



**STANDARD BIDDING DOCUMENT INTERNATIONAL COMPETITIVE  
BIDDING**

**INVITATION FOR SUBMISSION OF BIDS FOR THE  
PROVISIONING OF A DESKTOP MANAGEMENT SOLUTION**

**IFB REFERENCE NO: CPIT/ICB 26/2022**

**Chairman of Standing Cabinet Appointed  
Procurement Committee,  
Ministry of Ports, Shipping and Aviation.  
On behalf of SriLankan Airlines Limited.**

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Dear Sir/Madam,

IFB NO: CPIT/ICB 26/2022

## **INVITATION FOR BIDS FOR THE PROVISIONING OF A DESKTOP MANAGEMENT SOLUTION FOR SRILANKAN AIRLINES.**

SriLankan Airlines hereby invites tenders for the Provisioning of a Desktop Management Solution for Sri Lankan Airlines. The bid document is attached herewith.

**Bid** should be submitted in a **sealed envelope** with the IFB number clearly marked on the top left corner of each envelope addressed to **Senior Manager Commercial Procurement, SriLankan Airlines Limited, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka** by 11.00 a.m. (Sri Lankan time: GMT +0530) on 11 April 2023.

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

All bids shall require a minimum refundable Bid Security amounting to LKR 18,000,000 (18 Million). Bidders shall enclose the Bid security deposit with their bid in the form of an unconditional irrevocable bank guarantee drawn at sight in favour of SriLankan Airlines Limited, valid up to 25 September 2023 Bids without a refundable bid security will not be considered.

A pre-Bid meeting will be organized on 08 March 2023 at 9.00 a.m. Sri Lankan time (GMT +5:30 Time Zone) via MS Teams, to provide the prospective Bidders with the necessary information related to the project. Proposals of Bidders who do not take part in this pre-Bid will not be accepted, hence participation in the pre-Bid meeting is mandatory for all Bidders. Please provide the following details of the participants for the pre-Bid meeting through email: [tharaka.hindurangalage@srilankan.com](mailto:tharaka.hindurangalage@srilankan.com) by 9.00 a.m. on 03 March 2023 Sri Lankan time GMT +5:30 Time Zone).

- 1) Company Name:
- 2) Name of the participant: (Maximum 01 participant)

Any inquiry/clarification about the Tender should be e-mailed to [tharaka.hindurangalage@srilankan.com](mailto:tharaka.hindurangalage@srilankan.com) and [sarath.jayathunga@srilankan.com](mailto:sarath.jayathunga@srilankan.com) to reach on or before 13 March 2023.

**Bids** will be opened at 11.15 a.m. (Sri Lankan time: GMT +0530) on 11 April 2023 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. Kindly note that 01 representative per bidding company is permitted to be present at the tender opening. Please contact any of the above, well in advance for the arrangement of Security clearance.

Yours Faithfully,

**Chairman of the Standing Cabinet Appointed  
Procurement Committee,  
Ministry of Ports, Shipping and Aviation  
On behalf of SriLankan Airlines Limited**

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## BID ACKNOWLEDGEMENT FORM

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ALL BIDDERS SHALL COMPLETE AND RETURN THIS FORM AFTER DOWNLOADING  
OF THE BID DOCS

IFB NO: CPIT/ICB 26/2022

INVITATION FOR BIDS FOR THE PROVISIONING OF A DESKTOP MANAGEMENT SOLUTION FOR  
SRILANKAN AIRLINES.

Download of your ..... 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 : .....

## Section I - Instructions to Bidders (ITB)

*ITB shall be read in conjunction with section II, Bidding Data Sheet (BDS), which shall take precedence over ITB.*

### General

#### 1. Scope of Bid

1.1. SriLankan Airlines issues these Bidding Documents for a Provisioning of a Desktop Management Solution for SriLankan Airlines as specified in Section V, Schedule of Requirements. The name and identification number of this procurement are **specified in the BDS**. The name, identification, and number of lots (individual contracts), if any, are **provided in the BDS**.

1.2. Throughout these Bidding Documents:

- (a) The term “in writing” means communicated in written form by e-mail, fax post or hand delivered with proof of receipt;
- (b) If the context so requires, “singular” means “plural” and vice versa; and
- (c) “Day” means calendar day.
- (d) “SLAL” means SriLankan Airlines Ltd.

#### 2. Ethics, Fraud and Corruption

2.1. The attention of the Bidders is drawn to the following guidelines published by the National Procurement Commission of Sri Lanka:

Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;

Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducements shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.

2.2. SriLankan Airlines requires the Bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:

- (a) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or contract execution;
- (b) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
- (c) “collusive practice” means a scheme or arrangement between two or more Bidders, with or without the knowledge of SriLankan Airlines to establish bid prices at artificial, non-competitive levels; and
- (d) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

2.3 SriLankan Airlines reserves the right to disqualify any bidder at any stage during this process and if necessary to resort to available legal remedies, where SriLankan Airlines has reason to believe that the bidder has engaged, encouraged, colluded and or aided any other party in any anti-competitive or antitrust practice such as price fixing, bid rigging and market allocation.

### **3. Eligible Bidders**

3.1 All Bidders shall possess legal rights to supply the services under this contract.

3.2 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this bidding process, if they:

- (a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by SriLankan Airlines to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods/services to be purchased under these Bidding Documents; or
- (b) submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.

3.3 If the Supplier is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

#### 4. Eligible Goods and Related Services

4.1 All the Goods and Services rendered under this contract shall comply with applicable standards stipulated by SriLankan Airlines stipulated in Section V, Schedule of Requirements.

### Contents of Bidding Documents

#### 5. Sections of Bidding Documents

5.1 The Bidding Documents consists of all the sections indicated below and should be read in conjunction with any addendum issued in accordance with ITB Clause 7.

- Invitation for Bids
- Bid Acknowledgement Form
- Section I. Instructions to Bidders (ITB)
- Section II. Bidding Data Sheet (BDS)
- Section III. Evaluation and Qualification Criteria
- Section IV. Bidding Forms
- Section V - Schedule of Requirements
- Section VI - Technical Specifications & Compliance Sheet
- Section VII - General Specifications
- Section VIII - Draft Contract
- Section IX - Data Privacy & Security Schedule
- Section X - Performance Security
- Section XI - Vendor Information Form

5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.

#### 6. Clarification of Bidding Documents

6.1 A prospective Bidder requiring any clarification of the Bidding Documents including the restrictiveness of specifications shall contact SriLankan Airlines in writing at the SriLankan Airlines' e-mail address **specified in the BDS**. SriLankan Airlines will respond in writing to any request for clarification, provided that such request is received before 13 March 2023. Should SriLankan Airlines deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB Clause 7.

#### 7. Amendment of Bidding Documents

7.1 At any time prior to the deadline for submission of bids, SriLankan Airlines may amend the Bidding Documents by issuing an addendum.

7.2 Any addendum issued shall be part of the Bidding Documents and shall be published in newspapers, uploaded to SriLankan Airlines website, and will be communicated to prospective Bidders who have forwarded the Bid acknowledgement form.

7.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, SriLankan Airlines may, at its discretion, extend the deadline for the submission of bids, under ITB Sub-Clause 22.2

## **Preparation of Bids**

### **8. Cost of Bidding**

8.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and SriLankan Airlines shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **9. Language of Bid**

9.1 The Bid, as well as all correspondence and documents relating to the bid (including supporting documents and printed literature) exchanged by the Bidder and SriLankan Airlines, shall be written in the English language.

### **10. Documents Comprising the Bid**

10.1 The Bid shall comprise the following:

- (a) Bid Submission Form and the applicable Price Schedules, in accordance with **ITB Clauses 11,13 and 14;**
- (b) Bid Security, in accordance with ITB Clause 19;
- (c) documentary evidence in accordance with ITB Clauses 17 and 28, that Goods and Related Services conform to the Bidding Documents;
- (d) documentary evidence in accordance with ITB Clause 17 establishing the Bidder's qualifications to perform the contract if its bid is accepted; and
- (e) any other document required in the BDS.

### **11. Bid Submission Form and Price Schedules**

11.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV, Bidding Forms. 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.



## **12. Alternative Bids**

### **12.1 Alternative bids shall not be considered.**

## **13. Bid Prices and Discounts**

13.1 The Bidder shall indicate on the Price Schedule (Annex B) the unit prices of the goods/services it proposes to supply under the Contract.

13.2 Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, if a Bidder wishes to offer a discount as a lot the Bidder may do so by indicating such amounts appropriately.

13.3 If so, as indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or any combination of contracts (packages). Unless otherwise indicated in the **BDS**, prices quoted shall correspond to 100% of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Contract shall specify the applicable price reduction separately.

13.4 Prices indicated on the Price Schedule shall include all duties and sales and other taxes already paid or payable by the Supplier:

(a) on components and raw materials used in the manufacture or assembly of goods quoted; or

(b) on the previously imported goods of foreign origin

(i) However, VAT shall not be included in the price but shall be indicated separately;

(ii) the price for inland transportation, insurance, and other related services to deliver the goods to their destination;

(iii) the price of other incidental services

13.5 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITB Clause 30.

13.6 All lots, if any, and items must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.

#### **14. Currencies of Bid**

- 14.1 The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a Bid in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the in the price schedule form (Annex B) for payment in LKR.

For evaluation and comparison proposes, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates as published by the Central Bank of Sri Lanka prevailed at the date of closing of bids. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.

- 14.2 Local Bidders should submit the bid price in Sri Lankan Rupees (LKR) for all the cost components and services incurred locally (Sri Lanka). Refer line-item numbers 4.3, 4.8, 4.9, 5.1, 5.2, 6.1 etc., in the price schedule format attached at Annex B. The proposals not meeting this condition will be rejected.

#### **15. Documents Establishing the Eligibility of the Bidder**

- 15.1 To establish their eligibility in accordance with ITB Clause 3, Bidders shall complete the Bid Submission Form, included in Section IV, Bidding Forms.

#### **16. Documents Establishing the Conformity of the Goods and Related Services**

- 16.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section V, Schedule of Requirements and in Section VI, Technical Specifications.

- 16.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of samples, a detailed item-by-item description (given in Section V, Schedule of Requirements and in Section VI, Technical Specifications) of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.

#### **17. Documents Establishing the Qualifications of the Bidder**

- 17.1 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to SriLankan Airlines' satisfaction:

- (a) A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization using the form included in

Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods;

(b) and, that the Bidder meets each of the qualification criteria specified in Section III, Evaluation and Qualification Criteria.

**18. Period of Validity of Bids**

18.1 Bids shall remain valid until the date **specified in the BDS**. A bid valid for a shorter date shall be rejected by SriLankan Airlines as non-responsive.

18.2 In exceptional circumstances, prior to the expiration of the bid validity date, SriLankan Airlines may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a bid Security is requested in accordance with ITB Clause 19, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.

**19. Bid Security/Bank Guarantee**

19.1 The Bidder shall furnish as a part of its bid, a Bid Security/Bank Guarantee, using the Bank Guarantee form included in Section IV - Annex C.

19.2 Any bid not accompanied by a substantially responsive Bid Security/Bank Guarantee in accordance with ITB Sub-clause 19.1, Shall be rejected by Sri Lankan Airlines as non-responsive.

19.3 Bid Security/Bank Guarantee may be executed:

- (a) If a Bidder withdraws its bids during the period of Bid validity specified by the Bidder on the Bid Submission form, except as provided in 1TS Sub-Clause 24.1 or
- (b) If a Bidder does not agree to correctable of arithmetical errors pursuant to 1TS Sub Clause 27.1
- (c) If the successful Bidder fails to:
  - (i) Sign the contract in accordance security with 1TS Sub-Clause 40;
  - (ii) Furnish a performance Security in accordance with 1TS Clause 41;

**20. Format and Signing of Bid**

20.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 10 and clearly mark it as “ORIGINAL”. In addition, the Bidder shall submit a copy of the bid and clearly mark it as “COPY”. In the event of any discrepancy between the original and the copy, the original shall prevail.

20.2 The original & copy of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.

20.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

## **Submission and Opening of Bids**

### **21. Submission, Sealing and Marking of Bids**

21.1 Bidders may always submit their bids by post/ courier or by hand.

- (a) Bidders submitting bids by post/ courier or by hand, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the envelope as “ORIGINAL” and “COPY”. These envelopes containing the original and the copy shall then be enclosed in one single envelope.
- (b) Completed Technical bid (un-priced) and Financial bid (priced) should be submitted in two separate sealed envelopes with the IFB reference no. CPIT/ICB 26/2022 and the Bidding Company’s name and the type of bid (Technical or Financial) clearly marked on the top left corner of the envelope. These envelopes containing the Technical and Financial bid shall then be enclosed in one single envelope.

The Technical envelop should contain:

- The Technical proposal (un-priced) along with all related technical brochures & supporting documents.
- Audited financial statements for the last 03 years (Clause 20)
- Compliance Statement at Annex A

The Financial envelop should contain:

- The Financial proposal (priced) based on Price Schedule Form at Annex B.
- Bid Submission form (Section IV)
- Bid Securing Declaration (Annex C)
- Vendor Information form (Annex H)

- (c) The Bidder shall submit the prices and total cost of the proposal in the price schedule forms attached in Annex B-I
- (d) The Bidder shall submit the prices for “Optional Items” and “Additional Services / Items” in forms at Annex B-II and Annex B-III

21.2 The inner and outer envelopes shall:

- (a) Bear the name and the address of the Bidder;
- (b) Be addressed to SriLankan Airlines in accordance with ITB Sub-Clause 22.1; (c) bear the specific identification of this bidding process as indicated in the BDS; and
- (d) bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 25.1.

If all envelopes are not sealed and marked as required, SriLankan Airlines will assume no responsibility for the misplacement or premature opening of the bid.

**22. Deadline for Submission of Bids**

22.1 Bids must be received by SriLankan Airlines at the address and no later than the date and time specified in the BDS.

22.2 SriLankan Airlines may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB Clause 7, in which case all rights and obligations of SriLankan Airlines and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

**23. Late Bids**

23.1 SriLankan Airlines shall not consider any bid that arrives after the deadline for the submission of bids, in accordance with ITB Clause 22. Any Bid received by SriLankan Airlines after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

**24. Withdrawal, and Modification of Bids**

24.1 A Bidder may withdraw or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 21, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB Sub-Clause 20.2, (except that no copies of the withdrawal notice are required). The corresponding substitution or modification of the bid must accompany the respective written notice, All notices must be;

(a) submitted in accordance with ITB Clauses 20 and 21 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL", or "MODIFICATION", and

(b) received by SriLankan Airlines prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 22.

24.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 24.1 shall be returned to the Bidders only upon notification of contract award to the successful Bidder in accordance with sub-clause 39.1.

24.3 No bid may be withdrawn, substituted or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

## **25. Bid Opening**

- 25.1 SriLankan Airlines shall conduct the bid opening in public at the address, date and time specified in the BDS.
- 25.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid may be opened at the discretion of SriLankan Airlines. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening, Envelopes marked “MODIFICATION” shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further.
- 25.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the Bid Prices, including any discounts and alternative offers; the presence of a Bid Security or Bid-Securing Declaration, if required; and any other details as SriLankan Airlines may consider appropriate. Only discounts and alternative offers read out at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late bids, in accordance with ITB Sub Clause 23.1.
- 25.4 SriLankan Airlines shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal or modification; the Bid price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security. The Bidders’ representatives who are present shall be requested to sign the attendance sheet.

## **Evaluation and Comparison of Bids**

### **26. Confidentiality**

- 26.1 Information relating to the examination, evaluation, comparison, and post-qualification (if applicable) of bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract Award.
- 26.2 Any effort by a Bidder to influence SriLankan Airlines in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Bid.
- 26.3 Notwithstanding ITB Sub-Clause 26.2, if any Bidder wishes to contact SriLankan Airlines on any matter related to the bidding process, from the time of bid opening to the time of Contract Award, it should do so in writing.

## **27. Clarification of Bids**

27.1 To assist in the examination, evaluation, comparison and post-qualification of the bids, SriLankan Airlines may, at its discretion, request any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by SriLankan Airlines shall not be considered for purpose of evaluation. SriLankan Airlines' request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by SriLankan Airlines in the Evaluation of the bids, in accordance with ITB Clause 29.

## **28 Responsiveness of Bids**

28.1 SriLankan Airlines' determination of a bid's responsiveness is to be based on the contents of the bid itself.

28.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

- (a) affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
- (b) limits in any substantial way, inconsistent with the Bidding Documents, SriLankan Airlines' rights or the Bidder's obligations under the Contract; or
- (c) if rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive bids.

28.3 If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by SriLankan Airlines and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

## **29. Non-conformities, Errors, and Omissions**

29.1 Provided that a Bid is substantially responsive, SriLankan Airlines may waive any nonconformities or omissions in the Bid that do not constitute a material deviation.

29.2 Provided that a bid is substantially responsive, SriLankan Airlines may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

29.3 Provided that the Bid is substantially responsive, SriLankan Airlines shall correct arithmetical errors on the following basis:

- (a) If there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line-item total shall be corrected unless, in the opinion of SriLankan Airlines, there is an obvious misplacement of the decimal point in the unit price, in which case the line-item total as quoted shall govern and the unit price shall be corrected;
- (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
- (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

29.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified, and its Bid Security shall be forfeited, or its Bid Securing Declaration shall be executed.

### **30. Preliminary Examination of Bids**

30.1 SriLankan Airlines shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 10 have been provided, and to determine the completeness of each document submitted.

30.2 SriLankan Airlines shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the Bid shall be rejected.

- (a) Bid Submission Form, in accordance with ITB Sub-Clause 11.1;
- (b) Price Schedules, in accordance with ITB Sub-Clause 11;
- (c) Bid Security in accordance with ITB Clause 19.

### **31. Examination of terms and Conditions; Technical Evaluation**

31.1 SriLankan Airlines shall examine the Bid submitted to confirm that all terms and conditions specified in the schedule of the requirement have been accepted by the Bidder without any material deviation or reservation.

31.2 SriLankan Airlines shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 16, to confirm that all requirements specified in section V, Schedule of



Requirements of the Bidding Documents have been met without any material deviation or reservation.

31.3 If, after the examination of the terms and conditions and the technical evaluation, SriLankan Airlines determines that the Bid is not substantially responsive in accordance with ITB Clause 28, SriLankan Airlines shall reject the Bid.

**32. Conversion to Single Currency (if applicable)**

32.1 For evaluation and comparison proposes, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates prevailing at the date of closing of bids as published by the Central Bank of Sri Lanka. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.

**33. Evaluation of Bids**

33.1 SriLankan Airlines shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.

33.2 To evaluate a Bid, SriLankan Airlines shall only use all the factors, methodologies and criteria defined in this ITB Clause 33.

33.3 To evaluate a Bid, SriLankan Airlines shall consider the following:

(a) the Bid Price as quoted in accordance with clause 13;

(b) price adjustment for correction of arithmetic errors in accordance with ITB Subclause 29.3;

(c) price adjustments due to discounts offered in accordance with ITB Sub-Clause 13.2; and 13.3

33.4 SriLankan Airlines' evaluation of a bid may require the consideration of other factors, in addition to the factors stated in ITB Sub-Clause 33.3, if specified in BDS. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and related Services.

33.5 If so, as specified in the BDS, these Bidding Documents shall allow Bidders to quote for one or more lots, and shall allow SriLankan Airlines to award one or multiple lots to more than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations, is specified in Section III, Evaluation and Qualification Criteria.

**34. Comparison of Bids**

34.1 SriLankan Airlines shall compare all substantially responsive bids to determine the lowest-evaluated bid, in accordance with ITB Clause 33.

**35. Post qualification of the Bidder**

35.1 SriLankan Airlines shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily.

35.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 17.

35.3 After determining the lowest-evaluated bid in accordance with ITB Sub-Clause 34.1, SriLankan Airlines shall carry out the post-qualification of the Bidder in accordance with the post-qualification of the Bidder, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.

**(a) Financial Capability**

The Bidder shall furnish documentary evidence that it meets the following financial requirement(s):  
Audited financial statements for the last 03 years

**(b) Experience and Technical Capacity**

The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s):  
Partnership Agreement or such other relevant documents.  
Current clientele for similar services offered with reference letters and reference contacts.

35.4 An affirmative determination shall be a prerequisite for the award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event SriLankan Airlines shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

**36. SriLankan Airlines' Right to accept Any Bid, and to reject any or all Bids**

36.1 SriLankan Airlines reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

## **Award of Contract**

### **37. Award Criteria**

37.1 SriLankan Airlines will accept the bids of the Bidder/s whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the Bid document requirements.

### **38. SriLankan Airlines' Right to Vary Quantities at Time of Award**

38.1 At the time the Contract is awarded, SriLankan Airlines reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section V, Schedule of Requirements, provided this does not exceed fifteen percent (15%) or one unit whichever is higher and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.

### **39. Notification of Award**

39.1 Prior to the expiration of the period of bid validity, SriLankan Airlines shall notify the successful Bidder, in writing, that its Bid has been accepted.

39.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

39.3 Upon the successful Bidder's furnishing of the signed Contract Form and performance security pursuant to ITB Clause 41, SriLankan Airlines will promptly notify each unsuccessful Bidder.

### **40. Signing of Contract**

40.1 After notification, SriLankan Airlines shall complete the Agreement, and inform the successful Bidder to sign it.

40.2 Upon receipt of such information, the successful Bidder shall sign the Agreement.

### **41. Performance Security**

41.1 Within fourteen (14) days of the receipt of notification of award from SriLankan Airlines, the successful Bidder may furnish the Performance Security amounting to a minimum amount of 10% of the agreement, using the form included in Section X. SriLankan Airlines reserves the rights to request a higher valued Performance Security If required.

