



**Procurement of Goods
Under
National Shopping Procedures**

**Invitation of Quotations for
Provisioning of a Managed Access and
Attendance Management Service for
SriLankan Airlines**

Contract No: Q/PL/221/24



NPA/SBD/GOODS/01

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. <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> 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. Local vendors shall quote in LKR for delivered price & foreign vendors in foreign currency for CFR-CMB.

<p>7.Documents to Establish the Conformity of the Goods</p>	<p>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".</p> <p>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.</p> <p>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.</p>
<p>8. Period of Validity of quotation</p>	<p>8.1. Quotations shall remain valid for the period of Ninety (90) days after the quotation submission deadline date.</p>
<p>9.Format and Signing of Quotation</p>	<p>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.</p>
<p>D: Submission and Opening of Quotation</p>	
<p>10.Submission of Quotation</p>	<p>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)</p> <p>10.2. The quotation should not be copied to any staff at SriLankan Airlines under any circumstance.</p>
<p>11.Deadline for Submission of Quotation</p>	<p>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.</p>
<p>12.Late Quotation</p>	<p>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.</p>
<p>13.Opening of Quotations</p>	<p>13.1. The quotation will be opened by SriLankan Airlines.</p> <p>13.2. A representative from financial division will open & certify the quotations received by the deadline given in section II.</p>
<p>E: Evaluation and Comparison of Quotation</p>	
<p>14.Clarifications</p>	<p>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.</p>

	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 Contract	
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	<p><u>The Purchaser contact details</u></p> <p>Mailing address: SriLankan Airlines Limited Commercial Procurement Department (IT) Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka</p> <p>Telephone : +94 (0) 1 9733 2651</p> <p>Fax : +94 (0) 19733 5218</p> <p>E-mail : dhmarshana.jayawardana@srilankan.com</p>
5.1	The bidder is not allowed to quote for less than the quantity specified
7.3	Manufacturer's Authorization is required
11.1	<p>Secured E-mail address for submission of quotations: itproctend@srilankan.com</p> <p>Deadline for submission of quotations is before 14:00 hours Sri Lankan time (GMT + 5:30 Time Zone) on 27th December 2024</p>
13	The quotations shall be opened at the following address: Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka
16	<p>Other factors that will be considered for evaluation are:</p> <ul style="list-style-type: none"> • Compliance for all required specifications marked as <u>Mandatory</u> in section IV • Credit period provided

Section III: Schedule of Requirements

Line Item	Description of Service	Unit of Measurement (UOM)	Qty	Final Destination	Delivery Date	
					Delivery Period	Bidder's manufacturing & delivery lead time <i>(to be filled by the bidder)</i>
1	Provisioning of Managed Time and Attendance Service for SriLankan Airlines	-	-	IT Department, SriLankan Airlines	As per Purchase Order/purchase release	

SECTION IV. TECHNICAL SPECIFICATIONS & COMPLIANCE SHEET

Please indicate your responses clearly.

1. INTRODUCTION

This Request for Proposal (RFP) is seeking proposals from qualified bidders for the procurement and implementation of Time and Attendance machines (hereinafter sometimes referred to as "machines") and access control solutions as a managed service for three (03) years. The machines will primarily be used to track the attendance of employees and may also be used to control access to restricted areas in SriLankan Airlines premises. The proposed solution is intended to efficiently manage employee attendance, enhance security, and streamline the payroll and HR processes, whilst seamlessly integrating with existing systems.

2. SCOPE OF WORK

The scope of work includes the following:

- 2.1. Supply and installation of a total of **one hundred and twenty (125) Time and attendance/access control machines** at SriLankan Airlines' premises, including but not limited to regional offices, with adequate backup devices to ensure seamless 24/7 service continuity. Please see details in *Annexure A – Minimum Specifications of the Time & Attendance Machines*.
- 2.2. Supply and implementation of **one (01) PVC ID Card Printer**, with adequate backup devices to ensure seamless service continuity, and necessary customization as per the SriLankan Airlines security and branding requirements.
- 2.3. Provision of **18,000 RFID NFC Blank White ISO PVC Cards** for three (03) years.
- 2.4. Provision of **Thirty (35) Numbers of Physical Access Management Components**. Please see details in Section 6.1.
- 2.5. Provision of support, maintenance, and warranty services.
- 2.6. 24/7 monitoring and support.
- 2.7. Software updates and maintenance.
- 2.8. Hardware repairs, replacements, and relocations.
- 2.9. Integration of the Time and Attendance system with the existing HR and Payroll software (details to be provided to interested bidders upon request).
- 2.10. Hands-on training for HR, IT, and administrative staff on software, integrations, reporting, and hardware infrastructure.
- 2.11. Customization to meet any specific requirements throughout three (03) years.

