Payment Terms (Please Indicate your payment term for each cost component given below)
1	Cost of the Solution which covers the requirements at Section VI					
1.1	Implementation cost (For the scope in BID DOCUMENT)					
1.2	License cost (if applicable)					
1.3	Product Customization excluding costing for 1.1					
1.4	Data migration (If applicable)					
1.5	Hardware cost (If applicable)					
1.6	Any other cost applicable - Please specify					
	Total one-time cost for 5 years					
2.	<u>Variable/Recurrent charges</u>					
2.1	System usage fee (if applicable)					
2.2	Hosting charges					
2.3	Communication charges (if relevant)					
2.4	Content development (if applicable)					
2.5	Any other requirements - Please specify					
	Total Variable/Recurrent cost for 5 years					
3.	<u>Maintenance & Support</u>					

3.1	Maintenance & Support Cost for the 1 st year					
3.2	Maintenance & Support Cost for the 2 nd year					
3.3	Maintenance & Support Cost for the 3 rd year					
3.4	Maintenance & Support Cost for the 4 th year					
3.5	Maintenance & Support Cost for the 5 th year					
	Total Maintenance & Support cost for 5 years					
	All-inclusive total project cost for 5 years					

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

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

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

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

Performance security: A bank guarantee (unconditional, irrevocable and on first written demand) of 10% of the total order value shall be provided to cover both the warranty period and contract period)

Bid Validity:.....

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

Acceptance on 10% performance security:.....

Implementation lead time:

Available locations for inspection of the proposed solution/service -

Method of payment :

Bank details :

Head Office :

Account Name :

Period of Agreement : ____ years commencing from ____ until ____
Price shall be fixed for the Term of the Agreement
..... *[signature of person signing the Bid]*
.....*[designation of person signing the Bid with frank]*

Date : *[insert date]*

ANNEXURE C : Bid Security Declaration form

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

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

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

*Name of contract -- [insert name]

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

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

To: SriLankan Airlines Limited.

We, the undersigned, declare that:

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

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

Name [insert printed or typed name]

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

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

ANNEXURE D : Performance Security form

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

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

[signature(s)]

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 A in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule A, to the locations more fully described in Schedule B hereto according to the specifications provided

in Annex (such schedules and annexes to be part and parcel of this Agreement) on non-exclusive basis on the terms and conditions set out herein.

- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
 - a) be in accordance with the specifications set out in Annex;
 - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
 - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule B in quantities mentioned in Annex The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule B of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause 3 and Schedule C).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule C if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.
- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version) and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).
- 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.

- 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airlines personnel.
- 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.
- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.
- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule B or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.
- 1.5 The contractor shall provide a comprehensive unconditional warranty of ... years from the date mentioned in the Commissioning and Acceptance Form in Annex for manufacturing defects of the Service/solution except ware and tare.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedule A without any cost to SriLankan Airlines.

2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause 3 and Schedule C hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance to the same rates as specified under Schedule
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors provided in Schedule C where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.
- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.
- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the

specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution ' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.

- 2.5 When the Service/solution are received to SriLankan Airlines stores , SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed and other required items/Service/solution specified in Schedule A are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to vendor within 5 working days of receipt of shipment to stores.
- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.
- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.
- 2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution ; and
 - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
 - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

3. INVOICING & PAYMENT:

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule C hereto.
- 3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.
- 3.3 Subject to Clause, SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within days from the date of Commissioning and Acceptance in Annex The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.
- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period

referred to in Clause hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favour, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.