41.2 Failure of the successful Bidder to submit the above-mentioned Performance Security when requested or sign the Contract may continue sufficient grounds for the annulment of the award and encashment of the Bid- Security. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.

## Section II. Bidding Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The name and identification number of the Contract are - Provisioning of a Desktop Management Solution for SriLankan Airlines. (IFB No. CPIT/ICB 26/2022)
	B. Contents of Bidding Documents
ITB 6.1	<p>For <u>Clarification of bid purposes</u> only:</p> <p><u>SriLankan Airlines contact details</u></p> <p>Mailing address: SriLankan Airlines Limited Commercial Procurement Department (IT Procurement) Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka</p> <p>Tel : +94 (0) 197331845</p> <p>Fax : +94 (0) 197335218</p> <p>A prospective Bidder requiring any clarification of the Bidding Documents shall contact SriLankan Airlines in writing at the e-mail address specified below:</p> <p>E-mail : <a href="mailto:sarath.jayathunga@srilankan.com">sarath.jayathunga@srilankan.com</a> <a href="mailto:tharaka.hindurangalage@srilankan.com">tharaka.hindurangalage@srilankan.com</a></p>
	C. Preparation of Bids
ITB 10.1 (e)	<p>The Bidder shall submit the following additional documents:</p> <p>Company profile</p> <p>Client references - <b>Section VI - Annex S</b></p> <p>Audited financial statements for the last 03 years</p>
ITB 11.1 (e)	<p>The Bidder shall fill and submit the following <b><u>Compulsory Forms</u></b> in <b>Section IV</b>.</p> <ol style="list-style-type: none"> <li>1. Bid Submission Form - Annex A</li> <li>2. Price Schedule - Annex B (B-I, B-II, B-III)</li> <li>3. Bid Security/Bank Guarantee - Section IV - Annex C</li> </ol>
ITB 18.1	The bid shall be valid up to 28 August 2023

ITB 19.1	The bid shall include Bid Security (issued by the bank) using the Bank Guarantee form included in Section IV - Annex C.
ITB 19.2	The amount of the Bid security shall be LKR 18,000,000 (18 Million) The Bid security shall be valid up to 25 September 2023
	<b>D. Submission and Opening of Bids</b>
ITB 21.2(c)	The inner and outer envelopes shall bear the following identification marks: - Provisioning of a Desktop Management Solution for SriLankan Airlines. IFB No. <b>CPIT/ICB 26/2022</b>
ITB 22.1	For bid submission purposes, SriLankan Airlines' address is: Attention: Senior Manager Commercial Procurement Address: Commercial Procurement Department, SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka.  The following details of the Bidders who wish to hand deliver bids should be submitted to the e-mail address: <a href="mailto:tharaka.hindurangalage.com">tharaka.hindurangalage.com</a> one day in advance to arrange security clearance: 1) Company Name: 2) Name/NIC No of the participants: (Maximum 01 participant) 3) Driver's Name /NIC No (if any): 4) Details of the vehicle (if any): 5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.
	The deadline for the submission of bids is: Date: 11 April 2023 Time: 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)
ITB 25.1	The bid opening shall take place at: Address: SriLankan Airlines Ltd, Airline Centre, BIA, Katunayake, Sri Lanka Date: 11 April 2023 Time: 11.15 a.m. Sri Lankan time (GMT +5:30 Time Zone)
	<b>E. Evaluation and Comparison of Bids</b>
ITB 33.4	The following factors and methodology will be used for evaluation: Minimum Eligibility Criteria and Evaluation criteria stipulated in Section III.

### **Section III. Evaluation and Qualification Criteria**

The Bidder shall provide detailed evidence/proof for all clauses of “minimum eligibility criteria” and “evaluation criteria” mentioned in Section III.

#### **Minimum Eligibility Criteria**

- I. The Bidder shall have industrial experience in terms of provisioning and managing Desktop Infrastructure Services having more than 500 users and, expertise in the last 5 years period.
- II. Bidder shall have completed at least one other large-scale (above LKR 300 million) information technology infrastructure project for a reputed company and organization in Sri Lanka or Overseas, in the last 5 years.
- III. Bidders’ fields of experience shall be in the following areas.
  - a) End User Devices & End Device Management
  - b) Desktop Virtualization, Application virtualization, & user profile Management
  - c) Application Packaging & Delivery
  - d) Data Storage Solutions & Backups
  - e) Internet & Network Services
  - f) Information Security Controls
  - g) Provision and Managing of Print Servers
  - h) Technological Service Management
- IV. Bidder shall have skilled and trained human resources in the areas mentioned in minimum eligibility criteria clause III above to implement the proposed solution completely within the agreed timeline and to deliver services successfully.
- V. Compliance with all requirements under Section VI of this RFP.
- VI. Providing the proposal covering ALL the components of this RFP with a completed compliance sheet as in Section VI -Annex Q and Annex R
- VII. Provide signed Non-Disclosure Agreement (NDA) attached in Section VI -Annex P
- VIII. The Bidder should provide proof of the financial and economic capacity of the Company with a minimum turnover per annum of LKR 500 million in any financial year within the last five (05) financial years and furnish audited financial statements for the last 05 years

- IX. Bidder shall agree to be certified (if not already) with ISO/IEC 27001:2013 Information Security Management System (ISMS) and/or ISO/IEC 20000:2018 standards within 6 months of the bid submission date.
- X. Bidder shall agree with other applicable legislative and regulatory requirements of Sri Lanka
- XI. All the major components of the solution must be top-rated and recognized as leaders in their respective fields by one or more leading independent market research organizations such as Gartner, IDC (International Data Corporation), Forrester etc. in their most recent publication.

## **Evaluation Criteria**

### Technical Evaluation

- I. Service levels equal or better than specified in Section VI.
- II. Proposed solution capabilities/performance equal or better than specified in Section VI.
- III. Preferred Implementation lead time is 06 months or less. Project delays will result a penalty as detailed in Section VI.
- IV. Positive customer feedback in relation to two (02) existing customers on similar systems implemented at the enterprise level (local or international). Refer Annex S.
- V. Demonstrations & site visits to verify implemented solutions (as required).
- VI. Relevant technical competencies of the staff supporting the proposed solution. Refer Annex I.
- VII. Proposed solutions' ability to integrate with existing systems/applications (e.g.: Network Infrastructure, Office 365/Microsoft 365 Security Solutions) already deployed at SriLankan Airlines.
- VIII. Provision of Additional Services/Items. Refer Annex B-III.

### Financial Evaluation

- I. Total cost of the project for the period of five (05) years.

- II. In the case where proposed solutions require additional services to be provided by SriLankan Airlines, the additional cost required will be considered in the total cost.
- III. Payment models, terms and credit period specified in the price schedule at Annex B or better.
- IV. Return-on-Investment (ROI) for the proposed solution.



## **Section IV. Bidding Forms**

### **Table of Forms**

<b>Bid Submission Form - Annex A</b>	<b>Page 25</b>
<b>Price Schedule/Rate Sheet - Annex B (B-I, B-II, B-III)</b>	<b>Page 26</b>
<b>Bid Security/Bank Guarantee - Annex C</b>	<b>Page 35</b>

## Annex A - Bid Submission Form

**THIS IS A COMPULSORY FORM. IF YOU DO NOT FILL OUT & SUBMIT THIS FORM YOUR BID SHALL BE REJECTED**

### 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 shall be accepted.]*

*Date: [Insert date (as day, month, and year) of Bid Submission]*

*No: [insert number of bidding process]*

*To: SriLankan Airlines Ltd*

We, the undersigned, declare that:

- (a) We have examined and have no reservations about the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda]*;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements for the Goods and Related Services.
- (c) The total price of our Bid without VAT, including any discounts offered for 05 years is: *[insert the total bid price in words and figures]*;
- (d) The total price of our Bid including VAT, and any discounts offered for 05 years is: *[insert the total bid price in words and figures]*;

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

- (e) Our bid shall be valid for the period specified in ITB Sub-Clause 18.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 22.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtaining a performance security in accordance with ITB Clause 41 for the due performance of the Contract;
- (g) We have no conflict of interest in accordance with ITB Sub-Clause 3.2;
- (h) Our firm, its affiliates or subsidiaries-including any subcontractors or suppliers for any part of the contract have not been declared blacklisted by the National Procurement Agency;
- (i) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (j) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

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

In the capacity of *[insert legal capacity of the person signing the Bid submission Form]*

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

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, *[insert the date of signing]*

## Annex B-I: Price Schedule Form

Reference No: CPIT/ICB 26/2022

Proposals for **Provisioning of a Desktop Management Solution for SriLankan Airlines.**

**Fully Managed Service model including Installation, Commissioning, Warranty, Maintenance & Support, and insurance cover with end-to-end support for 5 years through a Service Level Agreement.**

Name of the Bidder & Address : .....

Name of the Principle : .....

Name of the Manufacturer : .....

Line Item Number	Description of items	Brand / Model	Unit of Measure	Qty	Rental cost per month	Total (Rental for 60 months)	Payment Terms (Indicate the payment terms for each cost component indicated below)
<b>1</b>	<b>End User Devices</b>						
1.1	Enterprise Standard Laptops/Notebooks as per the specification provided		Devices	763			
1.2	Enterprise High-end Laptops/Notebooks as per the specification provided - Category A		Device	20			
1.3	Enterprise High-end Laptops/Notebooks as per the specification provided - Category B		Devices	17			
1.4	Enterprise Standard Desktops as per the specification provided - Category C		Devices	620			
1.5	Internal Wi-Fi 6 Card for proposed desktop PCs		Devices	25			
1.6	iPad as per the specification provided - Category D		Devices	36			
1.7	iPad as per the specification provided - Category E		Devices	54			
1.8	iPad as per the specification provided - Category F		Devices	1			
1.9	iPad as per the specification provided - Category G		Devices	1			
1.10	MacBook Pro M2 as per the specification provided		Devices	4			
1.11	23" (or higher) Monitors as per the specification provided		Devices	1461			

Line Item Number	Description of items	Brand / Model	Unit of Measure	Qty	Rental cost per month	Total (Rental for 60 months)	Payment Terms (Indicate the payment terms for each cost component indicated below)
1.12	32" Monitor as per the specification provided - Category H		Devices	1			
1.13	Compatible end user devices (This could be desktop, laptop, Thin Client (TC), or Zero Client (ZC) to access virtualized Desktops/Applications). Refer to Annex K Category I for ZC/TC specifications		Devices	550			
1.14	Compatible end user devices with Wi-Fi (This could be desktop, laptop, TC, or ZC to access virtualized Desktops/Applications). Refer Annex K Category J for ZC/TC specifications		Devices	250			
1.15	Mini PC for dashboards as per the specification provided		Devices	15			
1.16	32" Screens for Mini PC as per the specification provided - Category K		Devices	15			
1.17	Virtual Desktops as per the specification provided		VD	750			
1.18	Microsoft VDA Licenses <sup>1</sup>		License	750			
1.19	Microsoft Licenses (Other than VDA & Desktop/Laptop OS) <sup>1</sup>		To be included by the Bidder				
	<include any other items as appropriate>			.....			
<b>2</b>	<b>End User Device Management</b>						
2.1	Licenses for End User device Management, Asset Management System, and Software Maintenance and Service Support for all proposed End User devices (PC, Laptops, Mini PCs, iPad, Mac Book, ZC/TC Devices with VDs)		Devices	2331			
2.2	Licenses for End Device Management, Asset Management System, and Software Maintenance and Service Support for existing Laptops (95) & Desktops (20)		Devices	115			
	<include any other items as appropriate>			.....			
<b>3</b>	<b>Application Packaging and Delivery</b>						

Line Item Number	Description of items	Brand / Model	Unit of Measure	Qty	Rental cost per month	Total (Rental for 60 months)	Payment Terms (Indicate the payment terms for each cost component indicated below)
3.1	Application delivery, Software Metering, license tracking, and porting to domain-connected devices (PC, Laptops, Mini PCs, and VDs)		Devices	2185			
3.2	Application delivery, Software Metering, license tracking, and porting to existing domain-connected Laptops (95) & Desktops (20)		Devices	115			
3.3	Remote Application Access <sup>1</sup>		Concurrent Users	125			
3.4	Application Portal/Digital Workspace (Laptops, Desktops, VDs)		To be included by the Bidder				
	<include any other items as appropriate>			.....			
<b>4</b>	<b>Infrastructure</b>						
4.1	User Data Network Share of 25 GB		Users	4500			
4.2	Backup & Data Retention for Business Continuity and Compliance		To be included by the Bidder				
4.3	Connectivity (link/bandwidth) from the primary site to offsite to backup data <sup>2</sup>		To be included by the Bidder				
4.4	Firewall with High Availability		To be included by the Bidder				
4.5	Secure Web Gateway with High Availability		Concurrent Users	2,750			
4.6	Load Balancers- (if required for the solution)		To be included by the Bidder				
4.7	Core Switch/Switches/Routers (if required for the solution)		To be included by the Bidder				
4.8	Resources for connectivity to the proposed solution's public cloud components (if any), EDR, etc. including internet links for 5 years <sup>2</sup>		To be included by the Bidder				
4.9	Resources for connectivity to OneDrive <sup>2</sup>		Concurrent Users	650			

Line Item Number	Description of items	Brand / Model	Unit of Measure	Qty	Rental cost per month	Total (Rental for 60 months)	Payment Terms (Indicate the payment terms for each cost component indicated below)
4.10	Next Gen End Point Security (EDR) for all types of end user devices (Desktop Infrastructure) proposed in the new solution		Devices	2185			*Laptop, Desktop, Mini pc & VDs
4.11	Next Gen End Point Security (EDR) for existing desktops (95), laptops (20)		Devices	115			
4.12	Next Gen End Point Security (EDR) for proposed server/ storage infrastructure <sup>4</sup>		To be included by the Bidder				
4.13	Data encryption to all types of End User devices (Laptop, Desktops & any applicable devices)		To be included by the Bidder				
4.14	Data Encryption for existing Desktop (95) & Laptop (20)		Devices	115			
4.15	Privilege Access Management (PAM)		User accounts	50			
4.16	Redundant UPS power for all backend infrastructure including environment control of UPS room <sup>3</sup>		To be included by the Bidder				
4.17	Other requirements (to be included by Bidder)		To be included by the Bidder				
---	<include any other items as appropriate>			.....			
<b>5</b>	<b>All other related services (Staff, Technology Support &amp; Implementation)</b>						
5.1	Cost of installing & commissioning the system/solution with all required accessories and labour		To be included by the Bidder				
5.2	Maintenance & Support of the system/solution including spares through a Service Level Agreement for 5 years to meet the service levels stated in the Bid document		To be included by the Bidder				
	<include any other items as appropriate>			.....			
<b>6</b>	<b>Insurance</b>						

Line Item Number	Description of items	Brand / Model	Unit of Measure	Qty	Rental cost per month	Total (Rental for 60 months)	Payment Terms (Indicate the payment terms for each cost component indicated below)
6.1	Cost of Insurance covering all equipment on natural or accidental damages during the 5years contractual period		To be included by the Bidder				
	<include any other items as appropriate>						
	<b>All-inclusive total project cost for 60 months (5 years)</b>						

<sup>1</sup> SLAL, at its sole discretion, shall have rights to procure these licenses through SLAL enterprise agreement with Microsoft. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from the Bidder's invoices.

<sup>2</sup> SLAL, at its sole discretion, shall have rights to procure links and internet bandwidth through SLAL's existing service providers' contracts. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from Bidder's invoices.

<sup>3</sup> SLAL, at its sole discretion, shall have the right to provide UPS power through SLAL's existing UPS setup. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from Bidder's invoices.

<sup>4</sup> SLAL, at its sole discretion, shall have rights to procure the licenses through SLAL agreement for EDR. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from the Bidder's invoices.

SLAL has the right to decide to procure any line items listed in Section IV - Annex B-I separately depending on the rates proposed.

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

Preferred payment term: Fully Managed Service model - Quarterly in arrears with 45 days credit from the date of invoice for the all-inclusive total project cost for 5 years proposed above. The Bidder should indicate the proposed payment terms in relation to each cost component included in the above Price Schedule Form. Advance payment is not acceptable.

Note: The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the above Price Schedule Form for payment in LKR.

Local Bidders should submit the bid price in Sri Lankan Rupees (LKR) for all the cost components and services incurred locally (Sri Lanka). Refer line-item numbers 3.1, 3.3, 3.4, 4.3, 4.8, 5.1, 5.2, 6.1 etc., in the above price schedule format. The proposals not meeting this condition will be rejected.

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

Bid Validity :.....

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

Acceptance for the conversion rate above if quoted in foreign currency: Yes/ No

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

Implementation lead time : .....

Available locations for inspection of the proposed solution/service :.....

Method of payment :

Bank details :

Head Office :

Account Name :

Period of Agreement : \_\_ years commencing from \_\_ until \_\_ . The price shall be fixed for the Term of the Agreement.

..... *[signature of person signing the Bid]*

.....*[designation of the person signing the Bid with frank]*

Date : ..... *[insert date]*



## Annex B-II - Optional Items

(The below prices are for future reference only. These cost components will not be considered for the final evaluation of the proposals)

Proposals for Provisioning of a Desktop Management Solution for SriLankan Airlines.

Reference No: CPIT/ICB 26/2022

Line Item Number	Description of requirement	Unit of Measure	Qty	Unit price	Total cost	Remarks
1	Disaster Recovery Solution	To be included by the Bidder				
1.1	Virtual Desktop and Application Delivery during DR	Devices	400			
1.2	Remote Application Access during DR	Users	100			
1.3	Standard Laptops during DR	Devices	100			
2	Digital Signage Solution	To be included by the Bidder				
2.1	Display units to support digital signage	Devices	10			

### Annex B-III - Additional Services/Items

Proposals for Provisioning of a Desktop Management Solution for SriLankan Airlines.

Reference No: CPIT/ICB 26/2022

*Cost of the additional services need to be provided separately in following format. SLAL should be able to purchase additional services during the contact period with the given unit rate.*

Any cost incurred in local currency should be submitted and invoiced in Sri Lankan Rupees (LKR) and proposals not meeting this condition will be rejected.

Line Item Number	Item Description	Outright purchase plus support	Managed service (monthly rental basis)
1	Enterprise Standard Laptops/Notebooks as per the specification provided		
2	Enterprise High-end Laptops/Notebooks as per the specification provided - Category A		
3	Enterprise High-end Laptops/Notebooks as per the specification provided - Category B		
4	Enterprise Standard Desktops without Wi-Fi as per the specification provided - Category C		
5	Internal Wi-Fi 6 Card for proposed desktop PCs		
6	iPad as per the specification provided - Category D		
7	iPad as per the specification provided - Category E		
8	iPad as per the specification provided - Category F		
9	iPad as per the specification provided - Category G		
10	MacBook Pro M2 as per the specification provided		
11	23" (or higher) Monitors as per the specification provided		
12	Compatible end user devices (This could be desktop, laptop, Thin Client (TC), or Zero Client (ZC) to access virtualized Desktops/Applications). Refer to Annex K Category I for ZC/TC specifications		
13	Compatible end user devices with Wi-Fi (This could be desktop, laptop, Thin Client (TC), or Zero Client (ZC) to access virtualized Desktops/Applications). Refer Annex K Category J for ZC/TC specifications		

Line Item Number	Item Description	Outright purchase plus support	Managed service (monthly rental basis)
14	Mini PC for dashboards as per the specification provided		
15	Screen (32'inch) For Mini PC as per the specification provided - Category K		
16	USB wired keyboard		
17	USB-wired optical Mouse		
18	Wireless keyboard & Mouse		
19	Optical Wireless Travel Mouse		
20	Professional Laptop bag (briefcase messenger bag)		
21	EDR License for end user device		
22	DVD drive External		
23	Virtual Desktop		
24	On-Site Support staff (Day Shift) at Mattala Airport		
25	On-Site Support staff (24x7x365) at Mattala Airport		
26	Remote Application Access – one (01) user License		
27	Privilege Access Management (PAM) for one user account		
	<i>&lt;include any other items as appropriate&gt;</i>		

## Annex C - Bid Security/Bank Guarantee

**THIS IS A COMPULSORY DOCUMENT. IF YOU DO NOT FILL THIS, YOUR BID SHALL BE REJECTED.**

### Bid Security/Bank Guarantee

*[This Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]*

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

**Beneficiary:** SriLankan Airlines Ltd, Airline Centre, Bandaranaike International Airport,  
Katunayake, Sri Lanka.

**Date:** \_\_\_\_\_

**BID GUARANTEE No:** -----*[insert (by issuing agency) number]*

We have been informed that -----*[insert (by issuing agency) name of the Bidder; if a joint venture, list complete legal names of partners]* (hereinafter called "the Bidder") has submitted to you its bid dated -----*[insert (by issuing agency) date]* (hereinafter called "the Bid") for the Provisioning of a Desktop Management Solution for SriLankan Airlines, Under Invitation for Bids No.-----*[insert IFB number]*(" the IFB").

Furthermore, we understand that, according to your conditions, Bid must be supported by a Bid Guarantee.

