Procurement of Goods

Under

National Shopping Procedures

Invitation of Quotations
For

Implementation of Project Management Solution for SriLankan Airlines

Q/PL/260/24

SriLankan Airlines

Section I. Instructions to Vendors (ITV)

A: General	
1. Scope of Bid	1.1. SriLankan Airlines invites you to submit a quotation as specified in Section III Schedule of Requirements. Upon receipt of this invitation you are requested to acknowledge the receipt of this invitation and your intention to submit a quotation. The Purchaser may not consider you for inviting quotations in the future, if you fail to acknowledge the receipt of this invitation or not submit a quotation after expressing the intention as above.
B: Contents of Documents	
2. Contents of Documents	2.1. The documents consist of the Sections indicated below. • Section I. Instructions to Vendors (ITV) • Section II. Data Sheet • Section III. Schedule of Requirements • Section IV. Technical Specifications & Compliance with Specifications • Section V. Quotation Submission Form(s)
C: Preparation of Quotation	
3. Documents Comprising your Quotation	3.1. The Quotation shall comprise the following: a) Quotation Submission Form and the Price Schedules; b) Technical Specifications & Compliance with Specifications c) A list of current clientele for the product proposed
4. Quotation Submission Form and Price Schedules	4.1. The vendor shall submit the Quotation Submission Form using the form furnished Section V. This form must be completed without any alterations to its format, and no subtitles shall be accepted. All blank spaces shall be filled in with the information requested. 4.2. Alternative offers shall not be considered. The vendors are advised not to quote different options for the same item but furnish the most competitive among the options available to the bidder.
5. Prices and Discounts	5.1. Unless specifically stated in Data Sheet, all items must be priced separately in the Price Schedules. 5.2. The Price to be quoted in the Quotation Submission Form shall be the total price of the Quotation, including any discounts offered. 5.3. The applicable VAT, NBT & any other taxes shall be indicated separately. (Applicable only to quotations submitted in Sri Lanka Rupees –LKR) 5.4. Prices quoted by the vendor shall be fixed during the vendor's performance of the Contract and not subject to variation on any account. A Quotation submitted with an adjustable price shall be treated as non-responsive and may be rejected.
6. Currency	6.1. The local vendors shall quote in LKR price for delivered price & overseas bidders in foreign currency.

7.	7.1. The vendor shall furnish as part of its quotation the documentary evidence that the Goods conform to the technical specifications and standards specified in Section IV, "Technical Specifications & Compliance with Specifications". 7.2. The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods, demonstrating substantial responsiveness of the Goods to the technical specifications, and if applicable, a statement of deviations and exceptions to the provisions of the Technical Specifications given. 7.3. If stated in the Data Sheet the vendor shall submit a certificate from the manufacturer to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in Sri Lanka.
8. Period of Validity of quotation	8.1. Quotations shall remain valid for the period of Ninety (90) days after the quotation submission deadline date.
9. Format and Signing of Quotation	9.1. The quotation shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the vendor.
D: Submission and Opening of Quotation	
10. Submission of Quotation	10.1. Vendors may submit their quotations only to the following secure E-mail address Itproctend@srilankan.com bearing the specific identification of the contract number & item description. Upon successful submission of bid, vendor will receive an auto generated acknowledgement E-mail certifying the proper delivery of the bid. If the acknowledgement E-mail is not received, please contact the purchaser (Refer Clause 1.1 in Section II) 10.2. The quotation should not be copied to any staff at SriLankan Airlines under any circumstance.
11. Deadline for Submission of Quotation	11.1. Quotation must be received by the Purchaser at the E-mail address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
12. Late Quotation	12.1. The Purchaser shall reject any quotation that arrives after the deadline for submission of quotations, in accordance with ITV Clause 11.1 above.
13. Opening of Quotations	13.1. The quotation will be opened by SriLankan Airlines. 13.2. A representative from financial division will open & certify the quotations received by the deadline given in section II.
E: Evaluation and Comparison of Quotation	
14. Clarifications	14.1. To assist in the examination, evaluation and comparison of the quotations, the Purchaser may, at its discretion, ask any vendor for a clarification of its quotation. Any clarification submitted by a vendor in respect to its quotation which is not in response to a request by the Purchaser shall not be considered. 14.2. The Purchaser's request for clarification and the response shall be in writing.

