



**INVITATION FOR SUBMISSION OF BIDS FOR  
POLICY AND LEGAL PAGE TRANSLATIONS ON CORPORATE WEBSITE**

**REFERENCE NO: RFP/ECOM/001/2023**

**SENIOR MANAGER COMMERCIAL SERVICES & SUPPORT  
ON BEHALF OF**

**SRILANKAN AIRLINES  
E-BUSINESS DEVELOPMENT  
AIRLINE CENTRE  
BANDARANAYAKE INTERNATIONAL AIRPORT  
KATUNAYAKE  
SRI LANKA**

**Section I. Instructions to Bidder (ITB)**

<b>A: General</b>	
1. Scope of Bid	<p>1.1 SriLankan Airlines invites you to submit a bid for the supply of Policy and Legal Page Translations on Corporate Website as specified in Section III - Schedule of Requirements.</p> <p>You are requested to confirm your intention to submit a bid by forwarding the duly filled Bid Acknowledgement Form attached, 07 working days prior to bid closing date.</p>
<b>B: Contents of Documents</b>	
2. Contents of Documents	<p>2.1 The documents consist of the Sections indicated below.</p> <ul style="list-style-type: none"><li>• Section I. Instructions to Bidders</li><li>• Section II. Data Sheet</li><li>• Section III. Schedule of Requirements</li><li>• Sections IV. Bid Submission Form</li><li>• Section V. General Conditions</li><li>• Annexure A : Bid Acknowledgement Form</li><li>• Annexure B : Technical/General Specifications &amp; Compliance form</li><li>• Annexure C : Price Schedule Form</li><li>• Annex D: Bid Securing Declaration Form</li><li>• Annexure E : Performance Bond</li><li>• Annexure F : Clientele Information Form</li><li>• Annexure G : Vendor Information Form</li></ul>

	<b>C: Preparation of Bid</b>
3. Documents Comprising your Bid	<p>3.1 The document shall comprise the following:</p> <ul style="list-style-type: none"> <li>• Sections IV : Bid Submission Form</li> <li>• Annexure A : Bid Acknowledgement Form</li> <li>• Annexure B : Technical/General Specifications &amp; Compliance Form</li> <li>• Annexure C : Price Schedule Form</li> <li>• Annexure D : Bid Securing Declaration Form</li> <li>• Annexure F : Clientele Information Form</li> <li>• Annexure G : Vendor Information Form</li> </ul>
4. Bid Submission Form and Technical/ General Specifications & Compliance form	<p>4.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.</p>
5. Prices	<p>5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form.</p> <p>5.2 The price to be quoted in the Bid Submission Form shall be the unit price of the Bid.</p> <p>5.3 Prices quoted by the Bidder shall be fixed during the period specified in ITB clause 8.1 and not subject to variation on any account. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.</p>
6. Currency	<p>6.1 The Bidders shall quote in USD.</p>
7. Documents to Establish Conformity of the Goods	<p>7.1 The Bidder shall submit following documents along with the bid for evaluation:</p> <ul style="list-style-type: none"> <li>• Bidder's registration letters and certificates</li> <li>• Company profile</li> <li>• Clientele details and experience</li> </ul>

8. Period of Validity of bid	8.1 Bids shall remain valid for a period of 120 days after the bid submission deadline date.
9. Bid Securing Declaration	9.1 The Bidder shall furnish as part of its bid, a Bid Securing Declaration, using Form included in Annexure E. <b>(Mandatory)</b>
10. Format and Signing of Bid	10.1 The bid shall be typed or written in 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.
<b>D: Submission and Opening of Bid</b>	
11. Submission of Bid	<p>11.1. The proposal should also be emailed as specified in Section II - Data Sheet</p> <p>11.2 If any bidder wishes to hand deliver the bids, please contact SriLankan Airlines staff well in advance, for the arrangement of security clearance. Refer Section 11, Data sheet, clause 16.2 for contact details.</p>
12. Deadline for Submission of Bid	12.1 Bid must be received by the SriLankan Airlines to the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
13. Late Bid	13.1 SriLankan Airlines shall reject any bid that arrives after the deadline for submission of bids in accordance with ITB Clause 12.1 above.
14. Opening of Bids	<p>14.1 SriLankan Airlines shall conduct the opening of bids in the presence of the Bid opening committee at the address, date and time specified in the Data Sheet.</p> <p>14.3 If any bidder wishes to participate for bid opening, please contact SriLankan Airlines staff well in advance for the arrangement of Security clearance. Refer Section 11, Data sheet, clause 16.2 for contact details</p> <p>14.4 Presence of the Bidder, will not necessarily ensure selection of the proposed goods.</p>
<b>E: Evaluation and Comparison of Bid</b>	