At the request of the Bidder, we ----- *[insert name of issuing agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *LKR 18,000,000 - Sri Lankan Rupees Eighteen Million* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or
- (c) having been notified of the acceptance of its Bid by SriLankan Airlines during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or (b) if the Bidder is 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, otherwise it will remain in force up to 25 September 2023. Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

*[signature(s) of authorized representative(s)]*

## Section V – Schedule of Requirements

Line Item Number	Description of items	Unit of Measure	Qty	Destination	Delivery Date (Based on the project implementation on timelines)
<b>1</b>	<b>End User Devices</b>				
1.1	Enterprise Standard Laptops/Notebooks as per the specification provided	Devices	763	IT Division SriLankan Airlines	
1.2	Enterprise High-end Laptops/Notebooks as per the specification provided – Category A	Devices	20		
1.3	Enterprise High-end Laptops/Notebooks as per the specification provided – Category B	Devices	17		
1.4	Enterprise Standard Desktops as per the specification provided – Category C	Devices	620		
1.5	Internal Wi-Fi 6 Card for proposed desktop PCs	Devices	25		
1.6	iPad as per the specification provided – Category D	Devices	36		
1.7	iPad as per the specification provided – Category E	Devices	54		
1.8	iPad as per the specification provided – Category F	Devices	1		
1.9	iPad as per the specification provided – Category G	Devices	1		
1.10	<i>MacBook Pro M2 as per the specification provided</i>	Devices	4		
1.11	<i>23" (or higher) Monitors as per the specification provided</i>	Devices	1461		
1.12	<i>32" Monitor as per the specification provided – Category H</i>	Devices	1		
1.13	Compatible end-user devices (This could be desktop, laptop, Thin Client (TC), or Zero Client (ZC) to access virtualized Desktops/Applications). Refer to Annex K Category I for ZC/TC specifications.	Devices	550		
1.14	Compatible end user devices with Wi-Fi (This could be desktop, laptop, TC, or ZC to access virtualized Desktops/Applications).	Devices	250		

Line Item Number	Description of items	Unit of Measure	Qty	Destination	Delivery Date (Based on the project implementation on timelines)
	Refer to Annex K Category J for ZC/TC specifications				
1.15	Mini PC for dashboards as per the specification provided	Devices	15		
1.16	32” Screens for Mini PC as per the specification provided – Category K	Devices	15		
1.17	Virtual Desktops as per the specification provided	VD	750		
1.18	Microsoft VDA Licenses <sup>1</sup>	License	750		
1.19	Microsoft Licenses (Other than VDA & Desktop/Laptop OS) <sup>1</sup>	To be included by the Bidder			
	<include any other items as appropriate>		.....		
2	End Device Management				
2.1	Licenses for End user device Management, Asset Management System, and Software Maintenance and Service Support for all proposed End user devices (PC, Laptops, Mini PCs, iPad, MacBook, TC/ZC devices, With VDs)	Devices	2331		
2.3	Licenses for End Device Management, Asset Management System, and Software Maintenance and Service Support for existing Laptops (95) & Desktops (20)	Devices	115		
	<include any other items as appropriate>		.....		
3	Application Packaging and Delivery				
3.1	Application delivery, Software Metering, license tracking, and porting to domain-connected devices (PC, Laptops, Mini PCs, and VDs)	Devices	2185		
3.2	Application delivery, Software Metering, license tracking, and porting to existing domain-connected Laptops (95) & Desktops (20)	Devices	115		
3.3	Remote Application Access <sup>1</sup>	Concurrent Users	125		

Line Item Number	Description of items	Unit of Measure	Qty	Destination	Delivery Date (Based on the project implementation on timelines)
3.4	Application Portal/Digital Workspace (Laptops, Desktops and VDs)	To be included by the Bidder			
	<include any other items as appropriate>		.....		
4	Infrastructure				
4.1	User Data Network Share of 25 GB	Users	4500		
4.2	Backup & Data Retention for Business Continuity and Compliance	To be included by the Bidder			
4.3	Connectivity (link/bandwidth) from the primary site to offsite to backup data <sup>2</sup>	To be included by the Bidder			
4.4	Firewall with High Availability	To be included by the Bidder			
4.5	Secure Web Gateway with High Availability	Concurrent Users	2,750		
4.6	Load Balancers- (If required for the solution)	To be included by the Bidder			
4.7	Core Switch/Switches/Routers (If required for the solution)	To be included by the Bidder			
4.8	Resources for connectivity to the proposed solution’s public cloud components (if any), EDR, etc. including internet links for 5 years <sup>2</sup>	To be included by the Bidder			
4.9	Resources for connectivity to OneDrive <sup>2</sup>	Concurrent Users	650		
4.10	Next Gen End Point Security (EDR) for all types of End User Devices (desktop infrastructure) proposed in the solution	Devices	2185		
4.11	Next Gen End Point Security (EDR) for existing laptops (95), desktops (20),	Devices	115		
4.12	Next Gen End Point Security (EDR) for proposed server/ storage infrastructure	To be included by the Bidder			
4.13	Data encryption to all types of End User devices (Laptop, Desktops & any applicable devices)	To be included by the Bidder			
4.14	Data encryption for existing Laptops (95) & Desktops (20)	Devices	115		

Line Item Number	Description of items	Unit of Measure	Qty	Destination	Delivery Date (Based on the project implementation on timelines)
4.15	Privilege Access Management (PAM)	User accounts	50		
4.16	Redundant UPS power for all backend infrastructure including environment control of UPS room <sup>3</sup>	To be included by the Bidder			
4.17	Other requirements (to be included by Bidder)	To be included by the Bidder			
---	<include any other items as appropriate>		.....		
5	All other related services (Staff, Technology Support & Implementation)				
5.1	Cost of installing & commissioning the system/solution with all required accessories and labour	To be included by the Bidder			
5.2	Maintenance & Support of the system/solution including spares through a Service Level Agreement for 5 years to meet the service levels stated in the Bid document	To be included by the Bidder			
	<include any other items as appropriate>		.....		
6	Insurance				
6.1	Cost of Insurance covering all equipment on natural or accidental damages during the 5 years contractual period	To be included by the Bidder			
	.....				

<sup>1</sup> SLAL, at its sole discretion, shall have rights to procure these licenses through SLAL enterprise agreement with Microsoft. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from Bidder's invoices.

<sup>2</sup> SLAL, at its sole discretion, shall have rights to procure links and internet bandwidth through SLAL's existing service providers' contracts. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from Bidder's invoices.

<sup>3</sup> SLAL, at its sole discretion, shall have the right to provide UPS power through SLAL's existing UPS setup. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from Bidder's invoices.



<sup>4</sup> *SLAL, at its sole discretion, shall have the rights to procure these licenses through the SLAL agreement for EDR. If SLAL decides to proceed with this option Bidder shall deduct the associated costs from Bidder's invoices.*

## Section VI - Technical Specifications & Compliance Sheet

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

### Definitions and Abbreviations

Following are explanations of terms and abbreviations appearing throughout this RFP.

AD	Active Directory
BOM	Bill of Materials
BYOD	Bring Your Own Device
End User Devices	Laptops, Desktops, Mini PCs, iPads, Mac Book, ZC/TC
FOC	Free of Charge
NDA	Non-Disclosure Agreement
POC	Proof of Concept
RFP	Request for Proposal (This document)
SLAL / UL	SriLankan Airlines
TC	Thin Client
UAT	User Acceptance Test
UPS	Uninterrupted Power Supply
VD	Virtual Desktop
ZC	Zero Client

### Introduction

1. The purpose of this RFP is the Provisioning of a Desktop Management Solution (The Solution) for SriLankan Airlines to provide users with a digital environment with a rich user experience. Furthermore, The Solution must satisfy compliance and regulatory requirements and providing-depth visibility.
2. SriLankan Airlines is currently using various mobile devices, Laptops, Thin Clients, Zero Clients, and Desktop Computers for enabling corporate data and application access to its users. Most of the existing Laptops, Desktops, iPad, and TABs are older than 3 years and out of the warranty period. Also, SriLankan Airlines network infrastructure is ready to introduce Bring Your Own Device (BYOD) practices.
3. There are many airlines specific and corporate applications used by users based on their job functions. Some of the applications are hosted internally (Airline datacentre at Katunayake) and some of them are hosted externally. Some of the critical applications hosted internally are not published on the internet. As such, in addition to the laptop, a Virtual Desktop is also provided to the users who want to access

those applications from home which is identified as one of the concerns that need to be addressed by this solution.

4. In addition to enhanced user experience, it is required to enable Application and Data Services over the Internet using state-of-the-art technologies.
5. The solution is expected to improve the corporate digital environment beyond domain-connected and controlled laptops, desktop computers, and virtual computers.
6. Therefore, the proposed solution for this RFP (“Provisioning of Desktop Management Solution”), is expected to address the following functional areas at a minimum but not limited to:
  - a) Provision & Management of End User Devices
  - b) Desktop & Application Virtualization
  - c) Application Packaging & Delivery
  - d) Application Portal /Digital Workspace
  - e) Internet Access & Network Services
  - f) User/Group/Application & Data Storage
  - g) Provision of Security Controls
  - h) Provision and Managing of Print Services
  - i) Compliance with Industry Standards
  - j) Support & Maintenance

## 1. Scope of Work

The scope of this RFP includes the following and Bidder shall agree to work within the scope defined here.

- A. The current desktop environment of SriLankan Airlines is to be transformed by a mix of products coming together as a single managed solution to enhance the **user experience** and improve endpoint performance to address expectations set forth in this RFP.
- B. The Solution shall be implemented and maintained for five (5) years.
- C. Desktop and application delivery as a managed service is expected from reputed Bidders with relevant skills and expertise in delivering, maintaining & supporting similar environments.
- D. Identification and recommendation of appropriate solutions(s), which fits the SriLankan Airlines requirements herein. Such recommendation shall allow for future growth. Interested Bidders must perform their own comprehensive sizing assessment. Interested bidders are encouraged to provide the best technical solutions at competitive costs.
- E. The work consists of designing, deploying, and managing a private computing environment with end user devices, virtually isolated from the main data centre of SriLankan Airlines. This requires a complete study of the present infrastructure, application suite and hosting environment.
- F. **On-demand** execution of comprehensive technical proof of concept (POC) on technologies proposed during technical evaluation by shortlisted Bidder/s
- G. Assure compliance with SriLankan Airlines policies and procedures including information security directives and IT service management standards in the delivery and maintenance of the solution.
- H. The solution should enable convenient and, on-demand access to SriLankan Airlines applications with minimal management effort from the SriLankan Airlines support team. It is required to provide agile, performing, flexible and satisfactory services for 5,000 users and manage 2,446 end-user devices or terminals with 100+ applications.
- I. Proposed Managed Desktop Solution shall consist of the most modern Desktop Infrastructure that supports applications hosted across on-premise datacentre, or multiple clouds. Solution shall be capable to manage End User Devices (Windows, Android, iOS, Mac, Chrome etc.) and provide an improved employee experience through capabilities (not limited to) interactive desktops (RSS feeds, widgets, etc.), machine learning, intelligence driven root cause analysis, next-generation security & visibility across devices and applications. Bidders are required to provide a detailed elaboration on the approach.
- J. The bidder shall clearly identify and present, the return on investment (ROI) of the proposed solution.

## **2. Proposal Prerequisites**

- A. The Bidder shall sign an NDA with SriLankan Airlines prior to requesting any confidential information. The terms and conditions in the NDA (**Section VI - Annex P**) are not negotiable.

## **3. Sizing and Design of the Solution**

- A. Bidder should ensure the integration of proposed solution with existing environment seamlessly and the coexistence of the proposed solution with the present environment at SriLankan Airlines. A network strategy for proposed solutions should be given with no changes to the existing network (core infrastructure). Devices will be connecting to the SriLankan network through Internet/intranet, VPN, or any public network. Internal Wi-Fi networks also be used for connecting to the environment by any authenticated user. The backend infrastructure should be able to provide required connectivity for these users to allow below described application and desktop services. In **Annex G**, Desktop & Application Delivery Solution Setup is depicted. **Annex F** describes the main access networks and the logical separation of different networks.
- B. The Bidder shall thoroughly study and understand related parameters, functional relationships in-between, platform dependencies, application portfolio, network segments, traffic flow rates etc. before responding to this RFP. Bidder should validate, clarify and/or obtain additional relevant information, if any, from SriLankan Airlines so that Bidder can extensively identify technical/business requirements to be delivered with Bidder's solution. If required, the Bidder may request additional information within the first 2 weeks after receiving this RFP in compliance with clause ITB 6.1 in Section II. Bidder's proposal should clearly indicate Bidder's findings and parameters /assumptions used to design the solution. Bidder should attend to information sessions conducted by SLAL if requested by SLAL. SLAL will have the right to reject the proposals without meeting this requirement.
- C. The Bidder holds the explicit responsibility to perform an independent and accurate sizing assessment. The result of such assessment shall be shared with SriLankan in Bidder's Proposal.
- D. Design should be carried out with operationally stable latest available technologies using brand-new infrastructure components/devices. SriLankan Airlines has the full right to disqualify the Bidder in case of any deviations.
- E. The proposed solution shall support Microsoft Windows 11 and its feature updates for the entirety of the contract period.
- F. The Bidder shall provide detailed solution architecture (logical architecture diagrams, physical architecture diagrams, network diagrams, flow diagrams etc.) including the main component of the solution.

## **4. Eligibility of the Bidder**

- A. Bidder should have relevant industrial experience in terms of provisioning and managing complex environments (Desktop Infrastructure Services having more than 500 users and expertise in last 5 years

period (please indicate relevant clientele, project descriptions, technologies used, number of users, completed date etc., in **Annex S**).

- B. Bidder should have completed at least one **other** large-scale (above LKR 300 million) information technology infrastructure project for reputed companies and organizations in Sri Lanka or overseas, in last 5 years.
- C. The Bidder should provide reference letters from the customer company or organization with their satisfaction with the provided services.
- D. Bidder should provide such project details including the scope of work, project start date, project duration, cost of the project and project engagements with references. The referees should be able to answer a confidential questionnaire and directly submit to Sri Lankan Airlines. Please mentioned such reference in **Annex S**.
- E. Bidder's experience should be in the following areas but not limited to. Bidder should provide adequate evidence about their previous work on below areas and customers' information with their proposal. All relevant information under Annex S, part C need to be filled by Bidder as a mandatory requirement.
  - i End User Devices & End Device Management
  - ii Desktop Virtualization, Application Virtualization & user profile Management
  - iii Application Packaging & Delivery and Application Portal
  - iv Data Storage Solutions & Backups
  - v Internet & Network Services
  - vi Information Security Controls
  - vii Provision and Managing of Print Servers
  - viii Technological Service Management
- F. Bidder shall have adequate skilled human resources to implement the proposed solution completely within the agreed timeline and deliver services successfully.
- G. Bidder shall agree to change designated human resources during the engagement, and the replacement must be in the same or above skill level. The minimum qualifications of Bidder's resource personals for operation should meet described requirements in **Annex I** accordingly. Bidder should provide details of relevant qualifications of its employees with evidence and solid references. If Bidder do not have requested competencies in all areas for the operation, Bidder should agree to acquire all required competencies within three months after the award of contract by recruiting new employees or training and certification of employees. Successful completion of this task to the satisfaction of SLAL shall be a prerequisite to commence the UAT Process.

- H. The Bidder should provide proof of the financial and economic capacity of the Company with a minimum turnover per annum of LKR 500 million in any financial year within the last five (05) financial years and furnish audited financial statements for the last 05 years .
- I. Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this RFP.

## 5. Bidder Proposals

- A. SLAL employees/users are having many different requirements due to nature of their duties, responsibilities, working locations and compatibility with other available resources. It is required to have right product & service mix to provide the cost effective and most productive solution. Figure in **Annex D** represent high level architecture of the required solution (Logical Product service Mix). High level summary of the product Mix is presented in **Annex E**. Bidder should provide all the required products and components as mentioned in the RFP. Total number of users in the environment is 5000.
- B. Bidders shall provide pricing in line with layouts mentioned in Section IV.
- C. Bidder should submit proposals with **Mandatory Requirements & Optional Requirements** along with separate financials for each component/option if any cost involves. It is required to cover both mandatory and optional requirements in the proposal.
- D. Bidder needs to provide cost structures in the format given in “**Section IV Annex B-III Additional Services/Items**” to provide the breakdown of financial charges for (one-time payment/ monthly basis) the proposed solution for devices, License, accessories and upgrades of physical infrastructure and service components. It is mandatory to provide costing for additional services/Items.
- E. SLAL has the right to procure all, or selected line items listed in **Section IV - Annex B-I** depending on the cost and the requirement.
- F. When supplying listed additional items in “Section IV Annex B-III Additional Services/Items” Bidder should agree to provide with necessary software license (ex-EDR with license, Device management software with license, etc.) and service support along with additional item.
- G. Cost of the additional services/items need to be provided separately in given format in “**Section IV Annex B-III Additional Services/Items**” format. SLAL should be able to purchase additional services/items during the contract period with the given unit rate.
- H. Any cost incurred in local currency should be submitted and invoiced in Sri Lankan Rupees (LKR) and proposals not meeting this condition will be rejected.

- I. The Bidder shall clearly identify and detail the dependencies, such as licenses, data links, and efforts for the implementation/integrations which are not covered in the RFP. This is a compulsory requirement.
- J. Bidder should include support infrastructure such as Storage, Hosting Servers, Cloud Components, Switches, Load balancers, Server racks/cabinets, cables and accessories and other hardware components which are required in Bidder's proposal.
- K. Bidder should include redundant UPS requirement for backend infrastructure and provide estimated power consumption with Bidder's proposal.
- L. Direct Support from manufacturer, principle, or supplier through back-to-back agreement is a must for each service component. Principle's letter(s) confirming the requirement shall be attached to the proposal.
- M. The Bidder should ensure minimum impact to the SLAL network performances by incorporating the proposed solution. Any increase in resource requirement such as internet bandwidth, firewall, secure web gateway, routers, switches, storage etc. to be addressed by the Bidder without any cost escalation to SLAL. Please indicate such areas and solutions identified in the proposal.
- N. Only Data Center space will be provided by SLAL for Bidder to implement the solution. Bidder shall specify the space (number of racks provided by the Bidder) and cooling requirement (in BTU).
- O. The specifications provided in this RFP are the minimum requirements of SriLankan Airlines. The supplier must meet or exceed these specifications to meet the actual requirements.
- P. All the major components of the solution must be top rated recognized as leaders in respective field by one or more leading independent market research organizations such as Gartner, IDC, Forrester etc. in their most recent publication. Bidder shall attach evidence in the proposal to confirm this requirement. Failure to do so will disqualify the proposal for further evaluations
- Q. The core products' knowledge articles, troubleshooting documents, admin guides, installation guides, and manuals should be made available to SLAL team by Bidder from the beginning of the evaluation and thereafter.
- R. Comprehensive and elaborative proposal with relevant technical documentation with explicit reference to compliance statement should be submitted. The proposal should clearly explain the solution & its architecture addressing each point mentioned in this RFP document.
- S. A point-by-point compliance to the requirements laid down in ALL sections of this RFP **including annexes** is essential for the proposal to be taken into evaluation process. The Bidder should completely fill **Annex Q** and **Annex R**, including the remarks column, stating in relation to each statement point of the given



requirements & specifications of this RFP, whether the proposed solution is fully complied, partially complied or noncomplied. In case of partial compliance any alternate method of realization should be clearly stated with illustrations and explanations justifying the deviation from the technical specifications. Also, any limitations should be clearly mentioned in the compliance statement. The remarks column should not be kept blank even if the term is “Complied”; use the column to detail out how the requirement is achieved. Completing the compliance statement, which constitutes the primary point of information for proposal evaluation, is a prerequisite for the evaluation. All responses which do not satisfy this requirement will not be considered for evaluation. Bidder may attach required amendments as annexures if required.

## 6. Mandatory Documents

The proposal shall include **Mandatory Documents** mentioned following but not limited to. The proposals missing any of these documents will be rejected.

	Mandatory Document	Remarks
A	Compliance Sheet	- Including Digital Copy-Excel Annex Q (covering all the clauses in Section VI of this RFP) & Annex R should be filled and submitted. Bidder essentially needs to include and address all the terms which are mentioned in Section VI of this RFP to be eligible for technical evaluation in Bidder’s compliance sheet of Bidder’s proposal. Should submit hard copies as well as soft copies.
B	Non-disclosure Agreement (NDA)	- Signed by Respective Authority
C	Report on sizing and Designing of Solution	Comprehensive report on independent sizing exercise, methodology and results
D	BOM	1. Comprehensive Bill of Material 2. Spare and backup stock list
E	Project Plan	Detailed project plan indicating all milestones with aggressive timelines. Must reflect logical deployment phases. Also, should include Schedule of preventive maintenance.
F	POC Proposal	Scale and plan to conduct Proof of Concept
G	Company information & referrals	1. Desktop Infrastructure Services having more than 500 users and expertise in last 5 years period. 2. Minimum of one other reference for IT infrastructure project of large scale (300 Mil LKR), completed within last 5 years Work Location /Company Contact name and telephone number

	<b>Mandatory Document</b>	<b>Remarks</b>
		<p>Start Date, End Date, and duration of contract</p> <p>Nature of the deployment</p> <p>Services Provided</p> <p>Project cost</p>
H	Main technological partners support	Manufacturer Authorization Letter conforming the authorize partnership.
I	Bidder's Financial Reports	Last Five years financial statement of the Bidder
J	Bidder's Competency and skilled resources	<p>Skilled Human Resource Allocation for deployment, maintenance &amp; support of proposed solution which include following details at minimum.</p> <p>Skilled technical resources allocation.</p> <p>Project management resources allocation.</p> <p>Experience of similar projects.</p> <p>Deployment certifications from the principle for the proposed solution.</p> <p>Related Technical skills</p> <p>Detail curriculum-vitae of all proposed resources</p>
K	Details of the Technical Solution	<p>Details of technical specifications of products &amp; product catalogues and details of any software versions &amp; releases to be provided.</p> <p>Other Technical Specifications of Products used to deliver the solution</p>
L	Financial Proposals	Should submit Along with Bidding Forms provided in Section IV Annex B-I, BII, & B-III

## 7. Proof of Concept

1. Bidder should carry out complete POC to demonstrate the viability of the solution for Sri Lankan requirements if requested by SLAL. All mutually agreed requirements to be demonstrated in the POC and required to be completed within 4 weeks. The total POC cost should be borne by the Bidder. Bidder must provide monitoring capabilities at POC and access for these monitoring tools to SriLankan Airlines. Bidder should provide a detailed report based on POC which should include required capacity planning and should assure higher or similar system performance if the contract is awarded.