15. Responsiveness of Quotations	15.1. The Purchaser will determine the responsiveness of the quotation to the document based on the contents of the quotation received. 15.2. If a quotation is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.

16. Evaluation of quotation	16.1. The Purchaser shall evaluate each quotation that has been determined, to be substantially responsive.
	
	16.2. To evaluate a quotation, the Purchaser may consider the following:
	    a) the Price as quoted;
	    b) price adjustment for correction of arithmetical errors;
	    c) Price adjustment due to discounts offered.
	
	16.3. The Purchaser's evaluation of a quotation may require the consideration of other factors, in addition to the Price quoted if stated in Section II, Data Sheet. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods.

17. Purchaser's Right to Accept any Quotation, and to Reject any or all Quotations	17.1. The Purchaser reserves the right to accept or reject any quotation, and to annul the process and reject all quotations at any time prior to acceptance, without thereby incurring any liability to bidders.
F: Award of Contact	
18. Acceptance of the Quotation	18.1. The Purchaser will accept the quotation of the vendor whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the documents issued.
19. Notification of acceptance	19.1. Prior to the expiration of the period of validity of quotation, the Purchaser will notify the successful vendor, in writing that its quotation has been accepted.

Section II: Data Sheet

ITV Clause Reference	

1.1	The Purchaser contact details
	
	Mailing address : SriLankan Airlines Limited
	                        Commercial Procurement Department (IT)
	                        Airline Centre, Bandaranaike International Airport, Katunayake,
	                        Sri Lanka
	
	Telephone : +94 (0) 1 9733 2751
	
	Fax : +94 (0) 19733 5218
	
	E-mail : charith.d@srilankan.com

5.1	The bidder is not allowed to quote for less than the quantity specified
7.3	Manufacturer's Authorization is/ is not required
11.1	**Secured E-mail address for submission of quotations :** **Itproctend@srilankan.com** **Deadline for submission of quotations is before 1400hours Sri Lankan time (GMT + 5:30 Time Zone) on 06th February 2025**
13	The quotations shall be opened at the following address: Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka
16	Other factors that will be considered for evaluation are: • Compliance for all required specifications marked as Mandatory in section IV • Credit period provided

Section III: Schedule of Requirements

Implementation of Project Management Solution for SriLankan Airlines

Line Item No	Description of Goods	Period	Final Destination	Delivery Date	
				Delivery Period	**Bidder's manufacturing & delivery lead time** (to be filled by the bidder)
1	RFP for Implementation of Project Management Solution for SriLankan Airlines. *Full details are provided in Section IV: Technical Specification & Compliance.*		IT Department, SriLankan Airlines	As per Purchase Order/purchase release	

Section IV: Technical Specification & Compliance

1. **GENERAL**

   SriLankan Airlines is the flagship carrier of Sri Lanka, headquartered in the capital city of Colombo. Founded in 1979 as Air Lanka, the airline operates a fleet of modern aircraft to over 100 destinations across the globe, including Europe, Asia, the Middle East, and the Indian subcontinent. With a focus on providing exceptional customer service, SriLankan Airlines has won numerous awards for its in-flight experience, including "Best Airline in South Asia" at the Skytrax World Airline Awards.

   The airline is also committed to sustainability and has implemented various initiatives to reduce its environmental impact. As a member of the oneworld alliance, SriLankan Airlines offers passengers access to a vast network of airlines, lounges, and travel benefits.

2. **OVERVIEW**

   SriLankan Airlines is seeking to implement a Project Management Platform to streamline and automate functions throughout the project management lifecycle. The requirement is for a comprehensive solution with the capability to handle all aspects of project management, from project initiation to planning, scheduling, progress monitoring, controlling, change management, project communication, reporting and completion.