15. Clarifications	<p>15.1 To assist in the examination, evaluation and comparison of the bids, SriLankan Airlines may, at its discretion, ask any Bidder for a clarification of its bid. Any clarification submitted by a Bidder in respect to its bid which is not in response to a request by the SriLankan Airlines shall not be considered.</p> <p>15.2 SriLankan Airlines' request for clarification and the response shall be in writing at SriLankan Airlines' email address specified in the Data Sheet.</p>
16. Responsiveness of Bids	<p>16.1 SriLankan Airlines will determine the responsiveness of the bid to the documents based on the contents of the bid received.</p> <p>16.2 If a bid is evaluated as not substantially responsive to the documents issued, it may be rejected by the SriLankan Airlines.</p>
17. Evaluation of bid	<p>17.1 The items will be subjected to a technical evaluation based on the following criteria:</p> <p><b>Pre-qualification requirements:</b></p> <ol style="list-style-type: none"> <li>1. Authorized entity to translate legal and policy contents</li> <li>2. Prior experience in translating legal and policy content</li> </ol>
18. SriLankan Airlines' Right to Accept any Bid, and to Reject any or all Bids.	<p>18.1 SriLankan Airlines reserves the right to accept or reject any bid, and to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders.</p>
<b>F: Award of Contract</b>	
19. Acceptance of the Bid	<p>19.1 SriLankan Airlines will accept the bid of the Bidder whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the documents issued.</p>

<p>20. Notification of acceptance</p>	<p>20.1 SriLankan Airlines will notify the successful Bidder, in writing, that their bid has been accepted.</p> <p>20.2 After notification, SriLankan Airlines shall complete the contract, and inform the successful Bidder to sign it.</p> <p>20.3 Within seven (7) days of receipt of such information, the successful Bidder shall sign the contract.</p> <p>20.4 The Contract is extendable for a further 01 year period based on mutual agreement under same terms and conditions and supplier performance.</p>
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## Section II: Data Sheet

ITB Clause Reference	
11.1	<p>Secured E-mail address for submission of Bids:  <a href="mailto:ul_ecom@srilankan.com">ul_ecom@srilankan.com</a></p> <p>Deadline for submission of Bids is before 11:00 hours Sri Lankan time (GMT + 5:30 Time Zone) on 30<sup>th</sup> June 2023</p> <p>The Bids shall be opened at the following address:                      Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka</p>
12.1	<p>Deadline for submission of bids is on or before <b>30<sup>th</sup> June 2023, 1100 hrs SriLankan Time (GMT +5:30)</b> <b>Details (name, NIC/ passport reference, vehicle number) should be provided one day in advance to arrange security clearance if the bidder wishes to hand deliver bids and samples/participate for bid opening.</b></p>
14.1	<p>Opening of bids on <b>30<sup>th</sup> June 2023, 1130 hrs SriLankan Time (GMT +5:30)</b></p>
15.2	<p><b><u>For Clarifications/ handing over bids and samples/participating for bid opening:</u></b></p> <p>Telephone: +94 (0) 1 9733 1234</p> <p>E mail address: <a href="mailto:Vidushika.Oshadhi@srilankan.com">Vidushika.Oshadhi@srilankan.com</a></p> <p>Note: only clarifications regarding the submission process shall send to this email address.</p> <p>All the bids should submit to secured email address given in ITBS clause 11.1. Any bids submitted to email “<a href="mailto:Vidushika.Oshadhi@srilankan.com">Vidushika.Oshadhi@srilankan.com</a>” will be rejected from evaluation process.</p>

### Section III - Schedule of Requirements

Line Item #	Description of Service	Unit of Measurement	Final Destination	Delivery Date
01	Policy and Legal Page Translations on Corporate Website RFP/ECOM/001/2023	Cost for each language	E-Business Development of Srilankan Airlines	Based on the project timelines



#### Section IV - Bid Submission Form

[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 supply of \_\_\_\_;
- (c) The unit price of our bid is (including NBT and excluding VAT): [insert the individual unit price in words and figures];
- (d) Our bid shall be valid for the time specified in ITB Clause 8.1
- (e) We understand that our bid, 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 bid or any other bid that you may receive.
- (g) Bid Securing Declaration is attached and same is valid for a period of 148 days after the bid submission deadline date.