## **8. Contract Award**

- A. SriLankan Airlines has the right to purchase full or part of the solution from any Bidder depending on the quality and the cost of the proposal.
- B. SriLankan Airlines has the right to change the device/product mix based on the experiences to be gathered at the delivery of services in the POC while maintaining total requirement.
- C. Total order quantity might vary by  $\pm 15\%$  at the time the Contract is awarded. There is a possibility of change of user count by  $\pm 10\%$  and please identify and clearly indicate areas where cost reduction can be achieved if the user count is reduced.

## **9. Project Implementation**

- A. A dedicated project manager with a team shall overlook the project delivery.
- B. Project should be completed within 5 months of issuing the letter of intent or purchase order by SLAL. Any delay in project completion will lead to service credits as described in Service Levels & Service Credit Scheme.
- C. User Acceptance Test (UAT) will be carried out by Bidder and SriLankan Airlines, and it can be started soon after complete and successful deployment of each service Component. Implementation is considered as completed only after receiving User Acceptance.
- D. The payments will be commencing only after supplier has received acceptance from SriLankan Airlines. However, Payments could be started for different agreed service components when the services fulfil the SriLankan Airlines requirement and UAT for that component is carried out and accepted.
- E. Proper User acceptance test need to be prepared in coordination with SriLankan Airlines which reflect both alfa (before releasing the product to users by internal teams) & beta (by real users of the system) acceptance tests considering following.
  - Project Team Awareness / Preparations
  - UAT Team Preparations
  - Test Preparations
  - Test Execution & Evaluations
- F. Project team shall be available on-site, at least one month, after the go-live to support and smooth transfer of system to operations team.

## **10. Billing & Financials**

- A. Monthly customized detailed bills for each Division/Department should be made available with inventory/asset details for products and services provided to that Division/Department by the Bidder in addition to the monthly summary of bills/details with cost breakdown indicating cost for each product

and service component. Bidder shall provide invoices in line with Annexes B-I, B-II and B-III to provide the breakdown of monthly or one-time payments.

- B. Bidders need to provide cost structures as defined in Section IV Annex B-III for devices, accessories and upgrades of physical infrastructure and service components. Costs shall be pre-agreed for devices, accessories, standard repairs, and loss of items, upgrades of system and new device / new virtual Computer / new service deployments throughout the agreement period. Such cost should be at market value or lesser with same level of products or services in Sri Lanka if not particularly defined in the agreement.
- C. SriLankan Airlines has the right to deduct service credits from the monthly /quarterly invoice or may separately invoice to the Bidder.
- D. It is Bidder's responsibility to maintain up-to-date asset/ device inventory which help Bidder to provide accurate Billing.

#### **11. Provision of End User Devices**

- A. Users should be given the latest Microsoft Windows Operating System (OS) installed End User Devices (Desktop Computers, Laptops, Mini PCs, and Virtual Desktops) which are connected to the local Microsoft AD and Azure AD for centralized authentication, administration, and policy maintenance on them.
- B. Desktop Computers, Laptop Computers, and Virtual Computers need to support all general applications on them. Latest Microsoft Office Package, Adobe Products, and Collaboration tools like MS Teams, OneDrive etc. could be considered as few examples.
- C. Any Authorized and authenticated user should be able to log in to devices running Windows OS which are connected to SriLankan Domain using their active directory or Azure Active Directory account.
- D. Virtual Desktops should be accessible from End User Devices (not limited to TC/ZC or any other proposed device), a browser (without any additional downloads, launchers, intermediate websites, or storefronts) and any other external and internal devices over RDP or PCOIP or HDX or similar protocols. Shared or dedicated Virtual Computer sets with different base images should be provided. This should ideally provide domain connected/standalone/internet connected Desktop Computer experience to users over Internet or intranet. This will include providing required desktop environment and maintaining updates, providing related facilities (Space for User Data, Profile and Email cache/OST file Management, Mapping network printers, Provisioning applications in VDs etc.) for an excellent user experience.
- E. Bidders are encouraged to propose different combination of architectures (hybrid) for hosting and managing of desktop infrastructure. However virtualized desktops/ applications and user data are required to reside on-premises.

- F. The number listed under Annex B -I price schedule form for Virtual desktops, is a mixture of persistence and non-persistence VDs. It represents the concurrent user count accessing the virtual desktop. Right mixture of persistence and non-persistent desktop count will be decided by SLAL IT.
- G. Bidder shall critically consider requirements like profile redirection, email cache (OST file) redirection, email indexing, etc. in virtualized environment and should come up with industry-standard solutions that will improve the performance and user experience. The Solution shall be capable of managing email cache (OST) file efficiently and effectively for all users including users having common accounts. OST file and email Indexing should not be recreated for each login, reset of proposed virtual desktops.
- H. The solution shall allow users to create customizations (quick Links, Bookmarks, Sticky notes, etc.) that follow them from session to session. User customizations should follow users as they switch between devices, or their virtual desktop is destroyed and recreated.
- I. The solution shall allow users to use “Switch User” option on Windows OS on selected Virtual Desktops. It is also required to automatically save previous user profile before switching the user.
- J. The solution shall allow users to access a set of Virtual Desktops using “common AD account”. A particular common account should be able to use for accessing multiple VD sessions at same time by multiple users and each desktop session should work independently.
- K. There should be a solution to convert a set of desktops/laptops/Virtual desktops to lockdown mode where only a single application or a selected set of applications need to be access.
- L. The solution shall support to restrict saving certain file types (for example video and audio files) on network storage for selected users.
- M. Virtual Desktops which are access from TC/ZC Devices should be supported USB storage devices (USB portable Hard Disks), USB DVD/CD drives, USB Cameras, USB Printers, USB Scanners & USB Flash Drives, or any other devices directly connected to TC/ZC Devices.
- N. Device Redirection should be supported for Virtual Desktops which are access from laptops and desktops while supporting USB storage devices (USB portable Hard Disks), USB DVD/CD drives, USB Cameras, USB Printers, USB Scanners & USB Flash Drives, or any other devices directly connected into laptops and desktops.
- O. Drives and Folder redirection should be supported for Virtual Desktops which are access from laptops and desktops. Users should be able to modify existing files and create new files in redirected drives.

- P. Printing and scanning solutions need to be accessed from any domain connected device where facility is authorized. Printing and scanning devices are connected to internal network or to end user device directly. The user (using the end user device) should be able to print and scan using his applications or virtual desktop/Laptop/Desktop.
- Q. Mapped network printers and related user settings (default printer) should be always available in a user profile after logoff, restart, shutdown, or maintenance activity of the assigned desktop while providing consistence and personalized user experience.
- R. There should be a mechanism to map printers automatically that are physically near to the user location (location-based printing), enabling users to print to nearest network printer from their desktop, laptop, or virtual desktop.
- S. The solution shall support automated power management, create customized power schemes for end devices from a central point to save energy. For example, dim/power off the display, go to sleep mode, hibernate etc. when end device is idle. Any working files/data should not be lost. The solution shall also support to exclude some end points from power management schemes.
- T. The Bidder shall transfer user data on existing end devices to new end devices.
- U. All the additional devices, accessories & components given in Section IV Annex B-III to be provided by the successful Bidder as and when required during the period of the agreement. SLAL will have right to purchase such devices/items/accessories from a vendor other than Bidder in case Bidder has failed to deliver on request or available in the market at a lower price. However, Bidder must continue to support such devices/items/ accessories once installed or purchased by SLA to the system.
- V. Annex K defines the required specifications for End-user devices, Virtual Computers, and Dashboards. Bidder should comply all the requirements given in Annex K.
- W. Bidder should maintain a minimum of 1 device or 3% of total number of each end user device Models (except for Enterprise High-end Laptops -Category A, where minimum of 2 devices required) whichever is higher as onsite backup which should be replenished within 48 hours. Proposed spare/backup equipment list covering all the hardware components shall be attached to the proposal as part of Bill of Material (BOM).
- X. At its sole discretion, SriLankan Airlines, should have a provision to acquire the end user devices at the end of 5 years term on free of charge (FOC) basis or should have provision to purchase them paying only the value after depreciation at a termination considering linier depreciation cost of 20% per annum. All laptop computers, desktop computers, and TC/ZC Devices will be considered to have a lifecycle of 5 years. Prices provided in Additional Services/Items in Section IV Annex B-III by the Bidder will be considered in this case as the initial value of the device.

- Y. Bidder should provide any number of additional user devices and /or including services at request of SriLankan Airline within the agreement period subjected to agreed cost in Section IV - Annex B-III - Additional Services/Items.
- Z. Provisioning of end-user devices shall be based on the users' job functions and the Grade. Interested Bidders are encouraged to propose the best technical solution with the right mix of desktop and/or application virtualization to support.
- AA. The Bidder shall ensure the IOS versions of the iPad are current during the term of the contract. If required, the Bidder shall replace the devices to meet the IOS current status.
- BB. The Bidder shall ensure the MAC OS versions of MAC Books are current during tenor of the contract. If required, the Bidder shall replace the devices to meet the MAC OS current status.

## **12. Regular Upgrades to End User Devices**

- A. Year on year specification of Desktops and Laptops, need to be revised for **new requests** to represent the performance of industry standards in each category. Required specification/features mentioned in Annex K of this RFP should be reviewed regularly or annually and both parties should agree on the specifications. The end user device models to be reviewed every year by Bidder and SLAL and agree for the proposed device well in advance. POC to be carried out with the proposed models at least 3 months prior to the requirement or 3 months prior to annual review.
- B. After First 3 years Bidder should match the performance of end user devices and their features with existing market standard devices at the time and should allocate adequate resources to upgrade the resource and performance in them. The Bidder shall provide the cost for such upgrades as an Additional item in Section IV Annex B-III.
- C. Any other improvements needed to system/ devices should be discussed and agreed with SriLankan Airlines to avoid any performance degradation or service interruptions after a reasonable usage period.

## **13. Endpoint Management**

- A. The Bidder shall provide a comprehensive device management solution which helps to manage all type of End User devices (Desktops, Laptops, iPads, Mac Books, Mini PCs, ZC/TC etc.) from a central location.
- B. Device Deployment, Replacement, Transfer, Disposal, Storing, Repair, or any other work related to End-user devices should be performed by the Bidder within service levels. Also required device tracking, documentation, CMDB/component database update & Verification must be handled by the Bidder.
- C. It is required to maintain the OS, applications, data, service delivery platforms etc. active and seamlessly connected, while securely managing user profiles in those devices. Special Operating System builds

(Images) for Virtual Computers/Laptops/Desktop Computers need to be deployed at request. Creation & setting up of the required number of builds during the contract period need to be done by Bidder as per the directions given by SriLankan IT Systems. (Computer disk image building, patch management, software installation, user & device policy management, user experience, monitoring software usage, manage asset and licenses etc. to be considered). Bidder should manage these builds with version control and should maintain them to be used whenever required. Bidder shall come with a solution to reduce the number of builds (images) under management without impacting to deployment of different business applications to different user segments.

- D. In addition to internally connected End-user devices, the Solution shall also support patch management of internet connected end devices (for example, Work-From-Home (WFH) users` and overseas office users` devices)
- E. Bidder shall mutually agree with SLAL and manage application delivery for any laptops, desktops which will be outright purchased by SLAL in future from any vendor.
- F. Bidder shall mutually agree with SLAL and create and deploy Builds (images), install/patch/update SW/Applications/OS for laptops, desktops which will be outright purchased by SLAL in future from any vendor.
- G. Support needed to be provided for any standard revision or application or resource upgrade in supported End User devices and in VDs (CPU/Memory/Storage/Network).
- H. All devices should be managed independently from the current services and products used in the environment providing the freedom to users to act freely.
- I. Solution shall be capable of generate user's usage reports when required. That report should indicate user login time, log out time, Login duration, which application used, Which URLs accessed, number of login attempts, number of print commands etc.

**14. Centralized Service, Asset, Configuration and Application Management System for End User Devices and Virtual Desktops.**

- A. Bidder's solution shall provide centralized automated Service, Asset, and Application management capabilities for each type of End User devices and Virtual Desktops.
- B. The system should provide all management data necessary to manage the resources securely and optimally.
- C. The system shall maintain accurate up to date end device registry with its ownership. This will also assist support staff to do IT Asset Clearance when staff moves to other division or exit from SLAL.



- D. Proposed solution should provide a comprehensive performance measurement, patch management for device firmware and OS patches, application packaging capabilities which will be distributed and managed from centralized repository.
- E. Fast deployment of shortcuts, wallpapers, news alert and notification display on for internally and externally (over Internet) connected devices (Desktop Computers/laptops/Virtual Computers) using policies should be available.
- F. A remote assistance solution should be incorporated to support users whenever required. This should be supported in both internal and external networks and the facility should be enabled from any internal or external team to support the user securely.
- G. Cost for any system/tool to manage and track end devices, licenses, software meeting etc. should be include in Section IV-**Annex B-I**.

#### **15. Application Packaging and Delivery**

- A. The application virtualization and porting for internal network shall enable users to connect to applications and user desktops using any intranet-connected End-user devices. Application and Data Services should also be extended to Laptop/Desktop/Virtual computers. End users should have proper access to the applications without compromising performance and information security to increase their productivity/efficiency. The solution may incorporate multiple technologies to provide the outcome without compromising performance, usability, and maintainability.
- B. The application virtualization and porting for Domain Connected Devices should support all applications and services which are running in current environment at SLAL. It should support any new application to run on existing platforms or Microsoft windows operating systems. Applications may be client-server, web based or stand-alone and should be able to deliver to Virtual Computers, Desktop Computers, and Laptop Computers while connected to intranet.
- C. There is mainly 100+ applications including very critical 20+ business applications. However, Bidder should support up to 200 applications altogether. These applications depend on platforms like Java, Dot Net etc., (different versions of them) and different versions of IE or other browsers. 70% of the main applications are web based, hosted internally and externally. The backend database servers/ app servers are in internal or external data centers or on cloud while some applications use remote access technologies to deliver the application to user. In **Annex H** the number of applications in each category are provided. All applications are supported on Microsoft desktop platforms hence the proposed solution should be capable of supporting applications compatible with MS client OSes.
- D. Except internet published web and client-server applications, all other applications should be made available for remote access.

- E. Solution should support current enterprise-wide products like Microsoft Office 365, MS office, MS Teams, OneDrive etc. and should be able to provide all the capabilities of it without compromising performance and usability on all End User devices including Virtual Desktops while being compatible with update/upgrade cycles.
- F. Solution should support provisioning and rollout of standard and specific commercial applications (Adobe, MS Office, chatbots, collaboration and social media tools like Zoom, MS Team, Google meet etc.) and Licensing need to be managed for all user devices & users in domain environment (at the level of provisioning and delivery of applications).
- G. Application virtualization/porting need to be deployed on existing SriLankan Airlines owned devices and new devices (provided by the Bidder) as well.
- H. Application virtualization/porting should support on all windows operating systems and platforms. Also new Microsoft operating system versions should be supported.
- I. At times, it is required to provide various versions of same application to a user. It is required to support different application or different versions of same applications running on end device which is having incompatible platforms (for example one application to be run with Java 7 and another application to be run with Java 8 on same End User device / Virtual Desktop).
- J. Application virtualization and porting should provide application interoperability within the logged in computer as on Microsoft Windows computer with some applications locally installed (e.g.: Initiate browser session from a hyperlink in windows from Adobe PDF, Initiate Opening saved Microsoft office documents from the browser/word documents, Support interaction between office packages as normal).
- K. Users should be given a functional and user-friendly desktop environment where SLAL will need to introduce new technologies/ tools to user for improved performance, efficiency, collaboration, and Work from Home at lesser cost while fulfilling the customer expectations. Graphical interface needs to be changing and up to date with great look and feel to enable alerting/News bulletins/KPI Display/application access. User experience and desktop background and behavior should be similar in all the devices (Laptop Computers/Desktop Computers/Virtual Computers including all the SriLankan Airlines' Desktops & Laptops). Also, whenever user changes his /her preferences in application or environment settings (user profiles) it need to be applied to all devices that user interacts with.
- L. Applications should be delivered or made available through intranet (LANs and WAN of SriLankan Airlines) to authenticated users using secure channels. Users connected to the network internally or externally should be able to use their applications on any logged-in the device by default whenever they need.

- M. It should be possible to access applications from multiple terminals at the same time for users.
- N. The proposed solution should support for 125 remote users concurrently (with expansion capability) to access all applications & relevant corporate share drives which are not published to internet from any End-user device without using a Virtual Desktop and not limiting the features of the application & shared drives.
- O. Applications which are currently supporting windows client OS versions (ex – win 10 , win 11) should be able to deliver through the proposed remote application delivery solution without limiting their functions and features.
- P. The Bidder shall provide costing for additional remote access license in Section IV Annex B -III
- Q. The Bidder shall agree to test All new releases or modifications to the system in the TEST environment provided by the Bidder before enabling those to the users.

#### **16. Application Portal /Digital Workspace**

- A. The Solution should consist of an Application Portal /Digital Workspace for all users with specifications provided in Annex J. It is required to provide all the features requested in Annex J

#### **17.Network User Data Storage**

- A. Up to 4500 users shall be able to keep 25GB of data (need to increase up to 100 GB on request for 5% users) in internal Network Drive or Folder and should be able to access from the internal network from his logged in device. Users should be able to access their official data, using any domain connected device with required security levels.
- B. User Data growth on Network drive per year is 15% - 20%. Current average capacity of User Data is 15 GB (per user). This is in addition to the user profile and email cache (OST file) capacity. The Bidder shall provide and manage user data, user profile and email cache separately.
- C. A set of users (concurrent 650) will use Microsoft OneDrive to store their Data after implementing new Desktop Management Solution. The Bidder`s solution shall provide required link (bandwidth) to upload and sync this Data. Local copy of OneDrive data shall be in user`s laptop/desktop computers.
- D. It should provide the facility to share data over the network with other users based on AD security groups or AD user accounts.
- E. Security and Protection to be provided for User Data Storage.
- F. Snapshots and backups should be maintained as defined in clauses 36 (Backup, Retention & Redundancy).

## **18.Provision and Managing of Print Services**

- A. Bidder shall provision and manage Windows print server, with high available strategy. The print server should provide driver level high availability for existing print devices in SLAL.
- B. The print solution should be able to support up to 300+ network connected printers such as Laser jet printers and Multifunctional photocopiers etc. SLAL occasionally add new print devices to the network and Bidder must continue to support such devices including Wi-Fi printers.
- C. SLAL shall provide available print driver packages from OEM manufactures for existing and new devices. Bidder shall maintain a printer driver repository, and there should be a mechanism to conduct driver compatibility test prior applying them to production environment.
- D. Bidder shall fully manage all print server related services including installing new drivers, updating drivers, mapping printers to user profiles, and troubleshooting etc.
- E. Proposed solution should be capable of supporting MS client operating systems including Win 10 and Wn11, and all shared printers should be accessible through End-user devices connected to the internal LAN and corporate Wi-Fi network
- F. There should be a solution to monitor print queue, spooler, proactively and action accordingly.
- G. Bidders' should maintain an up to date inventory of printers on their asset management solution.

## **19.Dashboards**

- A. It is required to give a Dashboard Solution to the Head of Divisions to securely display financial and operational information, which is populated using Power BI, web URL, images, videos, texts, etc. The number of Dashboards required are 15. In addition to the Mini PCs and Screens, as mentioned in **Annex K**, the Bidder shall provide the necessary accessories (wall/ceiling brackets, cables etc.) and labour to fix/mount the devices at user locations.
- B. The proposed Dashboard Solution shall support to display different types of contents, managed, and monitored centrally through a management console.
- C. Resource and labour costs for mounting and cabling of dashboard solution should be borne by the Bidder.

## **20.Secure Web Gateway**

- A. The Solution should consist of Secure Web Gateway with the Specifications provided in **Annex M**. It is required to provide all the features requested in **Annex M** with detailed cost breakdown for each component or licenses with compliance to each term given.

- B. The Bidder needs to manage the Secure Web Gateway as per requests of SLAL. The support and maintenance to be carried out by the Bidder meeting agreed service levels. All necessary rights to be available to SLAL team and successful Bidder should provide necessary training & documentation so that SLAL team can fully manage the system as and when required.

## **21.Next Generation Firewall**

- A. Whole inbound and Outbound Internet traffic of End User devices and Sri Lankan Airlines Environment should be protected by Next Generation Firewall. The solution should provide all the features defined in **Annex N**. It is required to provide all the features requested in **Annex N** with detailed cost breakdown for each component or licenses with compliance to each term given.
- B. The Bidder needs to manage the Next Generation Firewall as per requests of SLAL. The support and maintenance to be carried out by the Bidder meeting agreed service levels. All necessary rights to be available to SLAL team and successful Bidder should provide necessary training & documentation so that SLAL team can fully manage the system as and when required.