3. **GENERAL REQUIREMENTS**

   1. The proposed solution shall be able to provide an end-to-end solution covering the entire project management lifecycle for a period of one (01) year.

   2. Further to the point above, interested parties shall agree to provide necessary integration support should there be any requirement within the term of the proposed implementation.

   3. Interested parties are required to provide the project implementation plan not exceeding 1 month.

   4. The Successful bidder is required to complete the implementation and project management of respective proposed solutions within 1 month or less.

   5. All due payments will be made 100% after the successful completion of the Project and the User Acceptance Test (UAT).

   6. Proposed solutions may include Software as a Service (SaaS) or as a managed service (including hardware), subject to meeting the requirements outlined in this RFP.

   7. Regardless of the solution model proposed, the vendor shall assume end-to-end responsibility for the software and related hardware (if any) for the period of the service agreement.

   8. Interested parties shall provide maintenance and support for the period of the service agreement.

4. PROPOSAL REQUIREMENTS

The proposal should include (not be limited to):

A. Overview of the proposed Project Management Platform, including features, capabilities, and technology used to manage the lifecycle of projects.

B. Compliance with General requirements, Scope of work and Technical Requirements stated in this RFP. In addition to that, the compliance sheet in "Annexture A" must be completed and submitted along with the proposal.

C. Detailed implementation project plan, including timelines, milestones, and resources required

D. Pricing structure, including any ongoing fees or costs associated with the solution.

E. Information on the vendor's experience and track record in provisioning similar solutions, including references from previous clients.

F. Details of any additional services/features that are offered as part of the solution.

G. Details on vendor support and maintenance services (Include service levels and response times.)

5. SCOPE OF WORK

1. The proposed solution shall allow the creation and management of projects through a user-friendly interface.

2. The proposed solution shall enable creation of custom fields, layouts, statuses and workflows for capturing of specific customer requirements with minimum backend intervention.

3. The proposed solution shall provide hands-on training for nominated personnel with access to on-demand self-learning material.

4. The proposed solution shall include support and maintenance during the tenure of the service agreement.

5. The proposed solution shall provide Gantt charts for tracking and planning project timelines and task schedules.

6. The proposed solution shall have real-time tracking of critical tasks and milestones with deviations between planned and actual progress.

7. The proposed solution shall have resource utilization insights via dedicated reports, charts, graphs and/or dashboards.

8. The proposed solution shall have the ability to create project templates for rapid project and task creation (e.g. – different templates for projects that generate revenue, compliance, infrastructure, SaaS,etc.).

9. The proposed solution shall support for splitting large projects into manageable parts (phased approach) with multiple team allocations and timelines.

10. The proposed solution shall provide the ability to integrate financial tracking (budgets and expenses) alongside project progress. Please detail the process.

11. The proposed solution shall provide Kanban view for visual task management with drag-and-drop functionality.

12. The proposed solution shall have the capability to structure tasks using milestones and task lists.

13. The proposed solution shall provide capability to automate workflows through integrations with external systems as required for service requests, change requests etc. Please detail the process.

14. The proposed solution shall provide the ability to set task reminders, support for recurring tasks, and dependency management.

15. The proposed solution shall have the ability to perform Critical Path and Baseline analysis for delay anticipation and planning.

16. The proposed solution shall have a Mobile Application to track the status of the projects. Dedicated mobile apps for iOS and Android must enable on-the-go project and task management.

17. The proposed solution shall have notifications via email and mobile app push alerts.

18. The proposed solution shall have robust time-tracking features, such as logging hours for project activities, managerial approval of timesheets for quality control, comparison of planned versus actual work hours, customizable time-log reports for analysis, and preferably billing tools for accurate invoicing to third parties for time overrun.