Signed:

Name:

Date

## Section V - General Conditions

- I. If the bid is accepted, it is mandatory that the Bidder signs the Contract with SLA.
- II. In order to ensure continuity of supply of goods/Services to SriLankan Airlines in the event of a disruption to bidder's operations, please provide details of alternative arrangements available within the agreed cost and specifications of service.
- III. Bidder's registration letters and certificates, Company profile, Clientele details and experience shall also be furnished along with this document.
- IV. Agreement should be for an initial period of 1 years with provision for automatically renewable for 1-year period.
- V. In the event of termination, the either party should provide 30 days' notice period. Agreement should include the clause of termination at convivence.
- VI. Advance payment is not acceptable. 45 days credit from the invoice date is required by SriLankan Airlines.

**ANNEXURE A: Bid Acknowledgement Form**

**IMPORTANT**

All bidders shall confirm your intention to submit a bid by forwarding the duly filled Bid Acknowledgement Form, 07 working days prior to bid closing date.

Invitation for submission of bids for the supply of Policy and Legal Page Translations on Corporate Website - reference no: RFP/ECOM/001/2023 is hereby acknowledged

You may expect to receive our proposal on or before

.....

We do not intend to submit a proposal because

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

Signed : .....

Title : .....

Company : .....

Date : .....

## ANNEXURE B - Technical/General Specifications & Compliance Form

Name of the Bidder : .....

### 1. Introduction

SriLankan Airlines, the National carrier of Sri Lanka and a member of the oneworld Alliance, is an award-winning carrier with a firm reputation as a global leader in service, comfort, safety, reliability and punctuality. Launched in 1979, Srilankan airline's hub is located at Bandaranaike International Airport in Katunayake, providing convenient connections to its global network (including codeshare partners) of 126 destinations in 61 countries in Europe, the Middle East, South Asia, Southeast Asia, the Far East, North America, Australia and Africa. SriLankan Airlines joined oneworld Alliance in May 2014. With this partnership SriLankan was able to expand its global network.

### 2. Scope

Currently our corporate website (www.srilankan.com) supports 11 Languages, but all the Legal and Policy pages are available only in English Language. Since Srilankan Airlines operating to many countries, having these pages translated is essential.

The 11 languages supported in the Srilankan Corporate website is as follows :

- |                         |                         |
|-------------------------|-------------------------|
| i. English              | vii. Simplified Chinese |
| ii. Sinhala             | viii. Japanese          |
| iii. Tamil              | ix. Deutsch             |
| iv. French              | x. Russian              |
| v. Italian              | xi. Thai                |
| vi. Traditional Chinese |                         |

Since these pages mostly contain Legal and Policy contents, these pages should be translated by an appropriate legal authority.

Legal and Policy pages in our corporate website can be accessed through

[https://www.srilankan.com/en\\_uk/corporate/legal](https://www.srilankan.com/en_uk/corporate/legal)

Note : If you are unable to access the above given link, please go to www.srilankan.com site and at the bottom of the page you will see the legal and privacy policy pages (Refer Annexure H)

Srilankan Airlines shall have right to select the languages to be translated by more than one vendor

## **2.1. Key criteria expected for language translation.**

2.1.1. It is required to translate above given languages in 2 phases. The phase approach should be as follows.

- Phase 01 - Italian, Deutsch & French
- Phase 02 - Sinhala, Tamil, Traditional Chinese, Simplified Chinese, Japanese, Russian, Thai

2.1.2. Authorized entity to translate legal and policy contents.

2.1.3. Prior experience in translating legal and policy contents with Airlines, preferably full-service carriers.

## **3. Information required**

The Service Provider is expected to provide a comprehensive solution for the above requirement including.