## **22.Identity Management**

- A. The solution must entirely rely on AD as the primary source of authentication for end users and administrators (to cover entire operation and maintenance).
- B. The solution must support, AD security groups-based permission assignment for end users and administrators (to cover entire operation and maintenance).
- C. All endpoints/servers must manage (enforced with policies) centrally via AD and Azure AD, or suitable Mobile Application and Device Management (MADM) platform provided by the Bidder.
- D. Solution must rely on certificate-based authentication for applications and services.
- E. Solution must tightly integrate with Identity and Access Management (IAM) platform (for example Microsoft Identity Management – MIM or any other) to support,
- automated application provisioning to endpoint, based on user profiles (reflected via AD security group)
  - automated application access and roles provisioning, based on user profiles (reflected via AD security group)
  - end user group AD membership management
  - self-service password management

### **23.System Administration & Administrative Access Control**

- A. System Administration for servers, network devices, storage etc. should be provided with the secure infrastructure & centralized management. Also, centrally controlled Server Management should be provided.
- B. The Solution must provide a role-based access control with granularities. All Administration accounts should be managed centrally, and role-based access should be configured on all servers and network devices. Access to devices must be audited authenticated, authorized, and logged.
- C. The Solution must allow administrators to define roles based on job functions and appropriate levels of access to functionality.
- D. The Solution must integrate with Active Directory for user authentication and AD security group-based authorization.
- E. Solution must support restrictions on source IP of administrative access.
- F. The Solution must have search option in GUI to search configuration options and should directly take administrator to configuration window of search result by clicking on search results.
- G. The Solution must have an easy to use, searchable interface.
- H. The Solutions should have the option to add exceptions for network and services.
- I. The Solution must support detailed user activity auditing and must forward comprehensively logs to Security Information and Event Management system.
- J. Bidder shall provide review access to authorized SLAL IT team for all IT security controllers (e.g.: Firewall, Secure Web Gateway, EDR etc.) of the Solution.

### **24.Proactive System Monitoring & Reporting**

The Solution shall provide all below Proactive System Monitoring & Reporting requirements.

- A. Centralized and comprehensive monitoring with facility to set threshold limits & alerts and reporting facility including CPU usage, memory usage, and storage IOPS usage for each application on each device need to be included.
- B. Accurate Reporting and Monitoring systems need to be in place to provide in detail information about network, system, links performance, utilization and stability related to the solution.
- C. Timing & Performance related to boot, login, application loading, and other process should be measured and presented.

- D. Centralized monitoring (including comprehensive detail and user/device level granularity) with alerting and logical troubleshooting methods to be implemented with use of proper tools. Alert should be made fully available to SriLankan Teams.
- E. Automated & Simplified Dashboards and Data related to Virtual Computer Infrastructure, Application usage, End Device usage and tracking, Patch update levels, Virus Protection levels need to be available for any authorized person (IT or non-IT) to access.
- F. Daily, Weekly and Monthly automated customized reports with any of above details in dashboard need to be configured.
- G. Comprehensive asset tracking & management and usage statistics of End-user devices & applications shall be made available to Monthly bill of different departments/ divisions within the SriLankan Airlines. In addition to that the system should be capable of providing reports/dashboard on all End User devices and virtual desktops. Below are few sample reports.
  - a Up to date end point distribution (location /department / division / owner etc.)
  - b End points which are online / offline
  - c End points which are offline for more than x number of days.
  - d Usage of Virtual Desktops in different pools
  - e Application usage
- H. SLAL should be able to obtain customized usage reports (software metering, access logs, usage reports etc.) at any time. Also, periodic, and ad hoc usage reports and relevant statistics of resource utilization shall be provided by Bidder as and when requested by SLAL.
- I. Software Metering is essential to produce the reports on application usage. Monthly reports to be available for each application running on end user devices. Please indicate any tool proposed to deliver this requirement. Sample reports to be incorporated with the proposal. This requirement is compulsory, and proposals may be rejected if not addressed.
- J. Proactive UPS & Environment monitoring and reporting systems need to be in place to provide critical insights on battery charge, performance, Humidity, temperature and sends alerts, alarms on critical situations. The monitoring system should be able to alert when a battery needs to be replaced and when a battery cannot sustain the requirements of the network. Also, UPS monitoring system shall support communication via SNMP, centrally monitored and maintain redundancy within the UPS solution.
- K. Access to All “Proactive System Monitoring & reporting” systems should be granted for SriLankan Airline for Monitoring and Audit purposes.

- L. The Solution must support detailed user activity auditing and must forward comprehensively logs to Security Information and Event Management system
- M. Bidder should get independent reviews of systems & configurations from solution principles on yearly basis and share them with SriLankan Airlines.
- N. Bidder should provide 50" Large Screen Displays with each monitoring solution covering all aspects including User Experience & End Device Performance, Service Monitoring & Resource Utilization, Security and Vulnerability Status

## **25.High Availability and Scalability**

- A. The Solution architecture and related licensing model must allow for Active-Active deployment which assure high availability and reliability.
- B. Proposals shall be scalable for potential future expansions. System should be expandable up to minimum 25% of its capacity. Please provide all the details with your proposal.
- C. The Solution must not have any single point of failure, excluding management and reporting modules. The Bidder should clearly explain the design and how the salient user requirements are met with the solution. This is a compulsory requirement.
- D. The Bidder shall provide proposed Solution architecture diagram showing all redundant components which provide high availability.
- E. Providing Disaster Recovery (DR) site is an optional requirement. Refer clause number 50 in "Optional Requirements" for more details for DR requirement.

## **26.Reports and Dashboards**

- A. The solution should provide different types of dashboards to get insights of user experience, system performance, asset management and information security etc.
- B. The Solution should provide facility to generate scheduled and on-demand reports daily/weekly/monthly/yearly/specific range (date and time), etc.
- C. Solution should provide a Dashboard that offers real time visibility and as part of the solution: Bidder shall deploy real-time monitoring station (including supply of a display panel – 50" recommended) which indicate, including but not limited to –
  - a Threat dashboard - Top Attacks and characteristics
  - b Service health/status
  - c High risk users/endpoints
  - d Policy violations



- D. The Solution must provide the ability to generate reports directly from dashboards that include the same visual elements and results.
- E. The Solution should provide report templates base on Applications, Users, Threats, Traffic and URLs etc. and reports in (not limited to) HTML/CSV/PDF/XML Formats.
- F. The Solution Should be able to create reports on system usage.
- G. The Solution should have features to prioritize and send alerts via SMS and/or email.
- H. The Solution must allow each user to define multiple user-specific dashboards.
- I. Dashboard elements shall be fully customizable by filtering to display data based on asset list, vulnerability or compliance checks, time, key word search, IP address, etc.
- J. The Solution should provide the ability to define various visual elements for customized dashboards to include pie charts, bar charts, and trending charts.
- K. The Solution must provide reports against Information security and governance standards such as ISO27001:2013 and PCI-DSS and EU- GDPR
- L. The Solution must provide Reports on operational inelegance with contextual information to visualize and explore.

## **27. Seamless Integration with existing infrastructure**

- A. The solution should support seamless integration with existing SLAL network infrastructure. The supplier should integrate the proposed solution with UL network through (4) x 40 Gigabits single-mode optical interfaces.
- B. Solution must support virtualization technologies and shall seamlessly Integrate with virtualize server and desktop environment without imposing any performance impact for optimum operation.
- C. The Solution shall support Seamless Integration (via flexible-extensive interfaces (APIs) and connectors,) with existing or future security framework to respond to threats and share intelligence. System including not limited to,
  - i. Perimeter and internal firewall
  - ii. Vulnerability management systems
  - iii. Security Information and Event Management
  - iv. Web Application Firewalls
  - v. Database firewall
  - vi. Server and desktop virtualization

- D. It should be able to provide Network Traffic Spanning for security or other requirements.
- E. The Solution should support integration of privately generated intelligence with other security devices through open standards-based protocols like STIX/TAXII, Open IOC etc.
- F. The Solution shall provide events-based alerts/logs and forward to Security Information and Event Management system. Comprehensive security and operational logs should be available.
- G. The Solution should support SNMP, Flow data, OPSEC and syslog for integration with a Security Information and Event Management and existing security/monitoring framework.
- H. Proposal should indicate connectivity requirements to external services, feeds, and call home functions in terms of dedicated destination IP address and ports.

## **28.Proactive & Preventive System Maintenance**

- A. Firmware and software versions of all infrastructure components should be maintained up to date to most stable commercially available versions with enterprise standards.
- B. Schedules should be made for proactive and preventive maintenance and should be submitted and agree with SLAL. Such records and completed tasks need to be shared with SLAL Weekly/Monthly/Quarterly/Annually.
- C. Bidder should demonstrate proficiency to do any critical change within the system including on connected end devices via internet /intranet within 24 hours while keeping the availability targets for the month.
- D. Dependency Matrix for services & hardware interdependence need to be submitted and updated regularly.
- E. Monthly Evaluations for Proactive and Preventive system maintenance should be done internally with technical teams and should share the progress with SLAL together with Monthly report.

## **29.Skilled Employees allocated for Management and Maintenance of the Solution**

- A. At the time of implementation proper skilled project team should be deployed.
- B. Onsite support including client-side application support with stationed technical staff should be available at Colombo & Katunayake premises of SriLankan Airlines. Other offices within Sri Lanka can be catered with on demand on-site support and remote support rest of the time. For services consumed at overseas locations, only the remote support from head office, (Katunayake) deemed essential.

- C. It is Bidder's sole responsibility to arrange transportation to commute between the premises (internally) and between sites (externally). The Bidder can avail one dedicated vehicle at Airline Centre (Katunayake) where majority of the operation is engaged while coordinated vehicles for other sites Colombo and across. The transportation requirement must be facilitated 24x7 to the Service Provider's Technical Personnel to engage work at SriLankan Airlines Ltd.
- D. SriLankan Airlines will not take any responsibility over transportation or any other logistical cost at any time where arises in attending technical matters across sites or within the site.
- E. There should be Minimum number of Experts from each of Following categories of technology as in below table after implementation but not limited to as per the technologies used. There should be adequate number of onsite engineers /technical officers to support day today operation tasks.

#	Expertise	Experts /Consultants	Manager/ Lead Engineer	Senior Support Engineers	Support Engineer	Associate Support Engineers/ Technical Officers
1	Administration/General		2(Onsite)			4 (Onsite-Day Shift), 2 (Onsite-Night Shift)
2	Desktop /Application Delivery	1		1(Onsite)	1(Onsite)	
3	Microsoft /Server Infrastructure	1		1(Onsite)	1 (Onsite)	
4	Backup & Storage	1		1	1(Onsite)	
5	Networking & Security	1(Network), 1(Security)		1	1(Onsite)	

- F. As above total of minimum of 12 staff in day shift and 2 staff in night shift with relevant experience, certification and qualifications should be onsite. All onsite support engineers, senior support engineers and lead engineers shall work 8x5 onsite and 24x7 on-call. They can contribute to any day-to-day operations of the managed desktop services while maintaining the specific domain expertise to be used as and when necessary. If Bidder could manage work in any better way while meeting the expertise levels and minimum staff counts requested, please explain in detail in the proposal with the methods used and support structure.
- G. On Call Engineers (Manager/Lead Engineer, Senior Support Engineers, Support Engineers) should be available in holidays and in off hours and they should be able to report to work within 1 hour of time.

- H. At least one person from Daytime support staff should be assigned to support service desk functions and shall be seated in SLAL IT Service Desk.
- I. At least one Lead Engineer should be dedicated to managing on-site/offsite resources, IT service management & technical management functions and shall be seated with SLAL IT desktop support team.
- J. Bidder should allocate experts /Senior engineers/ Support Engineers and Technical Officers as per the Skill Matrix given in **Annex I**: during the project and throughout the contract period.
- K. The Bidder shall update and submit Skill Matrix annually to SLAL.
- L. Service Credits will be applied if Bidder could not maintain the required number of employees with the relevant skills.
- M. SriLankan Airlines will have right to interview and verify qualifications of any employee recruited or all employees working under the project. Bidder is liable to inform new recruits or change of employees through proper communication channels before one week in case of planned change or within 24 hours if emergency change of employment.
- N. Bidder's Employees should comply with all applicable SriLankan Airlines' HR Policies including Proper Dress codes and Ethics. SriLankan Airlines management shall have undisputed right to request the Bidder to terminate any employees (from servicing SriLankan Airlines) who do not meet expected qualifications, performance or do not cooperate with SriLankan Airline's Staff, where Bidder essentially need to heed the request.
- O. The cost of the above support staff to be separately indicated in your proposal.

### **30.Endpoint Detection & Response (EDR) and Endpoint Security**

- A. Endpoint Detection & Response (EDR) and Endpoint Security Solution and its components MUST include general technical characteristics as mentioned in the **Annex L** at the time of proposal submission with detailed cost breakdown for each component or licenses, with compliance to each term given. (Interested Parties are expected to provide a detailed description of how their solutions meet each of below characteristics).

### **31.Integration with Security & Monitoring Solutions**

- A. All components of the solution, including End User devices and applications shall be enabled with comprehensive event logging and logs must be forwarded to corporate Security Information and Event Management system. Also, Logs should be retained in the centralized locations up to minimum of 3 months but not limited to.
- B. Copy of all network traffic between solution components and endpoints (including but not limited to server to server, user to servers and user/server to internet/external network) must be forwarded to

corporate Network Behavior Analysis Solution via SPAN, RSPAN. (Network Behavior Analysis Solution currently used by SLAL requires direct connectivity via 40 Gigabit SFP+ Optical Transceivers)

- C. If SLAL decides to implement any other Security & Monitoring Solutions or replace current systems related to Device Management, Device Protection, Data Protection, the Bidder should support deployment of such systems and integrations.
- D. The Bidder shall use Microsoft "Local Administrator Password Solution" (LAPS) for all end devices managed by the Bidder, which provides management of local account passwords of domain joined desktops and laptops.

### **32.Data encryption (Laptops and Desktops)**

- A. Encryption of data in endpoints (laptops and desktop computers) is compulsory. Laptops and Desktops provided and managed by the Bidder should support for data encryption mechanism currently used by SLAL (Microsoft BitLocker) or any other solution proposed by the Bidder for the purpose. Bidder is fully responsible for licensing, deploying, operating, maintaining, monitoring and comprehensive reporting of the encryption solution for the endpoints. Any solution proposed by the Bidder other than BitLocker should possess the features and capabilities of Microsoft BitLocker latest version. The cost for the solution proposed by the Bidder should be clearly mentioned in Section IV – **Annex B-I**.

### **33.Data in Transit Security**

- A. All communications channels between solution components including endpoints (server to server, server to endpoint) must be protected by transport layer security (SSL, TLS)
- B. The solution must establish Internal certificate framework (AD based CA)
  - i authentication of devices
  - ii to authentication of application and services (omit the use of service accounts)
- C. Inbound & Outbound Data transfers to be logged centrally, including copying of data locally or through network to/from any other media.
- D. Disable/Enable/ Control all data transfers through policy and based on connected network and devices.

### **34.Vulnerability Monitoring and Remediation (applicable to whole solution)**

- A. All network devices' IOS (or firmware) and Server Operating Systems need to be up to date with latest stable versions to maintain security compliance. Any upgrade cost to meet security compliance need to be borne by the Bidder.
- B. Centralized Vulnerability Scan, reporting & identification should be able to monitor patch levels, version details and vulnerability status in all components/endpoints/servers and take them in to convenient report formats.

- C. Device Firmware, Operating Systems & Application patch updates need to be managed centrally for end devices & Windows Servers. It should have capability to deploy patches effectively within acceptable timeline (Within 24hrs from the release date. See Service Level Definitions for related service levels). Any other network components, servers, storages also should be maintained up to date by applying regular patches. Installation of security patches needs to be supported for all end devices & Servers.
- D. If any Critical vulnerability identified on a device need to be fixed with maximum of 5 days. Any High vulnerability identified on a device need to be fixed within maximum of 10 days. Any Medium vulnerability identified on a device need to be fixed within maximum of 30 days Any deviations from agreed vulnerability management conditions, service credits to be received by SLAL as defined in “Service Credits Scheme” of this document.
- E. It should be able to verify system hardening against industry benchmark.

### **35.Compliance to Organizational Standards and Processes**

- A. Bidder should follow proper CR (Change Request) process and update CMDB (Configuration Management Database) & maintaining transparency of all maintenance and administration activities together with responsibility of Bidder’s internal teams to be maintained. Corporate security incident response and management procedures and change management procedures must be followed administrator/analyst, at all the time.
- B. Bidder should develop comprehensive standard operations procedure manual which cover all operational requirements and obtain approval from SriLankan management. (standard operations procedures must be reviews and improved at least annually)
- C. Monthly service review/information security review meetings should be held with required parties and agreed actions should be taken accordingly.
- D. Bidder should Align to ITIL best practices & ISO20000-1 standard. Also, solution shall comply with ISO/IEC 27001:2013 Information Security Management System (ISMS) and other applicable legislative and regulatory requirements of Sri Lanka.
- E. The core product troubleshooting documents like admin guides, installation guides, and manuals should be made available including OEM documentation and Knowledge Bases during technical evaluation and thereafter.
- F. SriLankan Airlines has the right to audit any network device or system at any time. Bidder should provide SriLankan Airlines with admin access without any delay at minimum, but not limited to. SriLankan Airlines will have authority to question/inquire any Bidder employee or obtain assistance for any system

related investigations at sole discretion of SriLankan Airlines. Also, SriLankan should be given physical/virtual access to any location where the data of SriLankan Airlines resides.

- G. Application inventory and license tracking system should be maintained for whole environment by the Bidder and should be shared with authorized SLAL personal at any time.
- H. Bidder should manage and maintain assets tracking together with electronic notification to users and Service Teams. Should include approval process & should support obtaining web-based acknowledgement from users. This should provide an interface to get changed information to SriLankan CMDB.

### 36. License and intellectual properties

- A. All License must be procured under SriLankan airlines ownership unless there is a legal limitation or cost benefit where both parties should be mutually agreed for the exceptions. However, if Bidder has obtained any license from SriLankan Airlines the values should be transferred to SLAL.
- B. All applicable End User devices including Virtual Desktops should come along with Microsoft Windows Professional or higher OS Licenses (OEM Windows OS, Microsoft VDA for VDs) provided by Bidder where the OS should be able to upgrade to Enterprise Versions with Microsoft Software Assurance.
- C. All custom build connectors for integrations shall be with SriLankan airlines ownership.

### 37. Privileged Access Management

- A. Privileged Access Management (PAM) solution and its components MUST include all requirements as mentioned in the **Annex O** at the time of proposal submission with detailed cost breakdown for each component or licenses, with compliance to each term given.

### 38. Backups, Retention & Redundancy

- A. Bidder shall essentially consider business continuity in designing and continual improvement of the systems. Bidder shall take adequate Precautions, Procedures & Processes, Systems, Backup Devices, Redundancy (Should be having automatic failover), Spare Parts, Data Backup, and technological advantages to ensure business continuity.
- B. Backup of Systems & Data must be done according to the SriLankan Backup policies.  
Following backups & snapshots to be maintained

Data Type	Description	Frequency	Backup Type	Backup Location	Data Retention Period
		Hourly	Snapshots	Onsite Storage	1 day
		Daily	Snapshots	Onsite	1 week

User Data	File servers & Storage with User Data & User Profiles			Storage	
		Weekly	Snapshots	Onsite Storage	1 month
		Monthly	Snapshot	Onsite Storage	3 months
		Daily	Full Backup	Offsite Storage	7 days
		Weekly	Full Backup	Offsite Storage	1 month
		Monthly	Full Backup	Offsite Storage	3 months
Systems & Configurations	File servers / Application servers & Files / Special VMs & Appliances / Data Bases / Servers & System Configurations together with any data required for DR in case of Full or Partial failure of systems.	Daily	Snapshots	Onsite Storage	1 week
		Monthly	Snapshots	Onsite Storage	3 months
		Daily	Full Backup	Offsite Storage	7 days
		Monthly	Full Backup	Offsite Storage	3 years

- C. All the backup jobs should be configured with system 'Verification' process that is to be initiated at the end of a backup.
- D. Restoration should support for recovering only part of data of a user or device as well as for whole of data at a given date/time. Bidder should maintain required infrastructure (server, storage etc.) for backup restoration.
- E. Restoration testing and confirmation at the initial phase of a system setup is a must for all the systems.
- F. Restoration testing is carried out with the frequency as detailed in 'Business Continuity Management Policy'. Restorations are carried out and processes are documented for identified critical & high severity systems. User acceptance signoff is also carried out on the restorations.
- G. SLAL shall provide offsite location (Regional Office, Colombo 01) to host Bidder's data backup infrastructure (only space is provided). Bidder shall provide required network links between primary site (Data Centre, Katunayake) and offsite location. SLAL may consider a different option suggested by Bidder as the offsite location, provided that SLAL accept that option after an evaluation and all associated costs are borne by Bidder.



- H. Backup Solution for the user data & system configuration should be disk based rather tapes medium for off-sites.

### **39.Regulatory Compliance**

- A. Bidder should retain Information to comply with RTI (Right to Information) act.
- B. Data Retention as per organizational requirements should be maintained.
- C. Data & Information Transfer at the end of Project/ Service Contract need to be done by the Bidder to safeguard business continuity of SriLankan Airlines. Bidder will be responsible till the data & information transfer is completed.
- D. Upon termination or expiration of the Contract, Bidder shall ensure that all user data and configuration data are securely returned/transferred to SLAL electronically and permanently deleted from Bidder's storage media as directed by the SLAL in its sole discretion.

### **40.Training & Knowledge Sharing**

- A. Bidder should provide necessary trainings (official curriculum) to SLAL staff leading to full certifications in all major technologies used in the proposed solution (minimum of four programs) and shall be continued for the contract period on annual basis. The overall price of the proposal should include the training and related costs all inclusive.
- B. Bidder should facilitate knowledge transfer and technology update measures (including participation for recognized industry workshops & conferences) worth of at least USD 500 per quarter and can be cumulative. SLAL will have the right to reclaim it at the end of each year in case the necessary knowledge transfer does not happen as expected. This serves for SLAL core technical teams to be prepared in meeting business continuity requirements in case of a vender agreement termination due to unavoidable circumstances such as bankruptcy or non-delivery of services.
- C. Bidder should provide informative sessions carried out by competent personal covering front end technical aspects of the services for SLAL Service desk, field technical officers/supervisors and end users. An annual schedule for sessions to be proposed by Bidder and should be mutually agreed.
- D. SLAL Engineers and Technical Staff should be involved in the project implementation for hands-on experience after necessary trainings. Onsite demonstrations to be provided by the implementation team on relevant aspects.