- 3.5 SriLankan Airlines shall be entitled to withhold any payments due to the Contractor under this Agreement and any sums of money required to be withheld by SriLankan Airlines under any law or regulation for the time being in force and/or pursuant to this Agreement.
- 3.6 Payment shall be made in according to the payment details provided in Schedule C.
- 3.7 Invoices to be addressed to: Manager Financial Services, SriLankan Airlines Ltd, Airlines Centre, BIA, Katunayake, Sri Lanka and/or email to: mahesh.nanayakkara@srilankan.com

4. LIABILITY & INDEMNITY:

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

5. INSURANCE:

- 5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent

to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These insurances will include but not limited to;

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

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

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

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

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

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

6. NON-COMPLIANCE:

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

- a) Terminate this Agreement as per Clause 7 below:

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

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

7. TERM & TERMINATION:

- 7.1 This Agreement shall be valid for a period of ___ years commencing from _____ until _____ unless terminated earlier and shall automatically stand terminated upon the expiry of the Agreement. Notwithstanding the above, the Parties may extend the Term of this Agreement upon the expiry of the Term for a further period of 1 year by written mutual agreement on the same terms and conditions of this Agreement; provided however that such extension shall be subject to the Contractor's satisfactory performance of the Agreement decided at the sole discretion of SriLankan Airlines.
- 7.2 Notwithstanding Clause 7.1, SriLankan Airlines may terminate this Agreement at any time, without assigning any reasons whatsoever, by giving the Contractor 90 days' written notice of termination without any liability to pay compensation and such termination shall take effect on the expiry of the said 90 days' notice period.
- 7.3 SriLankan Airlines may terminate this Agreement forthwith in writing in the event the Contractor does not:
 - a) provide the Service/solution at the time, manner and/or to the specifications/ quality required by SriLankan Airlines pursuant to this Agreement;
 - b) comply with the requirements and/or notices of SriLankan Airlines; and/or
 - c) Perform, fails or is failing in the performance of any of its obligations under this Agreement.
- 7.4 Subject to Clause 7.3 hereof, either party shall have the right to terminate this Agreement forthwith at any time by giving written notice to the other upon the happening of any of the following events:
 - a) if the other party is in breach of any of the terms or conditions of this Agreement and fails to rectify same within 30 days of the written notice of the breach to the defaulting party or immediately if the breach is incapable of remedy;
 - b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or
 - d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.

- e) Disruption to the performance of the Agreement for a period of more than 60 days due to force majeure event.
- 7.5 Expiration or termination of this Agreement pursuant to the provisions of this Clause shall be without prejudice to the accrued rights and liabilities of either party.
- 7.6 On termination of this Agreement the Contractor shall only be entitled to receive the payment of monies (less any monies as SriLankan Airlines is entitled to deduct/set-off under this Agreement) for Service/solution duly provided in accordance with the terms of this Agreement. The Contractor shall not be entitled to any further costs, remuneration consequential or special damages, loss of profits or revenue claimed to have been suffered by the Contractor (including its agents, employees and representatives) as a result of this Agreement.
- 7.7 In the event SriLankan Airlines terminates this Agreement in whole or in part, pursuant to 7.3 a), b) or c) of the Agreement, SriLankan Airlines may procure upon such terms and in such manner as it deems appropriate, Service/solution, as the case may be, similar to those undelivered under the Agreement, and the Contractor shall be liable to SriLankan Airlines for any excess costs for such similar Service/solution procured by SriLankan Airlines. However, the Contractor shall continue performance of the Agreement to the extent not terminated herein.