19. The proposed solution shall have comprehensive reporting capabilities and should offer real-time insights into project performance, including:
    a. Customizable reports analyzing task completion, resource allocation and financial tracking.
    b. Real-time dashboards with visual tools like charts and graphs.
    c. Customizable reports and dashboard based on selected or individual projects

d. Data segmentation for tailored reporting needs.

e. Scheduled automated reports for stakeholder updates.

f. Export options in formats such as PDF, Excel, and CSV.

g. Integration with analytics platforms for predictive insights.

20. The proposed solution shall include the capability to record and update risks, issues, milestones, deliverables, KPIs and cost of each project in standard or custom fields with the capability of extraction in the form of reports as and when required.

21. The proposed solution shall have scalability to accommodate up to 4 admin users, 20 Project Managers and 100 project team members. Team members may be considered as "view only" users. Please provide detailed information on types of user licenses available in your solution.

22. The proposed solution shall comprise of administrative functions (not limited to):
    a. user profile creation
    b. user group creation
    c. ability to assign role-based access permissions
    d. segregate projects by business units (department-wise categorized access)
    e. easy customization of system features

23. The proposed solution shall facilitate users to be engaged and assigned to multiple projects simultaneously without any limitations.

24. The proposed solution shall have the capability to baseline projects and maintain versions along with audit logs to track activity history.

25. The proposed solution shall include automated email notifications for following purposes.
    a. Weekly planned tasks to the task owners and Project Manager
    b. Weekly delayed tasks to the task owners and Project Manager
    c. Monthly planned milestones and deliverables to the Project Manager
    d. Monthly completed milestones and deliverables to the Project Manager
    e. [Mention other pre-defined templates available in your solution]

26. The proposed solution shall include the capability to create custom email notifications based on templates by admin users.

27. Capability to send email notifications to licensed and unlicensed users based on the requirement. Unlicensed users comprise of internal and external project stakeholders.

28. The proposed solution shall have the capability to be integrated with Microsoft Outlook to send automated email notifications.

29. The proposed solution shall enable customization within the portal to display SriLankan Airlines branding. This shall include but not be limited to, email notifications, user interfaces, dashboards and reports in the form of logos, color schemes, renaming of text fields and font sizes.

30. Capability to save notes and documents related to a particular project shall be available in the proposed solution.

31. The proposed solution shall facilitate assignment of third-party users (external stakeholders outside the organization) as task owners in projects without allocating paid licenses for such users.

32. The proposed solution shall have comprehensive workflow management functions, including, and not limited to, creation of rules, workflows (approvals, tasks), and alerts as deemed required for task assignment, email and reminders.

33. The proposed solution shall be self-configurable with minimal programming knowledge and training, or online learning should be readily available to facilitate self-learning.

34. The proposed solution shall have a search facility to retrieve projects or details of projects based on keywords, project owners, dates, categories, etc.

35. The proposed solution shall support management and tracking of ongoing projects as at the date of go-live through the new solution (ability to import projects).

36. Proposed solution shall have capability to create dynamic dashboards to display project details (with no record limitation), including but not limited to tasks segregated by the status, project deliverables, issues, cost and milestones.

37. The proposed solution shall have the capability to integrate with Microsoft Power BI for extraction of project details as deemed required by the user.

38. Project plans shall be downloadable in editable format (Microsoft Excel and/or Microsoft Project) by the end user in the proposed solution.

39. The proposed solution shall not have any limitations in simultaneous updating and storing of project details.

40. The proposed solution shall have the ability to provide additional storage as required. Please elaborate on the available storage by default and commercials for any additional storage, if any.

41. The proposed solution shall have a demo version (or trial licenses), tutorials, or online academic training for testing, continuous learning, and development of users.

42. The proposed solution shall encrypt data at storage, transition, and access.

43. The proposed solution shall be Integrated with the organization Active Directory for User Access and Authorization for single sign on.

44. The proposed solution shall facilitate seamless team collaboration with features such as instant updates through feeds and notifications, announcement forums for team-wide communication, project-specific chats linked to tasks or projects, a central document repository with version control, wiki-style pages for centralized project documentation, and integration with communication platforms.