2.12. Interested Bidders shall agree to complete the project within 3 months from the issuance of the Purchase Order.

3. GENERAL REQUIREMENTS FOR TIME AND ATTENDANCE

3.1. The successful bidder must commit to delivering a managed service for three (3) years. This service should include 24/7 monitoring and support, software updates, system maintenance, as well as hardware repair and replacement across all relevant locations.

3.2. The proposed solution must support both facial recognition and fingerprint biometric data collection, with at least one device capable of reading proximity cards.

3.3. SriLankan Airlines currently uses hSenid HRIS software for employee attendance management. The bidder must ensure seamless integration between the proposed system and the HRIS to facilitate the transfer of attendance records.

3.4. In line with section 3.3, the bidder must agree to provide ongoing integration support in the event of any changes to the existing systems throughout the managed service period.

3.5. The bidder must ensure real-time data synchronization between the proposed system and SriLankan Airlines' HRIS through an intermediate database. The bidder is responsible for supplying all required APIs, middleware, software, and hardware. SriLankan Airlines will provide the necessary database table structures.

3.6. Software updates must be included as part of the Maintenance Contract.

3.7. The bidder must conduct a thorough analysis to determine the appropriate device configurations (high-end or low-end) for various areas based on user volume and requirements.

3.8. The bidder shall provide comprehensive Standard Operating Procedures (SOPs) for user registration, deregistration, software installation, configuration, and any other relevant components of the proposed solution.

3.9. Payment will be made in full (100%) upon the successful completion of User Acceptance Tests (UAT).

3.10. The activation of the production license must coincide with the UAT sign-off date.

3.11. The agreement commencement date will be the official project kick-off date. The agreement shall encompass the full three (3) years of license validity.

3.12. The successful bidder must enroll all existing users within 24 hours and complete the enrollment of any additional biometric identifiers (such as fingerprints and facial data) for existing users within 30 days.

3.13. The proposed product must be readily available as of the RFP closing date to be considered for evaluation.

3.14. Upon request, bidders must be prepared to provide a comprehensive Proof of Concept (POC).

4. FUNCTIONAL REQUIREMENTS FOR TIME AND ATTENDANCE

SriLankan Airlines employs approximately 7,000 staff members, including permanent employees, contractors, interns, and service providers. The Managed Services solution offered by the bidder must address the following functional requirements:

- 4.1.** The proposed solution must be centrally manageable, with capabilities to:
 - 4.1.1. Add new biometric identifiers (fingerprints and facial records),
 - 4.1.2. Revoke existing biometric identifiers,
 - 4.1.3. Download transaction reports, and
 - 4.1.4. Allow remote connection to each device for user enrollment.
- 4.2.** The user ID in the system must be the employee's ID, consisting of a minimum of five (5) alphanumeric characters generated during enrollment. The format is "XXXXX," where "X" represents a unique alphanumeric identifier. The solution must be scalable to support up to nine (9) alphanumeric characters.
- 4.3.** The system must include a mechanism to detect duplicate fingerprints during enrollment and alert the operator if the same user is being registered under different staff numbers, preventing duplication.
- 4.4.** The proposed solution must allow data export into spreadsheet formats compatible with the latest versions of Microsoft Office Excel, CSV, and other relevant formats. Provide details on supported formats.
- 4.5.** The system must be capable of recording time entries for many employees in quick succession, specifically up to 30 records within 1 minute per shared time-collection device.
- 4.6.** The system must be able to locally store time entry data for a minimum of 30 days on each device, ensuring data recovery in case of system failure or loss of server connection.
- 4.7.** Authorized users must be able to generate exception reports, including time in/out, early in/out, and late in/out occurrences. Provide details on the types of reports available.
- 4.8.** The proposed solution must track all transactions, including any changes made by authorized users, and provide a comprehensive audit trail for all system activities.