### **41.Solution Verification & OEM Certifications**

- A. The Bidder should be a partner for the principal products that they provide and should provide the certification letter from the principle together with proposal indicating Bidder's partnership level and

validity. The proposal shall include annual health checks and performance checks carried out by the principles and a schedule to be attached.

- B. The Bidder shall obtain and provide SLAL verification of core solution implementation from its principle before go-live.
- C. The Bidder shall obtain warranty and support for the equipment which are used to provide the services, from the manufacturers/principles (ex: VMWare, Cisco, Citrix, Microsoft etc.) with commitment. This should include warranty, maintenance, and support from the principal throughout the contract period. Bidder shall provide a letter from principle confirming their eligibility to obtain services from the principle for existing equipment for the relevant contract period at each term or annually.
- D. If any product gets discontinued by its principal during the contract period, the bidder shall replace the product with similar or higher capabilities. However, the new product must be top-rated and recognized as leaders in their respective fields by one or more leading independent market research organizations such as Gartner, IDC (International Data Corporation), Forrester etc. in their most recent publication.

#### **42. Insurance**

- 1. Vendor should agree to arrange and keep in place the undernoted policies of insurance.
  - i. A property all risk insurance policy covering any property of the Bidder whilst on the premises of SLA for their current replacement costs. The insurance policy so arranged shall be extended to cover but not be limited to the perils of fire, lightning, electrical and electronic damage, riot & strike, Malicious damage, explosion, cyclone, storm, tempest, flood, natural perils, aircraft damage, impact, accidental damage, terrorism, burglary.
  - ii. A public liability insurance policy with a limit of indemnity of not less than LKR 5,000,000 per event. The insurance policy so arranged shall be extended to cover liability arising out of fire and explosion.
  - iii. A workmen's compensation insurance policy covering any employees of the two companies whilst on the premises of SLA in the performance of this agreement. The insurance policy so arranged shall be extended to cover riot and terrorism. In the event a non-Sri Lankan national is employed in the performance of this agreement such employee or consultant shall have a suitable personal accident insurance cover which shall be extended to cover riot and terrorism.
  - iv. A professional indemnity insurance policy with a limit of indemnity of not less than LKR 10,000,000 per event.
  - v. The Bidder shall provide SLAL copies of all certificates or policies of the above insurance covers as evidence.

#### **43.System Performance Benchmark**

- A. Total Application performance and Device performance should be maintained as agreed and performance need to be proactively measured. Bidder shall carry out periodic performance benchmarking (at least annually or whenever changes happen). Bidder shall support and participate for all relevant disaster recovery / business continuity drills and implement any improvements identified during the drills. Reports should be provided to SriLankan Airline after each test/ drill and Accuracy of those reports should be maintained.
- B. Bidder should provide a standard tool for performance measurement from the beginning of POC & After that for comparing current SriLankan Airlines systems. SriLankan Airline shall have full rights to use any performance monitoring tools to measure performance.
- C. SLAL can run a performance tests time to time to compare the product with standard devices. SriLankan Airline shall have full rights to use any other performance monitoring tools to measure performance.
- D. User might be using few business applications at a time and performance should not decrease with number of concurrent applications running on an End User device / Virtual Desktop.
- E. Performance of application delivery should not degrade with other backend workloads related to maintenance and updating of the system. Bidder should provide a standard tool for performance measurement from the beginning of POC for comparing with current SriLankan Airlines systems.
- F. Applications on Virtual Desktops should be able to run as it run on a standard enterprise grade computer (having Windows 11 Professional 64-bit OS, Core i5 12th Gen- 4 GHz CPU and 16 GB RAM with SSD), running on the internal network of SriLankan Airlines at Katunayake. Log in to application or system should not exceed that of loading an application directly installed on the standard enterprise grade computer. The Bidder shall consider this when planning and allocating resources to support Virtualization.
- G. Indexing, Paging & Virus Scanning requirements need to be handled on Virtual Desktops, and Application Streaming/Virtualization Servers without affecting the applications running and without any interruption to logged-in or logging in users.
- H. Virtual Computer Refresh, Virtual Computer Updates with Patches and any similar Maintenance should be able to carry out in the background within 12 hours for total environment without affecting the performance of applications and user tasks.
- I. Fully loaded System should maintain the system load (Per cluster resource utilization when all VD pools are fully utilized.) under 60% in RAM / Network / CPU / IOPS etc. in general operating conditions.

- J. Boot time should be less than 20s for Virtual computers, Desktop Computers, Laptop Computers while the Login Time to Device & Workspace on any device should be less than 20s.
- K. If performance defined in this proposal are not met in any or all devices or systems/services provided by Bidder, it will be assumed that those applications or services are unavailable. In Such a situation Bidder, should improve the system to satisfactory or specified levels or if not rectified within SLA, it will be considered as an incident of service outage.

#### **44.End User Experience Benchmark**

- A. User feedback also will be considered in evaluating the system performance. User Satisfaction should be positive according to 90% users in overall Services to users for any application or service. At minimum for all the major business applications this should be true.
- B. Feedback will be collected from users by Survey or feedback received to system/Service Management Centre.
- C. Bidders need to conduct enterprise-wide surveys as per instructions given by SriLankan Airlines annually to evaluate performance and identify system wide issues. Results need to be shared with SriLankan Airlines.
- D. Technical measures will be taken to check the key performance metrics related to user experience. Following will be considered as key matrices.
  - i Instantaneous response over clicks and selection. (Under 100ms is perceived as instantaneous)
  - ii Switch between opened applications within 300ms.
  - iii Response should be received within one second for simple submissions
  - iv Locked but connected sessions should load in 2 seconds
  - v Locked down but not connected sessions should load in 10 seconds

#### **45.Service Level Requirements**

- A. A comprehensive service level agreement should be signed by successful Bidder, including terms of Service Continuity, Disaster Recovery and Service Credit scheme to ensure the performances, availability, latency, and other salient parameters as described in this RFP.
- B. Nature of Support and Locations are described in below table and Bidder should support all the locations according to working hours. Special requests by SriLankan Airlines related to services outside working hours need to be catered by Bidder around the clock at all those locations. When SriLankan Offices are relocated still the Bidder needs to change the support locations accordingly without any additional cost.

#	Nature of Support	Based	Support Locations	Time Duration	Number of support staff
1	Experts & Consultants	To be decided by Bidder	All SLAL offices	As when Necessary	5
2	Support Engineers, Senior Support Engineers & Manager/Lead Engineer) Onsite Support & Management (8x5)	Airline Center	All SLAL offices	Office Hours (8 AM to 5 PM, Mon to Fri)	8
3	Associate Support Engineers/ Technical Officers  Onsite Support (24 x7 x 365)	Airline Center  & Cargo Terminal Katunayake	All SLAL offices and locations in Katunayake.  All SriLankan Catering Locations in Katunayake.	24 x7 x 365	3 (Day Shift)  2 (Night Shift at Airline Center and Cargo Terminal)
4	Onsite Support (8x6)	SLAL Regional Building Colombo	All SLAL Offices in WTC Colombo  All SLAL Offices in Regional Building (Sir Baron Jayatileke Mawatha, Colombo 01)  All SLAL Offices in Cargo Building (De Vos Avenue, Colombo 04)  SLAL Call Centre	Office Hours (8 AM to 5 PM, Mon to Fri) and Office Hours (8 AM to 1 PM, on Sat)	1

#	Nature of Support	Based	Support Locations	Time Duration	Number of support staff
			(Iceland Business Centre, Colombo 03)  Any other office location in Colombo		
5	On-demand (arrive at location within 4hrs) on-site Support (8 x 6)	Any	SLAL Sales offices in Kandy & Galle	Office Hours (8 AM to 5 PM, Mon to Fri) and Office Hours (8 AM to 1 PM, on Sat)	on demand (minimum 1)
6	On-demand (arrive at location within 8 hrs.) on-site Support (24x7x365)	Any	SLAL offices at MRIA, Mattala Airport	24 Hours	on demand (minimum 1)
7	Remote Support /Telephone Support (24x7x365)	Any	All Local & Overseas SLAL offices. And All remote users who work remotely over Internet from any location.	24 Hours	on demand (minimum 1)

- C. Escalations, complaints, and any incident will be assigned to relevant teams of Bidder through SriLankan Airlines' Service Management System. SLAL defined Incident Management, Request Management, Problem Management and Change Management, Processes should be followed by the Bidder.
- D. Selected Bidder should carry out Service Desk functions using the Sri Lankan Airline ITIL compliant ITSM tool, BMC Remedy or any other application provided by SriLankan Airlines. Bidder will be given necessary access and permission to facilitate this requirement.
- E. Bidder shall provide secure VPN access for support from principles, consultants etc. Access should only be given to required device/system for the necessary support duration only with approval from SLAL officials.

- F. Bidder should agree to provide the requested service availability targets as described below.

Availability of any service (including devices) in a particular month is calculated as a percentage using following formula.

Service Availability Targets for different services are calculated as described in **following table**.

$$\text{Service Availability} = (\text{Total Minutes in Month} - \text{Planned Service Outage Time in Minutes} - \text{Unplanned Service Outage in Minutes}) / (\text{Total Minutes in Month} - \text{Planned Service Outage Time in Minutes}) \times 100\%$$

#	Service	Availability Target (Monthly)	Calculation
1	End User Devices (Aggregate)	99.9 %	Availability = (Sum of "Service Availability of each End User Device") / (Total Number of End User Devices)
2	User Profiles (Aggregate)	99.9%	Availability = (Sum of "Service Availability of each User Profile") / (Total Number of User Profiles)
3	Application Delivery (Aggregate)	99.9 %	Availability = (Sum of "Service Availability of Application Delivery for each user profile") / (Total Number of user profiles with Application Delivery)
4	Internet Access	99.95 %	Availability of Internet Access Service
5	Network services	99.95 %	Availability of Network Service
6	User Data Storage	99.9 %	Availability of Data Storage Service
7	Print services	99.9%	Availability of Print Services
8	Any Other Service which is billed to SLAL	99.9%	Availability of Service

- G. If a service is interrupted for more than 10% of user / device base of that service component, it will be considered as failure of total infrastructure/total service component. Also, it is considered as a **Critical** failure and will be treated accordingly.
- H. Application delivery service is considered as not available even if delivery of a single application is not available to a set of users.
- I. Partial failure of a High Available (HA) configuration that do not interrupt the services is also treated as a service failure if the configuration is not brought back to high availability within 72 hours. This will count towards the monthly availability of services provided through that HA configuration.

- J. Details of service outages, interruptions and performance could be gathered from user feedback, formal tests, Monitoring tools, logs, or any other reliable source while Service Management tool is considered as the basic source. Service Level will start from the time it is recorded in any of the mentioned sources and the Bidder shall fix all the Incidents and Problems as they become aware of the situation from any source.
- K. To maintain required service reliability Bidder should agree to following terms. At operations, any violation of them will be considered as unavailability of service for additional 24 hours per each incident in addition to real outage.
- i. No more than 2 (two) **Critical** Failures in 12 (twelve) months, and Mean Time between Critical Failures should be greater than 90 days. (If recorded it will be considered as Critical Failure of additional full day)
  - ii. No more than 4 service interruptions per user per month due to same issue. (If recorded it will be considered as one full day interruption per each incident even though it is resolved within the service target limits.)
  - iii. No more than 4 service interruptions per device per month due to same issue. (If recorded it will be considered as one full day interruption per each incident even though it is resolved within the service target limits.)
  - iv. Any incident due to unprofessional management of infrastructure and services.
- L. The target resolution, delivery and implementation time for each Incident or Service Request or Change Request or Report Request should depend on its Priority. The requested service targets are as follows. Bidder should agree to provide resolution or complete the request successfully within the target resolution time or target delivery time.

Priority	Description	Target Response Time	Target Resolution Time for Incidents	Target Delivery Time for New Request	Target Delivery Time for Change Request & Report Requests
1	Critical	5 minutes	1 hour	1 Day	1 hour
2	High	15 minutes	3 hours	Max 1 Week	Max 36 hours
3	Medium	20 minutes	6 hours	Max 2 Weeks	Max 1 week
4	Low	45 minutes	24 hours	Max 1 Month	Max 3 weeks

Priority for Incidents is decided based on two methods as follows.

**Method 1:** Based on affected Userbase



**Priority 1 (Critical)** - Complete failure of a service. The service is no longer available for greater than 10% of the users to carry out their business functions.

**Priority 2 (High)** - Failure of a service for greater than 10% of the users to carry out their business functions; however, the service is available partially or in degraded mode. Users do have alternatives and workarounds to undertake critical business functions. Any incident reported by users in operationally critical areas are also considered as Priority 2 if not meeting the criteria for Priority 1.

**Priority 3 (Medium)** - Failure of a service for a user or a non-critical section / department or area.

**Priority 4 (Low)** – Any other service degradation which has minimum impact to users` business functions and not covered by definitions of Priority 1-3

**Method 2:** Based on Urgency and Impact

Additionally, Priority will be determined by the Urgency and the Impact of the Incident or Service Request or Change Request, as per below table: Impact & Urgency will be decided by SriLankan Airlines.

Urgency	Impact			
	Extensive / Widespread	Significant / Large	Moderate / Limited	Minor / Localized
Very High	Critical	Critical	High	High
High	Critical	High	High	Medium
Medium	High	Medium	Medium	Medium
Low	Low	Low	Low	Low

M. Urgency is considered according to the service requirements. Impact is decided based on following table.

Extensive	10% of devices and 10% of users will be considered as having Extensive Impact
Significant	20% of devices and 20% of users will be considered as having Significant Impact
Moderate	60% of devices and 60% of users will be considered as having Moderate Impact
Minor	10% users and 10% of devices will be considered as having Minor Impact

Not exceeding the above-mentioned percentages, certain locations can be declared as having Extensive or Significant or Medium or Minor Impact level depending on its business functions. All users and devices within such a location will have the declared Impact level.

- N. The parties agree to resolve their differences internally in good faith. In case a difference persists, parties can submit their complaints to an arbitrator as mutually agreed by both parties. The decision of the arbitrator will be considered final and must be accepted by both parties. All the costs associated with arbitration process to be borne by selected Bidder.
- O. Periodic (Monthly) Service Review Meetings to be held with SLAL representatives to review the services provided Bidder and any other concerns of both parties.
- P. If Bidder does not meet any condition mentioned in the RFP terms that can impact the Service Levels such as not providing agreed number employees (on-site staff and experts), deploying employees not meeting the set qualifications (on-site staff and experts) etc., SLAL has right to deduct up to 25% of the monthly payments to the Bidder prorated for the period the violation persists. This is in addition to any applicable service credits for the period. If Bidder fail to comply with such terms exceeding 30 days, payments can be permanently held and/or the agreement can be considered for full or partial termination.
- Q. Bidder should provide Root Cause Analysis (RCA) reports within two weeks and any deviations will be subjected to service credits as applicable to report requests.
- R. Bidder should make every effort to avoid planned service outages. Maximum planned service outages allowed for a calendar month is two hours.

#### **46. Service Credits Scheme**

- A. Unless it demonstrated with clear evidence that a breach of service levels occurred due to a failure of “SriLankan Airlines” in delivering its obligations, SLAL has rights to obtain service credits from the Bidder.
- B. Service Credits shall not be sole or exclusive remedy with respect to the Bidder’s failure to perform the Services in accordance with the Service Levels.
- C. For any service availability below the agreed service levels, a prorated service credit will be earned by SriLankan Airlines as bellow. This could be earned for each service component. The service credits earned for a particular moth for different service components are cumulative.

<p><b>Service Credits = Monthly fee of the month in consideration x (Agreed Service Availability % - Actual Service Availability %)</b></p>
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- D. When an Incident resolution target, Request completion target, change implementation target or report request target is breached, SriLankan Airline shall earn service credits from the Bidder. For each target breach Service Credit shall be calculated as mentioned below and all service credits are cumulative.

**Service Credit= Monthly fee for particular month prorated per Minute x (Time of Actual Resolution in Minutes - Target Resolution Time in Minutes) x W**

where W = Weight Applied based on Priority as below table

Priority	Description	W
1	Critical	0.75
2	High	0.50
3	Medium	0.25
4	Low	0.10

- E. If any services are not delivered as agreed SriLankan Airlines will earn Service Credits for the duration of failure beyond target and the rate of service credits shall double each day if the resolution delayed more than 48 hours from the target till total cumulative service credits goes up to 20% of the total monthly solution cost. This is also applicable for additional new equipment delivery which comes under this agreement.
- F. In a situation where Bidder cannot meet agreed service levels and not able to provide agreed services for more than one month (after exceeding the service levels), all the payments will be withheld immediately until service(s) are restored. Also, SriLankan Airline has rights to receive or obtain the products and services (full or in part) from an alternate Bidder/service provider and to deduct the corresponding cost (derived from SriLankan Airlines procurement process) from any payment due for the Bidder.
- G. **Project Delay Penalty** will be applied for delayed project completion beyond the maximum delivery timeline stipulated in Evaluation Criteria as detailed below:

Period of Delay	Project Delay Penalty
0-2 weeks	40% of respective bidders proposed monthly cost.
2-4 weeks	60% of respective bidders proposed monthly cost.
More than 4 weeks	100% of respective bidders proposed monthly cost per each delayed month.

- H. Service credits will be applied for any deviation from given timelines as in following table in a failure of addressing vulnerabilities in any solution component except end user devices.

Impact of the vulnerability	Maximum Duration Bidder should apply the fix/patch	Service Credits Per Day (After Exceeding given timelines)
Critical	5 Days	200 USD
High	10 days	100 USD
Medium	30 Days	50 USD

- I. In a deviation from the vulnerability management target specified in the “term 46-H” for any end user device(s), service credits to be received by SLAL considering the device(s) is fully out of service for the period until vulnerability is fixed.

#### **47.OPTIONAL REQUIREMENT: Disaster Recovery Site**

- A. Disaster Recovery Plan for 1000 users/profiles & devices should be shared optional to the provided system for normal operations.
- B. Bidder should comply to Business Continuity plan of SriLankan Airlines by keeping required backups, Systems & Processes for DR and to meet requested RTO & RPO.
- C. Disaster recovery site should be able to communicate with SriLankan Airlines Disaster recovery site together with application delivery for critical applications.
- D. Disaster recovery site could be located at SriLankan Airlines Disaster recovery site or on cloud. For any option, all relevant cost should be communicated clearly together with link cost required for maintaining and operating the DR site.

#### **48.OPTIONAL REQUIREMENT: Digital Signage Solution**

- A. Requirement is to have Digital Signages having the capability to populate Power BI dashboards, images, videos, texts, and events in digital displays. The solution will be implemented at identified business and operational areas at SriLankan premises for information dissemination online. Number of Display units required is 10.
- B. Required Main Features
  - a. Centrally manageable and hosted in cloud hosting space
  - b. Easy and interactive interface for scheduling content on as per time, date, display, and layout
  - c. Divide the screen as required & populate Power BI dashboards, images, videos, texts etc.
  - d. Microsoft Power BI Dashboards through the URL (Account will be provided by SriLankan Airlines)
  - e. Video Formats: .rm, .rmvb, .avi, .mpeg, .mpg, .dat, .mov, .asf, .mtv, .mkv, .wmv, .3gp, .mp4, .amv, .dmv, .divx, .flv
  - f. Audio file: .mp3, .wma, .wav
  - g. Word file .doc, .docx

- h. Excel file: .xls, .xlsx
  - i. PDF document: .pdf
  - j. Image Formats: jpg, bmp, png, gif, tiff, tif
  - k. Text: Show static as well as scrolling text (Tickers)
  - l. Tickers Should support Unicode (Multi-lingual support) & can customize font name, font size, font type, foreground color and background color & can scroll in any direction (Right to left, left to right, top to bottom and bottom to top)
  - m. Website, display feed of live events received via a streaming server (Microsoft Teams and Microsoft Stream) or Embedded HTML or URL
  - n. Add, delete, edit, update, and schedule the content remotely in real-time
  - o. Stretch/Skew any video or image to occupy entire display region without leaving bands/spaces at the sides, top and bottom
  - p. Overriding of scheduled or current content on the screen(s) with emergency messages when required
  - q. Display content in horizontal/vertical formats in any required aspect ratio and resolution
  - r. Play the items/content in sequential or shuffle manner
  - s. Drag and drop ability to create a playlist, modify the position of the files in the playlist
  - t. Preview the layout created before scheduling to the screens
  - u. Hide warnings/errors/update messages of OS or any other application on the screen
  - v. Play the content from the USB device in case of non- availability of network connectivity
  - w. Multi-Level user access, Administrator will have all the rights and he can create users/user groups and assign rights, user access can be provided for a player, group of players
  - x. Local administration user interface for remote configuration, troubleshooting, monitoring, scheduling, and control. If the issues exist should be able to troubleshoot and resolve remotely in real-time
  - y. Single dashboard/interface to live monitor all the dashboards
  - z. System should be able to keep a log of events and usage details
  - aa. Remotely monitor all hardware and software components at regular intervals and provide health reports
- C. Required Features of Video Display Panel (10 units)
- a. Screen size should be minimum range of 50" to 55" inch (Diagonal)
  - b. Resolution should be minimum range 1920 x 1080
- D. Required Features of Mounting Brackets
- Ceiling Mount Bracket
- a. Ceiling Mount Bracket
  - b. Support for 50" to 55" inch displays
  - c. Maximum pan angle: 360° degrees
  - d. Maximum tilt angle: 20° down / 2° up
  - e. Height adjustable ceiling to TV: minimum 20" to 30"

- f. Invisible cable routing
- g. Made from high-quality aluminum alloy metal Wall Mount Bracket
- h. Support for 50" to 55" inch displays
- i. VESA Wall Mount Interface
- j. Maximum pan angle: 180° degrees (Left / Right Turn Degrees)
- k. Maximum tilt angle: 5° to 10° degrees (Up / Down Tilt Degrees)
- l. Invisible cable routing
- m. Made from high-quality aluminum alloy metal