45. The proposed solution shall have an efficient issue tracking system including customizable workflows and automation for issue management. Features shall include, but not limited to, escalation and resolution, centralized issue views with filtering options, linking issues to related tasks or projects for better context, detailed issue reports, and integration with IT Service Management solutions for incident creation. Please provide details.

6. EVALUATION CRITERIA:

The vendor will be evaluated based on their response to the requirements outlined above, including:

1. The proposed solution's ability to meet our requirements (detailed in this RFP).

2. The bidder's experience and track record in providing similar solutions.

3. The proposed timeline and implementation plan.

4. The proposed support and maintenance services.

5. Total Cost of Ownership (TCO), the proposed pricing structure, and any other relevant fees. Pricing shall be presented for up to 4 admin users, 20 Project Managers and 100 users as project team members with read-only access.

ANNEXURE A – COMPLIANCE SHEET

Requirement	Compliance [Yes/No]	Remarks
1. The proposed solution shall allow the creation and management of projects through a user-friendly interface.		
2. The proposed solution shall enable creation of custom fields, layouts, statuses and workflows for capturing of specific customer requirements with minimum backend intervention.		
3. The proposed solution shall provide hands-on training for nominated personnel with access to on-demand self-learning material.		
4. The proposed solution shall include support and maintenance during the tenure of the service agreement.		
5. The proposed solution shall provide Gantt charts for tracking and planning project timelines and task schedules.		
6. The proposed solution shall have real-time tracking of critical tasks and milestones with deviations between planned and actual progress.		
7. The proposed solution shall have resource utilization insights via dedicated reports, charts, graphs and/or dashboards.		
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and preferably billing tools for accurate invoicing to third parties for time overrun.		

19. The proposed solution shall have comprehensive reporting capabilities and should offer real-time insights into project performance, including:
  a. Customizable reports analyzing task completion, resource allocation and financial tracking.
  b. Real-time dashboards with visual tools like charts and graphs.
  c. Customizable reports and dashboard based on selected or individual projects
  d. Data segmentation for tailored reporting needs.
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  f. Export options in formats such as PDF, Excel, and CSV.
  g. Integration with analytics platforms for predictive insights.		

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24. The proposed solution shall have the capability to baseline projects and maintain versions along with audit logs to track activity history.		
25. The proposed solution shall include automated email notifications for following purposes. a. Weekly planned tasks to the task owners and Project Manager b. Weekly delayed tasks to the task owners and Project Manager c. Monthly planned milestones and deliverables to the Project Manager d. Monthly completed milestones and deliverables to the Project Manager e. [Mention other pre-defined templates available in your solution]		
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Outlook to send automated email notifications.		
29. The proposed solution shall enable customization within the portal to display SriLankan Airlines branding. This shall include but not be limited to, email notifications, user interfaces, dashboards and reports in the form of logos, color schemes, renaming of text fields and font sizes.		
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31. The proposed solution shall facilitate assignment of third-party users (external stakeholders outside the organization) as task owners in projects without allocating paid licenses for such users.		
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39. The proposed solution shall not have any limitations in simultaneous updating and storing of project details.		
40. The proposed solution shall have the ability to provide additional storage as required. Please elaborate on the available storage by default and commercials for any additional storage, if any.		
41. The proposed solution shall have a demo version (or trial licenses), tutorials, or online academic training for testing, continuous learning, and development of users.		
42. The proposed solution shall encrypt data at storage, transition, and access.		

43. The proposed solution shall be Integrated with the organization Active Directory for User Access and Authorization for single sign on.		
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45. The proposed solution shall have an efficient issue tracking system including customizable workflows and automation for issue management. Features shall include, but not limited to, escalation and resolution, centralized issue views with filtering options, linking issues to related tasks or projects for better context, detailed issue reports, and integration with IT Service Management solutions for incident creation. Please provide details.		