8. BANK GUARANTEE:

- 8.1 Upon the execution of this Agreement, the Contractor shall furnish SriLankan Airlines a bank guarantee for the sum as set forth under Clause 2.1 of Schedule C, as an irrevocable and unconditional bank guarantee drawable on demand in Sri Lanka from a bank acceptable to SriLankan Airlines, in a form and substance satisfactory to SriLankan Airlines as security for the due and proper performance by the Contractor of its obligations under this Agreement. All applicable bank charges (including any charges at the time of encashment) on such bank guarantee shall be borne by the Contractor). The said bank guarantee shall remain in force for the duration of this Agreement and 90 days thereafter.
- 8.2 The proceeds of the Bank Guarantee shall be payable to SriLankan Airlines as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Agreement.
- 8.3 The Bank Guarantee will be discharged by SriLankan Airlines and returned to the Contractor within 90 days of the expiry of this Agreement or within 90 days following the date of completion of Contractor's obligations under the Agreement, whichever is later, less monies due to SriLankan Airlines and/or as SriLankan Airlines is entitled to deduct/set-off under this Agreement.
- 8.4 In the event, that the Contractor fails to pay any monies due to SriLankan Airlines (or any part thereof) as and when the same become payable under this Agreement, SriLankan Airlines shall be entitled to adjust or deduct any monies due to SriLankan Airlines from the Bank Guarantee accordingly. In the event of an adjustment or deduction of the Bank Guarantee by SriLankan Airlines against any sums due from the Contractor, the Contractor shall immediately submit to SriLankan Airlines the amount adjusted or deducted by SriLankan Airlines and restore the Bank Guarantee to its original amount.
- 8.5 SriLankan Airlines shall not make any payments under this Agreement to the Contractor until SriLankan Airlines has received the Bank Guarantee as stipulated under Clause 8 hereof.
- 8.6 SriLankan Airlines' rights with respect to the Bank Guarantee shall be in addition to any other rights or remedies available to SriLankan Airlines.

9. GOVERNING LAW:

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

10. FORCE MAJEURE:

- 10.1 In the event that either party shall be wholly or partly unable to carry out its obligations under this Agreement by reasons or causes beyond its control, including by way of illustration Acts of God or the public enemy, fire, floods, explosions, epidemics, insurrection, riots or other civil commotion, war, Government order or by any other cause (excluding, however, strikes, lockouts or other labour troubles), which it could not be reasonably be expected to foresee or avoid, then the performance of its obligations in so far as they are affected by such cause shall be excused during the continuance of any inability so caused. Such cause(s) shall however as far as possible be remedied by the affected party with all reasonable dispatch.
- 10.2 Notwithstanding the above each party shall give the other as soon as possible notice of the occurrence or imminent occurrence of an event as indicated above and where such notice is given verbally it shall be followed immediately in writing.
- 10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance to the time schedule as specified in the respective Purchase Order(s) due to any of the force majeure event mentioned above, the time schedule for the delivery of Service/solution shall be extended accordingly.

11. GENERAL:

- 11.1 This Agreement shall constitute the entire agreement and understanding of the parties and shall supersede all prior agreements, whether written or oral between the parties hereto concerning the subject matter hereof.
- 11.2 In the event of a conflict between this Agreement and its Schedules, the Schedules shall take precedence over this Agreement in respect of the subject matter thereof. In the event of a discrepancy between Purchase Order and the Agreement, the Purchase Order will take precedence over this Agreement in respect of the subject matter thereof.
- 11.3 In the event that either party shall be rendered wholly or partly unable to carry out its obligations under this Agreement as a result of strikes, lockouts and labour troubles, then such party so incapacitated shall compensate such other for damage and/or loss suffered by such other as a result of such strike, lockout or labour trouble.
- 11.4 At all times the Contractor (together with its workers) will be deemed to be an independent contractor and shall not under any circumstances be considered an employee, representative or agent of SriLankan Airlines.
- 11.5 The right and remedies of SriLankan Airlines against the Contractor for the breach of any condition and for obligations undertaken by the Contractor under this Agreement shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of SriLankan Airlines.

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

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

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

.....
.....

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

For and on behalf of
SRILANKAN AIRLINES LIMITED

For and on behalf of

Name:
Designation:

Name:
Designation:

Witness:

Name:
Designation:

Witness:

Name:
Designation:

ANNEXTURE G : Bid Acknowledgement Form

IMPORTANT

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

RECEIPT OF THE BID DOCUMENTS

Receipt of your Bid invitation document no. CPIT/ICB 05/2025 is hereby acknowledged

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

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

Signed :
Title :
Company :
Date :

ANNEXTURE H - Vendor Information Form

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

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

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

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

Details of vendor's authorized signatory:

Name:

Designation:

Date:

Signature & Company Rubber Stamp:

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

ANNEXURE I: Non-collusion Affidavit

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

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

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

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

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

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

BEFORE ME,

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

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