5. TECHNICAL REQUIREMENTS

- 5.1.** The machines included in the proposed solution must meet or exceed the technical specifications outlined in Annexure A – Minimum Specifications for the Machines.
- 5.2.** Hosting Options:
 - 5.2.1. Bidders may propose solutions that are either independently hosted or hosted within SriLankan Airlines' data center.
 - 5.2.2. If proposing a cloud-hosted solution, bidders must provide all necessary infrastructure details, including information on bandwidth utilization.

- 5.2.3. If hosted within SriLankan Airlines' data center, the bidder must specify the required server specifications. The cost of infrastructure must be included in the bid.
- 5.2.4. SriLankan Airlines reserves the right to choose whether to purchase the specified infrastructure from the bidder or provide the required infrastructure independently.
- 5.3.** The bidder must provide all required hardware, software, and licenses necessary for the proposed solution.
- 5.4.** Regardless of the hosting option, bidders are responsible for providing all necessary infrastructure and resources to deliver a complete end-to-end Managed Service, including all service components.
- 5.5.** For hosted solutions, the bidder must guarantee at least 99.95% uptime and ensure the solution is connected via a site-to-site Virtual Private Network (VPN) between the hosted server(s) and SriLankan Airlines, allowing seamless connectivity with internal components operating within SriLankan Airlines' network.
- 5.6.** Secure Sockets Layer (SSL) encryption must be enforced for all HTTP traffic between client interfaces and the host server(s).
- 5.7.** All machines must be equipped with an Uninterruptible Power Supply (UPS) to ensure continuous operation during power disruptions.
- 5.8.** Machines must automatically synchronize their internal clocks with the host server or an NTP (Network Time Protocol) source.
- 5.9.** Machines must have the ability to operate offline if network connectivity is lost between the host server and the device. Bidders must describe the methodology for offline data collection and retention in the proposed solution.
- 5.10.** Biometric identifiers must be stored both locally at the terminal and within the central database. Bidders should describe how biometric data is securely maintained in the proposed solution.
- 5.11.** Data synchronization between the proposed solution, hSenid Business Solutions HRIS software for attendance processing, and other systems must be achieved via API or alternative integration technologies. Bidders should provide a detailed explanation of the synchronization methodology used.
- 5.12.** Interested bidders must adhere to applicable Information Security and Data Protection regulations, including but not limited to ISO27001, ISO 27701, EU GDPR, and Sri Lanka PDPA. Bidders must also ensure that all personnel involved in the project are trained in data protection and security best practices. Please provide details.
- 5.13.** Please complete **Annexure C – Information Security and Data Protection**

5.14. Bidders shall agree to implement and maintain appropriate security measures to protect against unauthorized access, alteration, disclosure, or destruction of any confidential or personal data. This includes but is not limited to encryption, secure data storage, and strict access control protocols. Please provide details.

6. ACCESS MANAGEMENT SOLUTION

6.1. The Proposed Solution shall also include Physical Access Management components

Requirement	Quantity
Finger and Facial Recognition Machines	35
Electromagnetic Lock with Brackets	35
Door Sensors	35
Push Buttons	35
Doorbell	35
Battery Backup (30 minutes)	35
Emergency Exit Switch	35
Key Switch (to remotely open the door)	35
Remote control facility (to remotely open the door)	35

6.2. The proposed solution must provide centralized management of all access control devices. Additionally, it should offer the capability to retrieve logs from these access control devices via network connectivity or USB.

6.3. Supply and implementation of one (01) PVC ID Card Printer, with adequate backup devices to ensure seamless service continuity, and necessary customization as per the SriLankan Airlines security and branding requirements.

6.4. Provision of 18,000 RFID NFC Blank White ISO PVC Cards for three (03) years.

7. RESOURCES FOR MANAGED SERVICES

7.1. Interested Bidders are required to detail the processes and measures proposed to be implemented to ensure the consistent and high-quality delivery of managed services.

7.2. Interested Bidders are required to provide the skills and qualifications of the team members who will be directly involved in delivering the managed services detailed in this RFP.

7.3. Provide detailed information about bidders' experience in provisioning services of a similar scale for organizations that have comparable sizes, and requirements to integrate multiple software and hardware.

8. PRICING

Interested bidders must submit price proposals in the following two options:

OPTION 1 - A one-time payment for the supply, installation, training, and warranty with annual fees, where the ownership of the devices will be transferred to SriLankan Airlines from the completion of the implementation. Further detail any recurring maintenance and support for three (03) years.