ANNEXURE B – INFORMATION SECURITY AND DATA PROTECTION

#	Check List	Compliance Yes | No	Remarks
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 the 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 latest ISO/IEC 27001 Information Security Management System (ISMS) standard and the certification should be up to date.		
2.2	The Service Provider shall designate a 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 the SriLankan Information Security team as required.		
3	**Security Risk and Compliance**		
3.1	The Service Provider shall perform Information Security risk assessments periodically and maintain a register of security risks related to the provision of its services to SriLankan and the 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.		

#	Check List	Compliance Yes | No	Remarks
3.3	The Service Provider shall notify SriLankan Airlines where the sub-contractor is engaged to provide services and shall ensure that the subcontractor 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 is not limited to data ownership and intellectual property rights.		
3.5	The Service Provider agreed that SriLankan Airlines may perform a 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 is not limited to revocation of access, return of assets, and 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, and de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.		
5.4	The Service Provider shall implement and operate a robust network, system, and application access controls to authenticate, authorize, and log all access attempts about 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, and 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 a 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 a 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**		

#	Check List	Compliance Yes | No	Remarks
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 ensures 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 a request basis.		
7	**Data Security**		
7.1	The Service Provider shall design, implement, and operate adequate security controls to protect the confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels (As mentioned at the end of the document).		
7.2	Security controls for adequate protection shall include but not be limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, and 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 the 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 and workflow Approvals (Segregation of Duties) within the solution. The Service Provider shall apply the following minimum of the Password Policy rules within 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 the last successful login, and any failed login attempts to the 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**		

#	Check List	Compliance Yes | No	Remarks
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 (The following values are expected minimum, and this is subject 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 the 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 the latest ISO/IEC 27001 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 that the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant with 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, and guidelines related to eLaws and policies of the 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 assessments 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.		

Section V

Quotation Submission Form

[The Vendor 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.]

To: SriLankan Airlines Limited   Date:

We, the undersigned, declare that:

a) We have examined and have no reservations to the document issued.

b) We offer to supply in conformity with the documents issued and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods *[insert a brief description of the Goods];*

c) The total price of our quotation including any discounts offered is: *[insert the total quoted price in words and figure].*

d) Our quotation shall be valid for the period of time specified in ITV Sub-Clause 8.1, from the date fixed for the quotation submission deadline in accordance with ITV Sub-Clause 11.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

e) We understand that this quotation, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.

f) We understand that you are not bound to accept the lowest evaluated quotation or any other quotation that you may receive.

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

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

Date:

Pricing Schedule: Implementation of Project Management Solution for SriLankan Airlines - Q/PL/260/24

Item No	Description	Period	Cost for a month - LKR	Total Cost for 01 year - LKR
1	**Implementation of Project Management Solution for SriLankan Airlines**	*Please mention*		
	Warranty Period	**Not applicable**		
	Payment Terms	Please mention		
	Delivery Lead time	Please mention		

Company Seal & Signature:

Date:

- Please submit your financial proposal on your **Company Letter Head based on the above price format.** Please complete all the required information and submit your Best Offer.

The pricing schedule structure provided here is for reference purposes, intended to give an idea of the expected format. Bidders are required to submit their own detailed pricing structures in alignment with their respective proposals.

Manufacturer's Authorization

[If required under ITV clause 7.3, the Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated].

Date:

WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a quotation the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods],* and to subsequently negotiate and supply the goods.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed*: [insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

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

Sample Purchase Order

PURCHASE ORDER

Busi. Regis. No: PB 67

SRILANKAN AIRLINES LIMITED Commercial Procurement Dept., GSE Procurement Section Airline Centre Katunayake, Sri Lanka TEL: NO: 0094 (0) 19733 2721/2734/2829 FAX:NO: 0094 (0) 19733 5276		TO :	
SHIP TO:		**FREIGHT FORWARDER'S CONTACT/ADDRESS**	

PURCHASE/WORKS ORDER NO	DATE	RFQ NUMBER	CURR	PAYMENT TERMS

The Purchase/Works order number must be indicated on all invoices, correspondence and consignments.