- 3.1. Timeline to complete the page translations.
- 3.2. Please indicate the change request process during the term (i.e. additions/updates to the legal and policy pages)

## **4. References**

Indicate the list of airlines and other clients who are using the services/product with related to the legal and policy content and provide a list of three references. References should be clients who have had the similar translations done within the past 3 years (include name, contact address, Telephone, email address)

**ANNEXURE C: Price Schedule Form**

Name of the Bidder : .....

Notes

1. The price to be quoted in the Proposal shall be the total price and shall be quoted in US Dollars.
2. Prices should be quoted separately for each language
3. Prices quoted by the supplier shall be fixed during the period initial 1 years and not subject to variation on any account.
4. In the event of any changes to the prices due to any of the reasons during the term of the agreement, both parties should have mutual agreement and should follow the standard change request process.

*Signature:..... [Signature of person signing the Bid]*

*Designation:..... [Designation of person signing the Bid with frank]*

*Date: ..... [Insert date]*

## ANNEXURE D: Bid Securing Declaration

*[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]*

\*Invitation for Bid No: -----*[insert number]*

\*To: -----*[insert the name of the Purchaser (SriLankan Airlines)]*

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 *three years* starting on *the latest date set for closing of bids of this bid*, if we;
  - (a) withdraw our Bid during the period of bid validity period specified; or
  - (b) do not accept the correction of errors in accordance with the Instructions to Bidders of the Bidding Document; 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 declaration shall expire if we are not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the bidder was unsuccessful; or (ii) twenty-eight days after the expiration of our bid.
4. We understand that if we are a JV, the Bid Securing Declaration must be in the name of 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 E : Performance Bond - NA**

[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 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 F : Clientele Information Form**

Company Name		Company Representative's Contact Details (Please state name, official email address and telephone number)	Client since	Products procured
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

**ANNEXURE G - VENDOR INFORMATION FORM**

(To be filled by the vendor)

<b>Section A – Basic information of the vendor</b>	
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 local agent (if any)	
<b>Section B – Details of Directors, Shareholders and related parties</b>	
1. Name(s) of Directors	

2. Name(s) of Shareholders	
3. Name (s) of Directors of Parent/Subsidiary who are also Directors of SriLankan Airlines	
4. Name(s) of Directors of Parent/Subsidiary who are also Employees of SriLankan Airlines	
5. Names of Close Family Members who are either Directors/Employees 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:

## ANNEXURE H

URL - [https://www.srilankan.com/en\\_uk/corporate/legal](https://www.srilankan.com/en_uk/corporate/legal)

**Legal menu**

- General Notice
- Privacy Policy
- Legal Notice
- Conditions of Carriage
- Cookie Policy
- Data Subject Access Request Form
- Permission Center

### General Notice

SriLankan Airlines may collect and store your data whilst you are accessing our websites or availing any of our services from us directly or through our agents. As an airline, SriLankan Airlines is committed to respecting your privacy and protecting your personal information. The details of our policies and procedures in collecting and storing your data can be found in our [Privacy Policy](#), [Legal Notice](#), [Conditions of Carriage](#) & [Cookie Policy](#) on our website. We invite you to read through these policies and procedures prior to availing our services.

### Contact

For any clarifications on how we protect and use personal information, please get in touch with us;

Note : If you are unable to access the above given link, please go to [www.srilankan.com](http://www.srilankan.com) site and at the bottom of the page you will see the legal and privacy policy pages

**ABOUT US**

- About SriLankan Airlines
- Right to Information Act
- Tender and GSA notices
- Advertise with us
- Sri Lanka Tourism
- Media Centre
- Careers

**HELP**

- 24 Hours Contact Center
- Online Chat Support
- FAQs

**SERVICES**

- MICE
- Cargo
- Training
- Ground Handling
- SriLankan Holidays
- SriLankan Catering
- SriLankan Air Taxi

**TERMS & CONDITIONS**

- Online Booking Terms of Use
- Conditions of Carriage
- Notices For Travel Agents
- Permission Center
- Service Fees at Ticket Office

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Enter email address  Select departure city

Yes, I would like to receive news and promotional content from SriLankan Airlines

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