OPTION 2 - Monthly service fee for the supply, installation, warranty, training, maintenance, and managed services for three (03) years, where the ownership of the devices will be transferred to SriLankan Airlines at the end of the 3 years.

9. SERVICE LEVELS

The Severity Levels described in the following table will be used to categorize Support Requests.

Severity	Characteristics	
Critical (1)	Failure of full or partial operation of the equipment/s or software. E.g., the Finger scanning machine not working the data downloader tool not working especially affecting operational areas where shift OT is critical. Failure of access control systems in operational areas	
High (2)	Time reading is possible, but downloading the data is not possible, or observations of erroneous downloads of timings or any other problem in the software or hardware will affect the expected operations.	
Normal (3)	Reports related issues and unfriendly data presentation in the software.	
Uptime	99.5%	
Severity Level	Service Restoration	Penalty for non-adherence
Critical (1)	4 Hours in Katunayake 12 hours outside Colombo locations	5% of AMC cost
High (2)	24 Hour	2 % of AMC cost
Normal (3)	3 Day	1% of AMC cost

10. INSTALLATION LOCATIONS

- i. Colombo
- ii. Katunayake
- iii. Mattala
- iv. Galle
- v. Kandy
- vi. Overseas Offices (with Remote Assistance)

11. PROPOSAL SUBMISSION

11.1. The specifications provided in this RFP are the minimum requirements of SriLankan Airlines. The bidder shall meet or exceed these specifications. SriLankan Airlines reserves the right to select the components and services to purchase after considering the total value proposition presented by each vendor. Bidders are encouraged to provide a detailed breakdown of costs and benefits associated with each option, including any potential long-term cost savings or advantages. SriLankan Airlines will carefully evaluate each proposal and decide based on the overall value proposition, including factors such as quality, price, and the bidder's ability to meet the RFP requirements.

11.2. Interested bidders are required to submit a signed Non-Disclosure Agreement, as provided in Annexure B.

12. EVALUATION CRITERIA

The bidder's proposal will be evaluated based on the following criteria:

- Completeness of the responses to RFP requirements.
- Quality and comprehensiveness of the proposed services and resources.
- Experience and qualifications of the vendor and its team.
- Pricing proposal, including costs for each deliverable and any other expenses associated with providing RFP services.

ANNEXURE A – MINIMUM SPECIFICATIONS OF THE TIME & ATTENDANCE MACHINE

Category	Description	Minimum Requirement
Manufacturer & Model	Make of the device	Specify
	Model of the device	Specify
	Manufacturer Authorization Certificate	Mandatory
Capacity of the device	Face Capacity	>= 10000
	Finger Capacity	>= 10000
	Card	>= 10000
	Record log	>= 100000
Hardware Requirements	display	4.3 Inches
	camera	Dual camera for real-time face recognition
	Processor Speed	>= 1.2 Ghz
	Fingerprint Sensor	>= 500dpi
	Communication	TCP/IP, Wi-Fi(optional), USB Host
	Verification Speed	<= 1 Second
	power supply	12 V
Other Requirements	Recognition Distance (face)	Within 0.3 -3.0 M
	Multiple recognition (Face / FP / Card)	Mandatory
	Battery Backup	Specify battery capacity
	Face FAR	Specify
	Face FRR	Specify
	Finger FAR	Specify
	Finger FRR	Specify
	Machine Language	English
	Audio-visual indicators for Acceptance and non-acceptance	Mandatory
	User ID	5 or more digits
Device Middleware	Device management software	Specify
	Administration console through centralized software	Mandatory (Please specify the no of license)
	API connectivity	Mandatory
	Real-Time data downloading	Mandatory
	Device offline alert (Email or SMS)	Mandatory
	Attendance records integrate into HRIS via API	Mandatory
	User deactivation via API call with HRIS	Optional
User transferring among devices via API call with HRIS	Optional	
Installation	Ensure that cables are properly laid through the trunks and ducts	Mandatory
	Ensure that the cables with conduits and casing shall be clipped to the concrete slab/wall/gypsum partitions.	Mandatory
	The solution should support surface mounting.	Mandatory