## Annex D: Proposed Solution Architecture

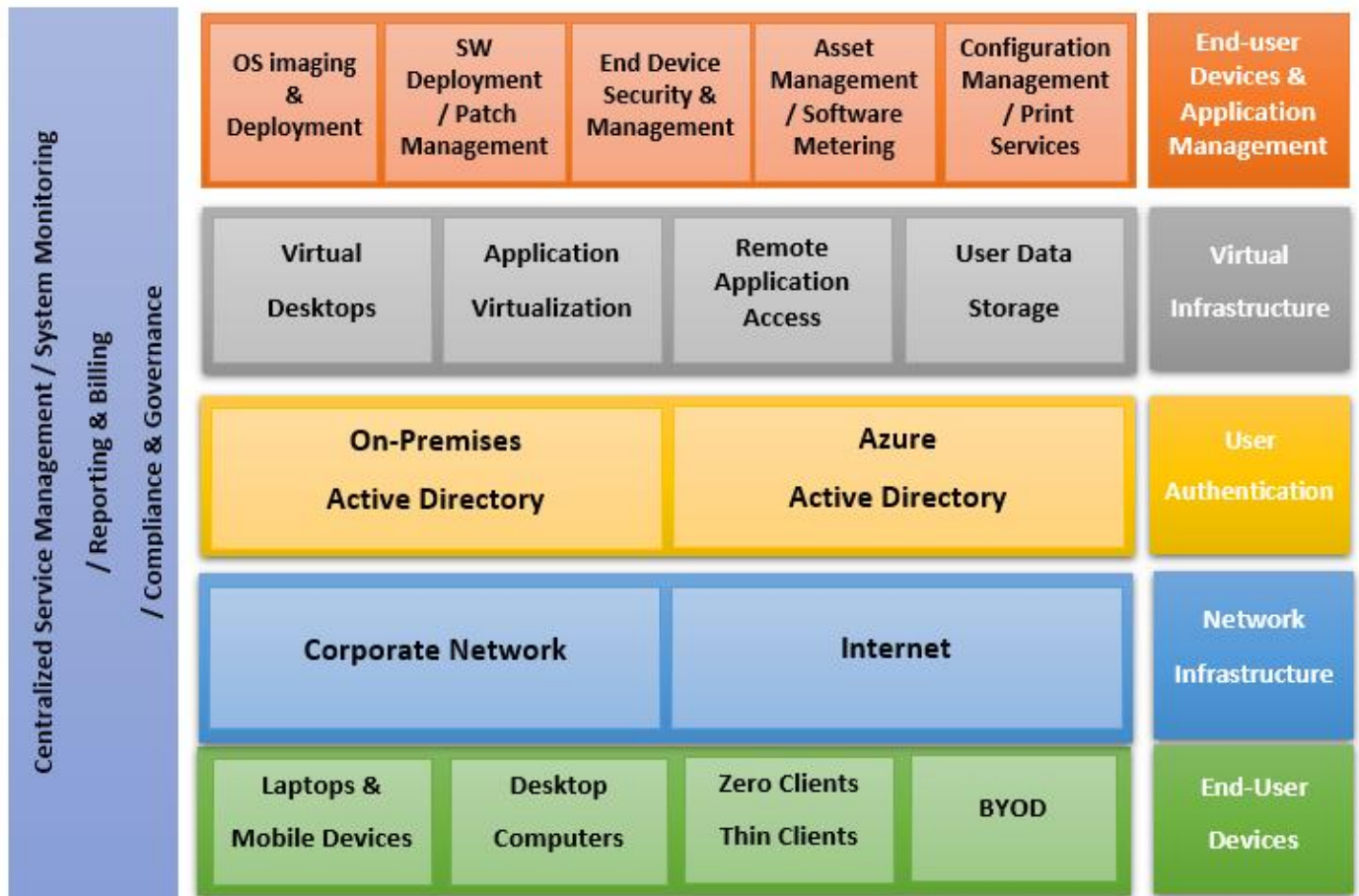


FIGURE: PROPOSED SOLUTION ARCHITECTURE

## Annex E: High Level Summary of Requirements

Description of Count	Number of Concurrent Users	Number of Devices	Details
Desktop Computers		620	Desktop Computers are for Operational Areas Like Engineering / Airport/ Cargo and Highly Shared Devices- (Reduce the dependency of Centralized environments). However, there might be some dedicated devices too.
Mini PCs with Display		15	Mini PCs are to provide dashboard solution for senior management team
Laptop Computers		800	For 794 Users who need to access service with mobility.
Virtual Computers		750	These may be shared or dedicated to Office / Shift users. Should be able to access from internal and external network.
Compatible end user devices (desktop, laptop, TC/ZC) to access virtualized Desktops/Applications		800	Should Include Management and Maintenance
Application delivery & porting to domain connected devices		2300	For domain connected users/devices (Desktop Computer/Virtual Computer/Laptops/Mini Pcs/Existing Laptop & Desktop)
End Device Management		2446	Licenses for End User device Management, Asset Management System, and Software Maintenance and Service Support for all proposed End User devices (PC, Laptops, Mini PCs, iPad, Mac Book, ZC/TC Devices with VDs, Existing Laptop & Desktop)
Remote Application Access	125		For users who do not have virtual desktop should have a solution to access business applications and user data from external network.
Internet & Network Services	2750		2750 <b>Concurrent Users</b> or to be decided by Bidder based on their proposed solution
Secure Web Gateway	2750		<b>Concurrent Users</b> or to be decided by Bidder based on their proposed solution
Firewall Service			To be included by the Bidder
Load Balancer			To be included by the Bidder



Information Security for Endpoints			As mentioned in Section IV - Annex B-I
UPS			As mentioned in Section IV - Annex B-I

**Notes**

- Total Number of Devices may indicate total number of maximum concurrent users.
- This is only a high-level summary of the requirements.
- Bidder`s solution should provide all the requirements mentioned in the RFP.

## Annex F: High Level Network Architecture

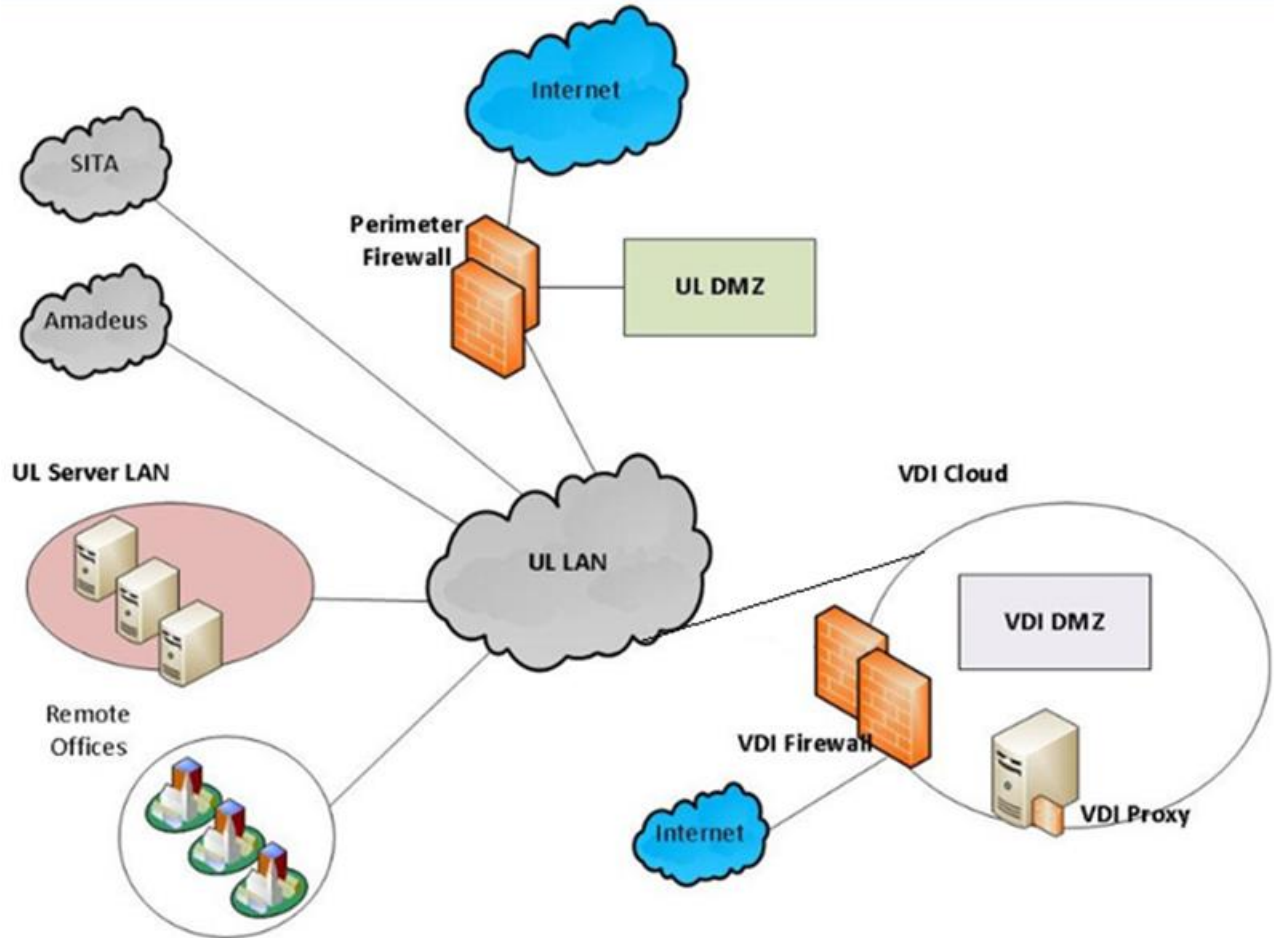
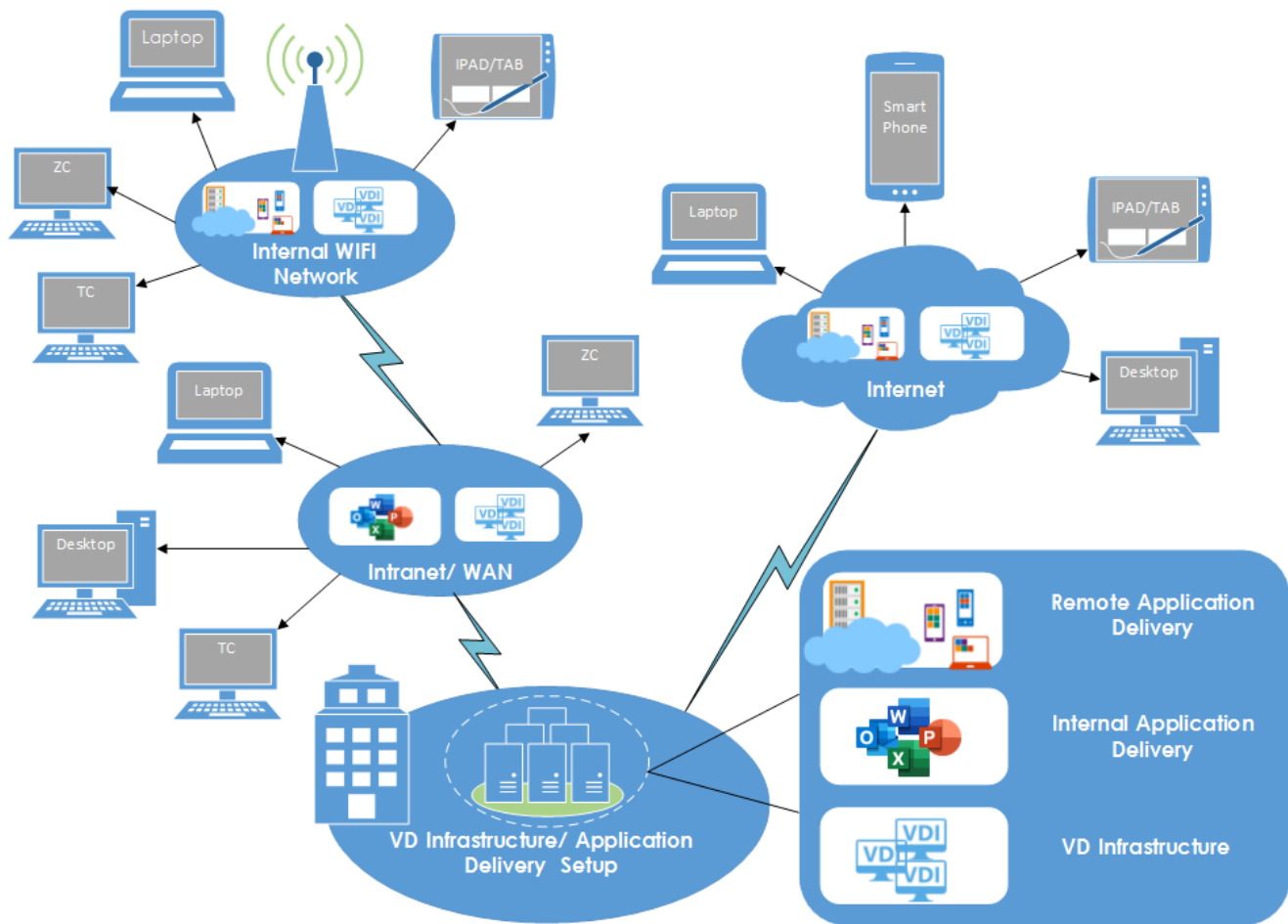


FIGURE: High Level Network Architecture

## Annex G: Desktop & Application Delivery Solution Setup



## Section VI-Annex H: Summary of Main Business Applications & Users

### Business Applications

	Importance			
App Category	Critical	High	Medium	Total
Web Based	8	22	43	73
External Hosted	3	2	6	11
In-house Hosted	5	20	37	62
Windows	9	5	8	22
External Hosted	5	1	0	6
In-house Hosted	4	4	8	16

TABLE: BREAKDOWN OF APPLICATIONS

There are 22 business applications a mix of web & client-server based, that users are required to access from external networks such as internet. Currently there are no provision to access these applications from external networks.

Estimated number of concurrent users required to access to those 22 applications from external networks are 125.

### User Details

**Total Number of users** **5000**

(85% users are based in Katunayake, Rest of the users are in WTC Colombo 01, Cargo Office in Colombo 04, Regional Office in Colombo 01, Iceland building Colombo 03, Ticket office Kandy, Ticket office Galle and HRI airport Mattala).

## **Annex I: Skilled Employees and Skills Matrix for Support Personals**

### **Experts/Specialists- Minimum One Employees from Each Category of Principle Products Used**

1. Degree from Recognized University or Degree Equivalent Qualification from recognized institute in relevant Discipline
2. Minimum of 5 Years Working Experience in relevant Discipline
3. Expertise in Respective Domains (Certifications should be available for highest expert levels by principles)

### **Senior Support Engineers - Two Onsite & Minimum One Employees from Each Category of Principle Products Used**

1. Degree from Recognized University or Degree Level Qualification from recognized institute in relevant Discipline
2. Minimum of 3 Years Working Experience at Engineer/Executive Level
3. Medium to High Level Professional Qualifications in relevant category
4. ITIL foundation certification

### **Lead Engineer/Manager - Two Employee (On site/Office Hours)**

1. Bachelor's Degree in Engineering, Computer Science, General Science with Mathematics, Management Information Systems or Applied Statistics from a recognized University or Full professional qualification equivalent to NVQ Level 7 in a mentioned field of education.
2. High level Professional Qualifications in two or more relevant technical disciplines including ITIL/ISO /PMP
3. Expertise in Communication (English/Sinhalese) and Managerial Skills
4. Minimum of 5 Years of Experience in technical and Service Management

### **Support Engineers- Minimum Four Employees (Onsite /Office Hours and Non-Office Hours)**

1. Degree from Recognized University or Degree Equivalent Qualification from recognized institute in relevant Discipline
2. Medium to Entry Level Professional Qualifications in relevant category
3. Minimum of 1 Year Working Experience at Engineer Level in relevant Disciplines
4. Fluency in English

### **Technical Officers/Technicians- To cover required daily tasks and operations (Onsite /Office Hours or Non-Office Hours). Minimum 4 on Day Shift and minimum 2 on Night Shift**

1. Minimum of Diploma Level (NVQ 5-6 verified) Qualifications
2. Minimum of 1 Year Working Experience in Technical Backgrounds
3. Fluency in English

## **Annex J: Application Portal/Digital Workspace**

- A. Workspace for all users shall connect to applications anywhere anytime using any device (Laptops/Desktops/Virtual desktops/Tablets) through internal network and internet.
- B. Workspace should support all mainstream operating systems (MAC OS, Windows, Android, Linux, Chrome OS etc.) and browser platforms (Chrome, EDGE, SAFARI, Firefox).
- C. The solution shall facilitate users to relay on Active Directory (AD) credentials to access all applications (web, client/server, Virtual desktops, Virtual Applications, Remote Applications) and network share drives (Home Drive, Group drive etc.).
- D. Workspace should enable users with single sign on (SSO) facility where users should not need to log in to another app by typing the same password again if user has entered it once.
- E. Based on the access provided via AD groups workspace solution shall be capable of publishing application catalog where users can access the application.
- F. Adding or removing of the application in the workspace solution, should only be managed through AD groups.
- G. Workspace solution shall enable users to connect to applications and virtual desktops through Local network (LAN/Wi-Fi) or internet.
- H. End users should have proper access to the applications without compromising performance and information security to increase their productivity/efficiency.
- I. The solution should provide access to all applications (client-server, web based, Virtualized) which are running in current environment at SLAL. Also, it should support any new application releases.
- J. Through the provided solution, users should be able to open and save documents from/to respective cooperate share drives, home drive and one drive etc. through application workspace from any network (internal/External).
- K. The solution shall be capable of provisioning users who may use their own Laptops to access the applications through Internet/intranet. This shall be facilitated by the Workspace Solution.
- L. Two factor authentications should be supported for all application workspace users.
- M. There should be a separate section in the portal to display messages such as user awareness messages, services outages, IMs etc. to selected set of users or all users depending on the requirement.
- N. The proposed solution should follow SriLankan airlines branding for the proposed workspace interface.

## Annex K: Technical Specifications of User Devices

### Technical Specifications for Standard Laptops

No	Feature	Description
1	Type	Business Laptop (Enterprise Grade)
2	Processors	Intel Core i5-12 <sup>th</sup> Generation Processor or Higher
3	OS	Standard OEM Windows 11 Professional 64-bit OS license should come along with the device.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		<b>Support for Enterprise versions of Windows Operating Systems is mandatory</b> Attach documentary proof from manufacturer confirming full scale support for Enterprise versions of windows OSs
		Support for Professional versions of Windows Operating Systems is mandatory
4	Graphics	<b>Integrated FHD</b> Graphics
5	Display	<b>Internal:</b> 15.6-inch, diagonal LED-backlit, anti-glare, resolution <b>FHD 1920 x 1080</b>
6	Memory	DDR5 SDRAM
		Minimum 16GB-DDR5 or higher
		<b>Maximum:</b> Ungradable to 64GB or more
7	Communications	<b>Integrated</b> 1000 Gigabit Ethernet Network Connection
8	Wireless Type	802.11 a/b/g/n/ac/ax WI-FI & Bluetooth
9	Audio	HD audio. Integrated stereo speakers and microphone.
		Button for volume mute, function keys for volume up and down.
		Combo microphone-in/stereo headphone-out jack.
10	Video Camera	Integrated (Fixed type) 720p HD camera
11	Pointing device	Click pad with multi-touch gesture support
12	Internal storage	Type: SSD, Min Capacity 512 GB
		Additional SSD slot (to upgrade the internal storage)
13	Optical Drive	DVD+/-RW (optional), External Drive need to be provided on request
14	Battery	<b>Primary battery:</b> 3-cell, 45 Wh or better <b>Battery Life:</b> Up to 12 hours or better
15	Ports & slots	2x USB 2.0

No	Feature	Description
		2x USB 3.0 or higher
		1 SuperSpeed USB Type-C
		HDMI Port
		VGA Port (Optional)
		RJ-45 / Ethernet
		Headphone/microphone combo
		AC port
16	Security Management	Security lock slot;
		TPM 2.0 (should support MS BitLocker)
		Pre-boot Authentication (password)
		Fingerprint reader
17	Keyboard	US international English, Spill-resistant, backlit keyboard
18	AC Adapter	65 W AC Adaptor Input 100~240V AC,50/60 Hz
19	Weight	1.5 Kg or below
20	Dimensions (w x d x h)	35.94 x 23.67 x 1.98 cm (14.15 x 9.2 x 0.78 in) or below
21	Travel mouse	Mini optical USB travel mouse
22	Accessories	Carry bag
23	Finishing	Black/Silver



## Technical Specifications for High End Laptop - (Category A)

No	Feature	Description
1	Type	Ultra-thin Business Laptop (Enterprise Grade)
2	Processors	Intel Core i7-12 <sup>th</sup> Generation Processor or Higher.
3	OS	Standard OEM Windows 11 Professional 64-bit OS license should come along with the device.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		<b>Support for Enterprise versions of Windows Operating Systems is mandatory</b> Attach documentary proof from manufacturer confirming full scale support for Enterprise versions of windows OSs
		Support for Professional versions of Windows Operating Systems is mandatory
4	Graphics	Models with integrated graphics: Intel Iris X Graphics or better
5	Display	13.3''-14'' inch (diagonal) Touch Display, Anti-glare, IPS, BrightView, <b>FHD (1920 x 1080)</b> Display or better
6	Memory	Minimum 16GB DDR5 Maximum Upgradable to 64 GB or Higher
7	Communications	<b>Integrated</b> 1000 Gigabit Ethernet Network Connection or suitable ethernet converter
8	Wireless Type	802.11a/b/g/n/ac/ax compatible Wi-Fi Bluetooth 5 wireless technology
9	Audio	HD audio. Integrated stereo speakers and microphone.
		Combo microphone-in/stereo headphone-out jack.
10	Video Camera	Integrated (Fixed type) HD 720p
11	Pointing device	Click pad with multi-touch gesture support
12	Internal storage	Type: SSD, Min Capacity 1TB
		Additional SSD slot (to upgrade the internal storage)
13	Optical Drive	External Drive
14	Battery	Up to 10 hours wireless web or better Up to 30 days of standby time or better Built-in 41.4-watt-hour battery or better
15	Ports & slots	2 SuperSpeed USB Type-A (up to 5Gbps ;1 charging port)