SL NO	ITEM CODE/DESCRIPTION	UOM	QTY	UNIT PRICE	AMOUNT

Invoices should be sent to: **Payments Manager, SriLankan Airlines Ltd., Administration Building, B.I.A., Katunayake, Sri Lanka.** Other instructions and annexures overleaf	G.S.T. D.L. Other Taxes	
Amount (in words):	TOTAL VALUE	

Special Instructions:

This Purchase Order, including all terms and conditions with which it is issued, is accepted.

FOR :

TITLE :

SIGNATURE :   DATE: ....

FOR SRILANKAN AIRLINES LIMITED

R2625010

NOTES TO VENDOR
TERMS & CONDITIONS

1. ORDER ACKNOWLEDGEMENT/ACCEPTENCE: If nothing to the contrary is heard before effecting supplies, it is understood that the order has been accepted in toto.

2. CHANGE IN THE PURCHASE ORDER: No change in or modification of this order or any of its terms or conditions shall be binding upon SRILANKAN AIRLINES unless expressly agreed to in writing by SRILANKAN AIRLINES.

3. PACKING: Goods should be properly packed for transit to the final destination. In the case of aircraft spares, packing should be in accordance with ATA 300 Specification.

4. DOCUMENTATION: One complete set of documents consisting of packing list & Invoice copy quoting our Purchase Order reference, should be securely pasted on the outside of the consignment. Another set of documents consisting of list, one copy each of Invoice and Certificate of Conformity should be placed inside the package. Also two copies of Invoices to be sent along with Airway Bill/Stores Consignment Note for Custom purposes, as necessary. Failure to comply with required documentation resulting in Customs demurrage/storage charges incurred if any, by SRILANKAN AIRLINES, will be deducted from the Supplier's invoice.

5. AIRWORTHINESS CERTIFICATE: All aircraft spares and material should be accompanied by applicable Airworthiness Certificate. Non compliance will be liable for rejection. This is applicable to approved aircraft items only.

6. DELIVERY SCHEDULE: Stipulated delivery date must be strictly adhered to. If contractor fails to make delivery of any goods within the specified time, SRILANKAN reserves the right to cancel this order or any part thereof by written notice to contractor and SRILANKAN shall not be liable for any loss or damages sustained by the contractor in consequence thereof provided that nothing herein contained shall prejudice any other rights SRILANKAN may have against contractor for any loss or damage due to failure of delivery by way of liquidated damages and/or risk purchases.

7. FAILURE TO SUPPLY: If the supplier fails to deliver the items within the period stipulated for such delivery or at any time repudiates the Contract/order before expiry of such period, SRILANKAN AIRLINES is entitled to cancel the order and re-purchase items ordered not delivered, at the risk and cost of the defaulting supplier.

8. PRICE: The supplier shall warrant that the prices being charged to SRILANKAN AIRLINES are no higher and the terms no less favourable than in respect of his current sales to other airline operators and customers.

9. ACCEPTANCE: Goods supplied must be according to specification and conditions laid down by us and subject to our inspection and approval.. Rejected material will remain in our stores at contractor's risk and cost.

10. INSURANCE: No insurance to be taken unless specifically advised.

11. PATENTS: The contractor shall warrant that all material supplied is free and clear of all and any infringement of any patents, copyright and trade mark.

12. INVOICING: Each invoice should cover only one Purchase Order and Purchase Order reference should be clearly indicated. Original signed invoice alongwith proof of despatch must be forwarded to our Payments Manager, SRILANKAN AIRLINES LTD, ADMINISTRATION BUILDING, BANDARANAIKE INTERNATIONAL AIRPORT, KATUNAYAKE.

13. EXCESS/WRONG SHIPMENT: Contractors will be responsible for expenses incurred by way of customs duties/shipment charges/packing, etc. in respect of excess/wrong shipments.

14. WARRANTY: All supplies should be covered by standard warranty applicable. Defective supplies that fall within the Warranty period shall be claimed from the contractor by way of free of charge repairs and /or replacements.

15. APPLICABLE LAW: In the event of any conflict between parties, this order will be subject to jurisdiction of Sri Lanka Courts only.