*** Bidders are encouraged to conduct a thorough analysis to determine the appropriate device requirements for each area, including high-end and low-end configurations for time and attendance, as well as door access control. The bidders should provide detailed technical specifications, along with a rationale and justification for their device selections, ensuring alignment with the objectives outlined in this RFP for the Provisioning of a Managed Access and Attendance Management Service for SriLankan Airlines.**

Annexure B: Non-Disclosure Agreement

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

1. The Confidential Information to be disclosed can be described as and includes:

Technical and business information relating to airline business information systems, existing and/or contemplated products and services, proprietary ideas and inventions, trade secrets, drawings and/or illustrations, research and development, financial information and financial projections, customers, clients, marketing, and current or future business plans and models, specifications, records, data, computer programs, drawings, schematics, know-how, notes, models, reports, samples or other forms of copies, derivations, analyses, compilations, studies, memoranda, notices and other materials regardless of whether such information is designated as “Confidential Information” at the time of its disclosure.

2. All Confidential Information received by Receiving Party from the SriLankan Airlines Limited (hereinafter referred as ‘Disclosing Party’) shall remain the exclusive property of the Disclosing Party and no title to or other interest in the Confidential Information is granted or transferred to the Receiving Party by this Agreement
3. To return promptly to the Disclosing Party, or to destroy any copies of such Confidential Information in written, graphic or other tangible form at the Disclosing Party’s request including all copies and notes thereof and including Confidential Information incorporated into analyses, compilations, studies or other documents prepared by the Receiving Party with destruction being certified in writing by an officer of the Receiving Party.
4. The Recipient agrees not to disclose the confidential information obtained from the Disclosing Party to anyone unless required to do so by law.

5. This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.
6. This Agreement shall commence on the date first written and signed below and shall continue thereafter for an indefinite period
7. This Agreement shall be construed in accordance with the laws of Sri Lanka and shall be subject to the exclusive jurisdiction of the Courts in Sri Lanka.

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

Recipient of Confidential Information

Organization Name :

Business Registration :

Organization Address :

Authorized Signatory :

Designation :

Signature :

Date :

ANNEXURE C – 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 more fully 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.		
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.		

#	Check List	Compliance Yes No	Remarks
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		
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.		

#	Check List	Compliance Yes No	Remarks
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		
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.		

#	Check List	Compliance Yes No	Remarks
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 e laws 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 Forms

[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.]

Date:

To: SriLankan Airlines Limited

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/Services *[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.

Price Schedule

Contract No: Q/PL/221/24

Price Schedule - Option 1

A one-time payment for the supply, installation, training, and warranty with annual fees, where the ownership of the devices will be transferred to SriLankan Airlines from the completion of the implementation. Further detail any recurring maintenance and support for three (03) years.

Description	Qty	Unit Cost	Total cost for 03 years	Remarks
One-time payment for the supply, installation, training, and warranty with annual fees	1			
Recurrent cost (if any)				
Support and maintenance (if any)				
License Cost (If applicable)				
Any other cost (If applicable)				
Total cost				

Payment terms: Onetime cost – To be paid on installment basis with 45 days credit from the invoice date (Advance payments are NOT accepted)

Recurrent costs - Monthly in arrears with 45 days credit from the invoice date (Advance payments are NOT accepted)

Price Schedule - Option 2

Monthly service fee for the supply, installation, warranty, training, maintenance, and managed services for three (03) years, where the ownership of the devices will be transferred to SriLankan Airlines at the end of the 3 years.

Description	Qty	Unit Rental Cost Per Month	Total Rental Cost Per Month	Total Rental Cost per Annum	Total rental cost for 03 years	Remarks
Finger Scanning Machines	90					
Access Control Machines	35					
One-time cost						
Recurrent cost						
Support and maintenance						
License Cost (If applicable)						
Any other cost (If applicable)						
Total cost						

Payment terms: Monthly in arrears with 45 days credit from the invoice date (Advance payments are NOT accepted)

Company Seal & Signature:

Date:

Please submit your proposal in LKR.

Above format is for your guidance only, you may add-on any additional requirements to the above schedule.

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

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]*

**NOTES TO VENDOR
TERMS & CONDITIONS**

1. **ORDER ACKNOWLEDGEMENT/ACCEPTANCE:** 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 along with proof of despatch must be forwarded to our Payments Manager, SRILANKAN AIRLINES I.T.D, 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.