		2 Thunderbolt 4 with USB4 Type-C
		VGA output (using Type-C to VGA Multiport Adapter)
		Inbuilt RJ 45 LAN Port or USB-C to RJ45 Adapter/Dock
		HDMI video output
		SIM card slot
		Headphone/microphone combo
		1 AC power
16	Security Management	Security lock slot;
		TPM 2.0 (should support MS BitLocker)
		Pre-boot Authentication (password);
		Fingerprint reader
17	Keyboard	US international English, Spill-resistant, backlit keyboard
18	Weight	1.3 Kg or bellow
19	Dimensions (w x d x h)	Lesser than 29.2 cm x 20.1 cm x 0.85 cm
20	Travel mouse	Mini Wireless travel mouse
21	Supplied Accessories	Professional Laptop bag (briefcase messenger bag)
22	Finishing	Silver/Gold

#### Technical Specifications for High End Laptop - (Category B)

No	Feature	Description
1	Type	Business Laptop (Enterprise Grade)
2	Processors	Intel Core i7-12 <sup>th</sup> Generation Processor or Higher.
3	OS	Standard OEM Windows 11 Professional 64-bit OS license should come along with the device.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		<b>Support for Enterprise versions of Windows Operating Systems is mandatory</b> Attach documentary proof from manufacturer confirming full scale support for Enterprise versions of windows OSs
		Support for Professional versions of Windows Operating Systems is mandatory

No	Feature	Description
4	Graphics	Models with integrated graphics: Intel Iris X Graphics or better
5	Display	15.6-inch (diagonal) display, IPS, BrightView <b>FHD (1920 x 1080)</b> Display or better
6	Memory	Minimum 32GB DDR5 Maximum Upgradable to 64 GB or Higher
7	Communications	<b>Integrated</b> 1000 Gigabit Ethernet Network Connection
8	Wireless Type	802.11a/b/g/n/ac/ax compatible Wi-Fi Bluetooth 5 wireless technology
9	Audio	HD audio. Integrated stereo speakers and microphone. Combo microphone-in/stereo headphone-out jack.
10	Video Camera	Integrated (Fixed type) HD 720p
11	Pointing device	Click pad with multi-touch gesture support
12	Internal storage	Type: SSD, Min Capacity 1TB Additional SSD slot (to upgrade the internal storage)
13	Optical Drive	External Drive
14	Battery	Up to 10 hours wireless web or better Up to 30 days of standby time or better Built-in 41.4-watt-hour battery or better
15	Ports & slots	2x USB 2.0 2x USB 3.0 or higher 1 SuperSpeed USB Type-C HDMI Port VGA output (using Type-C to VGA Multiport Adapter) RJ-45 / Ethernet Headphone/microphone combo AC port
16	Security Management	Security lock slot; TPM 2.0 (should support MS BitLocker) Pre-boot Authentication (password); Fingerprint reader
17	Keyboard	US international English, Spill-resistant, backlit keyboard
18	Weight	1.5 Kg or bellow

No	Feature	Description
19	Dimensions (w x d x h)	35.94 x 23.67 x 1.98 cm (14.15 x 9.2 x 0.78 in) or below
20	Supplied Accessories	Carry bag, Mini travel Mouse and Keyboard
21	Finishing	Silver/Gold

## Technical Specifications for Standard Desktops - (Category C)

No	Feature	Description
1	Type	Enterprise Grade
2	Processors	Intel Core i5-12 <sup>th</sup> Generation Processor or Higher
3	OS	Standard OEM Windows 11 Professional 64-bit OS license should come along with the device.
		Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.
		Support for Enterprise versions of Windows Operating Systems is mandatory
		Support for Professional versions of Windows Operating Systems is mandatory
4	Memory:	16GB DDR5 SDRAM or more; Memory slots: 2 DIMM or more upgradable to 64GB or more
5	Internal Storage:	Type: SSD, Min Capacity 512GB
6	Dimensions:	Small Form Factor PC
7	Optical Drives:	SATA Slim Super Multi DVD writer
8	Graphics:	integrated graphics: <b>FHD Graphics (1920 x 1080)</b>
9	Audio:	High-Definition Audio
10	Internal speaker:	Standard
11	Communications:	Integrated 100/1000 Gigabit Ethernet Network Connection
12	Expansion Slots:	1 low-profile PCI; 1 low-profile PCIe x1; 2 low-profile PCIe x8
13	Ports and Connectors:	4 USB 3.0; 4 USB 2.0; 1 serial; 2 PS/2; 1 VGA; 1 HDMI; 1 DisplayPort; 1 audio in; 1 audio out; 1 RJ-45; 1 headphone; 1 microphone
14	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
15	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
16	Security Management	BIOS Security Internal solenoid lock
		TPM 2.0 (should support MS BitLocker)

No	Feature	Description
		Pre-boot Authentication
17	Weight:	less than 4 kg
18	Power:	240W & 230V AC Compliance ENERGY STAR® qualified configurations

#### Technical Specifications for iPad - (Category D)

No	Feature	Description
1	Model	iPad AIR (Latest model available when the purchase order is released by SLAL)
2	Screen	10.9 - inch
3	Chipset	(Latest model available when the purchase order is released by SLAL)
4	Capacity	256GB
5	Communication/Connectivity	Wi-Fi + Cellular
6	Color	Space Gray
7	Accessories	USB-C charge Cable, 20W USB-C Power adapter With Tempered glass screen protector and leather protection cover case.

### Technical Specifications for iPad - (Category E)

No	Feature	Description
1	Model	iPad X Generation (Latest model available when the purchase order is released by SLAL)
2	Screen	10.9
3	Chipset	(Latest model available when the purchase order is released by SLAL)
4	Capacity	256GB
5	Communication/Connectivity	Wi-Fi + Cellular
6	Color	Silver
7	Accessories	USB-C charge Cable, 20W USB-C Power adapter. Tempered glass screen protector and Heavy Duty/Rugged shockproof Case for iPad with Convenient briefcase handle, comfortable back hand strap, and kickstand.-



#### Technical Specifications for iPad - (Category F)

No	Feature	Description
1	Model	iPad Pro (Latest model available when the purchase order is released by SLAL)
2	Screen	12.9 -Inch
3	Chipset	M2 Chip
4	Capacity	256GB
5	Communication/Connectivity	Wi-Fi + Cellular
6	Color	Silver/Space Gray
7	Accessories	USB-C charge Cable, 20W USB-C Power adapter. Type C to USB converter Type C to HDMI cable Type C to Lightning cables Tempered glass screen protector with leather cover case.

**Technical Specifications for iPad (Category G)**

No	Feature	Description
1	Model	iPad Pro (Latest model available when the purchase order is released by SLAL)
2	Screen	11-Inch
3	Chipset	M2 Chip
4	Capacity	256GB
5	Communication/Connectivity	Wi-Fi + Cellular
6	Color	Silver/Space Gray
7	Accessories	USB-C charge Cable, 20W USB-C Power adapter Type C to USB converter Type C to HDMI cable Type C to Lightning cables Tempered glass screen protector with leather cover case.

## Technical Specifications for MacBook

No	Feature	Description
1	Model	<b>MacBook Pro</b> (Latest model available when the purchase order is released by SLAL)
2	Screen	13-Inch
3	Chipset	M2 Chip
	Memory	16GB Memory
4	Capacity/Storage	1TB Storage
5	Communication/Connectivity	Wi-Fi + Cellular
6	Color	Silver/Space Gray
7	Accessories	USB-C charge Cable, 67W USB-C power adapter

### Technical Specifications for Monitor 23” or higher

Feature	Description
Size:	23” or higher (wide screen)
Type:	LCD/LED/IPS Display
Brightness(typ):	250nits(cd/m <sup>2</sup> )
Contrast ratio:	Static 1000:1; Dynamic 1,000,000:1
Native Resolution:	<b>FHD 1920 x 1080</b>
Panel Backlight:	LED
Color Support:	16.7 million colors
Response time:	5 ms
Viewing angle	Horizontal 170 <sup>0</sup> , Vertical 170 <sup>0</sup>
No of minimum VGA ports:	1
No of Display/DVI ports:	1
No of HDMI Ports	1
Voltage:	100 to 240 V AC/50 or 60 Hz / 1.5 A
Other Accessories:	Stand, Cable cover, Power cable, Display Cable, VGA cable, HDMI cable
Compatibility	The monitor proposed with above specifications should be compatible with provided desktops/laptops and devices for accessing VDs.

### Technical Specifications for Monitor 32 Inch - Category H

Feature	Description
Size:	32" Samsung UJ590 UHD Monitor
Type:	LCD/LED/IPS Display
Brightness(typ):	270cd/m2
Contrast ratio:	3000:1(Typ),2000:1(Min)
Native Resolution:	<b>3840 x 2160 / 60Hz</b>
Panel Backlight:	LED
Color Support:	1.07B B
Response time:	4(GTG) ms
Viewing angle	Horizontal 178 <sup>0</sup> , Vertical 178 <sup>0</sup>
No of minimum VGA ports:	1
No of Display/DVI ports:	1
No of HDMI Ports	1
Voltage:	100 to 240 V AC/50 or 60 Hz / 1.5 A
Other Accessories:	Stand, Cable cover, Power cable, Display Cable, VGA cable, HDMI cable
Compatibility	Should be compatible with connecting to MacBook pro device.

**TC/ZC Device to access VDs With-out Wi-Fi - Category I**

No	Feature	Description
1	Firmware	Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported Remote Management/Update Mechanisms and Remote configuration
2	Dimensions:	Tower or all in one
3	Optical Drives:	External Drive need to be provided on request
4	Audio:	Integrated with Headphone/Microphone combo jack Note - If Mic-in & Line-out ports are separated, suitable converter need to be provided with the device.
5	Communications:	Integrated Gigabit network connection (standard) Wake on LAN (WoL), DHCP support, PXE support
6	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI; 1 HDMI; 1 headphone/microphone combo
7	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
8	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
9	Weight:	less than 300g
10	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations

#### TC/ZC Device to access VDs With Wi-Fi - Category J

No	Feature	Description
1	Firmware	Citrix/ Microsoft/VMware or relevant Application Delivery Methods to be supported Remote Management/Update Mechanisms and Remote configuration
2	Dimensions:	Tower or all in one
3	Optical Drives:	External Drive need to be provided on request
4	Audio:	Integrated with Headphone/Microphone combo jack Note - If Mic-in & Line-out ports are separated, suitable converter need to be provided with the device.
5	Communications:	Integrated Gigabit network connection (standard) Wake on LAN (WoL), DHCP support, PXE support
	Wi-Fi	802.11a/b/g/n/ac/ax Wi-Fi with Internal antenna
6	Ports and Connectors:	2 USB 3.0/4.0; 2 USB 2.0; 1 VGA; 1 Display/DVI; 1 HDMI; 1 headphone/microphone combo
7	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
8	Video Output:	Display/DVI, VGA, HDMI (should support for dual Displays)
9	Weight:	less than 300g
10	Power:	5W & 230V AC Compliance ENERGY STAR® qualified configurations

## Mini PC & Screen for Dashboard - Technical Specification for Mini PC

Technical Specification for Mini PC		
No	Feature	Description
1	Operating System	<p>Standard OEM Windows 11 Professional 64-bit OS license should come along with the device.</p> <p>Manufacturer's standard support for the device should include all Windows Operating Systems that are officially supported by Microsoft at the date of Bidder quotation or proposal.</p> <p>Support for Enterprise versions of Windows Operating Systems is mandatory.</p> <p>Support for Professional versions of Windows Operating Systems is mandatory.</p>
2	Processor	Intel® Core™ i3
4	Graphics	Integrated: Intel® UHD Graphics 770
5	Memory	8 GB DDR4-3200 MHz RAM
	Hard Drive	256 GB PCIe® NVMe™ TLC SSD
6	Ports and Connectors:	2 Super USB ports, 1 HDMI ; 1 audio in; 1 audio out; 1 RJ-45; 1 headphone; 1 microphone
7	Wi-Fi	802.11a/b/g/n/ac/ax Wi-Fi
7	Power supply	External power adaptor
8	Accessories	Wireless keyboard and mouse need to be provided along with the device.
9	Form Factor	Mini/Micro
10	Weight:	Below 1.5Kg
11	Dimensions	7 x 7 x 1.5 inches



## Technical Specifications for 32 Inch Screen for Mini PCs - Category K

Feature	Description
Size:	32"
Type:	LED/IPS Display
Brightness(typ):	400 nit
Contrast ratio:	5000:1
Native Resolution:	1920*1080 (Full HD)
Response time:	8 ms
Viewing angle	Horizontal 178 <sup>0</sup> , Vertical 178 <sup>0</sup>
No of minimum VGA/DVI ports:	1
No of HDMI Ports	1
USB ports	2
Voltage:	100 to 240 V AC/50 or 60 Hz / 1.5 A
Audio	In-built speakers
Other Accessories:	Power adopter cable, HDMI cable. Remote Control Required mounting brackets to the wall or ceiling should be provided along with the device.
Compatibility	Should be compatible with connecting to Proposed Mini PC

### Technical Specifications for Virtual Computers

*Should support enterprise standard desktop performance in current Market. (minimum having Windows 11 Professional 64-bit OS, Core i5 12th Gen 4Gz CPU and 16 GB RAM with SSD)*

No	Feature	Description
1	Type	Virtual
2	Processors	Should support enterprise standard desktop performance in current Market as mentioned above.
3	OS	Microsoft VDA license should come along with the solution
		Support for Enterprise versions of Windows Operating Systems (including Windows 10 pro 64bit) is mandatory by technology used
4	Memory:	Should support enterprise standard desktop performance in current Market as mentioned above.
5	Storage:	Adequate OS Partition supporting user profiles. (Network storage of 25GB for each user should be accessible) Should support enterprise standard desktop performance in current Market as mentioned above.
6	Graphics:	HD Graphics with Dual Monitors Support
7	Audio & Video:	Microphone in & Speaker out supported/ built-in speaker Mic support/ Web cam support
8	Communications:	Virtual Network Adapter- Minimum 1 Gbps
9	Ports and Connectors:	Virtual USB Host Controller/Virtual USB Hub (USB 3.0, USB 2.0); 1 serial;2 PS/2; 1 VGA; 1 DisplayPort; HDMI
10	Input Device:	Standard Keyboard (USB)/ 2-Button Optical Scroll Mouse (USB)
11	DVD/CD	Virtual DVD/CD drives & External DVD/CD Drive Mapping
12	Usage/ Performance	MS office application suite, multiple web browser (Edge, Chrome, IE), MS Teams, Business applications, network printers, external devices etc. should be accessible from VD without degrading the performance.
13	Redirected drives and folders	Capable to access local drives / files and folders/locally attached peripheral devices in Laptop or Desktop when connects to VD from that Laptop or Desktop.

## Annex L: Endpoint Detection & Response (EDR) and Endpoint Security

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Endpoint Detection & Response (EDR) Solution and its components **MUST** include following general technical characteristics at the time of proposal submission. (Interested Parties are expected to provide a detailed description of how their solutions meet each of below characteristics).

1. Solution **MUST** be “Off-the-Shelf”, meaning that Solution is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any part of Solution is a fully compatible extension of a field-proven product line, it **MUST** have been publicly announced on or before the date that the proposal is submitted.
2. Proposed EDR solution must be compatible with the overall Managed Desktop Solution (including provision of endpoints such as desktops, laptops, virtual desktops, and storages) proposed by respective vendor.
3. The proposed solution **MUST** provide a complete backup and restore capability by itself or be integrated through the standard backup software.
4. Interested parties **MUST** provide 24/7 technical support, including issue/problem reporting and assistance.
5. Solution **MUST** seamlessly integrate with all leading Security Information & Event Management (SIEM) Solution. Interested parties shall submit details of any dependencies together with the proposal.
6. Solution components should be certified by independent assessing authorities.
7. Proposed solution shall run on a Single Agent (compatible for Windows, Mac, and Linux OS) and Single Console to reduce complexity.
8. Proposed solution deployment and updates (agent, policies, settings, etc..) are available globally and where possible should not require rebooting (server endpoints) during installation/upgrade.
9. Proposed solution must be tamper-resistant and protect endpoint sensors against attempts to modify.
10. Proposed solution shall map and correlate all assets within the environment such as endpoints (desktop computers, laptops, virtual desktops etc.), servers, installed apps, user accounts, and be able to generate inventory reports.
11. Proposed solution shall have USB Device Control.

12. Solution shall have machine learning capabilities and the ability to detect and block malicious files without relying on daily/weekly definition updates. Also, shall have the ability to detect and block bad behaviors exhibited from known-good files (such as outlined in the MITRE ATT&CK framework).
13. Solution should be a tested solution by MITRE against its ATT@CK Framework
14. Solution should provide 100% visibility over Advanced Persistent Threats and should be evaluated by MITRE ATT@CK framework for the same.
15. Proposed solution shall support exploit blocking, custom whitelisting, and blacklisting, behavioral, attack attribution, and adware blocking. Such protection shall exist whether the endpoint is online or offline and must not interfere with business-critical applications.
16. Proposed solution must identify malicious files and prevent them from execution, including viruses, trojans, ransomware, spyware, and crypto miners using machine learning and behavioral techniques before it could create any damage to respective systems.
17. Proposed solution must identify malicious behavior of executed files, running processes, registry modifications, or memory access and terminate them at runtime, or raise an alert (exploits, fileless, Macros, PowerShell, WMI, etc.)
18. Proposed solution must support the creation of rules to exclude specific addresses/IP ranges.
19. Proposed solution must identify and block privilege escalation attacks.
20. Proposed solution must identify and block reconnaissance attacks.
21. Proposed solution must identify, and block credential theft attempts occurring in memory (credential dump, brute force) or network traffic (ARP spoofing, DNS Responder).
22. Proposed solution must identify and block/alert on lateral movement (SMB relay, pass the hash).
23. Proposed solution must identify user account malicious behavior, indicative of prior compromise.
24. Proposed solution must identify malicious interaction with data files.
25. Proposed solution must identify data exfiltration via legitimate protocols (DNS tunneling, ICMP tunneling).
26. Proposed solution must identify and block usage of common attack tools (Metasploit, Empire, Cobalt etc.).

27. Proposed solution must continuously collect data on all the entities and their activities within the environment such as: File interaction - create, open, rename, delete, execute | process execution (including process tree). | User login | Network traffic. | Registry changes. | Installed software.
28. Proposed solution must support the display of entity and activity data. Search on behavioral patterns in all fields of coverage (users, files, machines, network traffic).
29. Proposed solution must support real-time dynamic identification and analysis of malicious content to detect and prevent zero-day attacks.
30. Proposed solution must support cross-organization queries. Search for the occurrence of process, file, network, or user activities across all endpoints.
31. Proposed solution must support the means to execute forensic investigation: Investigation of running processes or files, machine-level investigation, memory activity investigation, obtain memory dump, etc.
32. Proposed solution must support isolation and mitigation of malicious presence and activity on the endpoint, via remote operations, including and not limited to: (i) Ability to run a coordinated command (such as CMD interface). (ii) Running scripts or files from a network location or mapping a drive. (iii). Shutting down an endpoint or server. (iv). Isolating an endpoint or server from the network. (v). Deleting a file (including active run files). (vi). Quarantine a file (including active run files). (vii). Kill a process. (viii). Remove or delete a service or scheduled task. (ix). Lock a local user account or domain user. (x). Reset user password. (xi). Block telecommunications based on destination (domain address or IP address). (xii). Disconnect of network cards. (xiii). Change IP address. (xiv). Edit HOST file. (xv). Renewed operation of an end station and/or a server.
33. Proposed solution must support isolation and mitigation of malicious presence and activity globally across the entire environment. (such as Firewall or Secure Web Gateway: block IP, block domain, block port).
34. Proposed solution must support incident response automation (such as, incident response playbooks for common scenarios available off-the-shelf as part of the solution and ability to define customized response playbooks).
35. Proposed solution shall support File Integrity Monitoring (FIM) capabilities.
36. Proposed solution shall have capabilities to perform or integrate with vulnerability assessment engines to identify missing security updates within endpoints.
37. Proposed solution shall provide the means to conduct Inventory Management. Map and correlate all assets within the environment such as endpoints, servers, installed apps, user accounts, and generate inventory reports.

38. Proposed solution shall provide log collection, retention, and integration with SIEM.
39. Proposed solution must include threat hunting. Search for malicious presence by known Indicators of Compromise. Indicate response times, techniques, tactics, and processes.
40. Proposed solution must support the discovery of unattended attack surfaces.
41. Proposed solution must support rapid and seamless installation across all endpoints and servers in the environment.
42. Proposed solution must have a light footprint for minimal impact on the endpoint (desktop computers, laptops, virtual desktops etc.) /server (including storages) performance. Indicate the expected maximum RAM, CPU, Bandwidth consumption etc.
43. Proposed solution must provide encrypted communication between the central EDR server and the agents on the endpoints or servers.
44. Proposed solution must support all commonly used Operating Systems. State any limitations.
45. Proposed solution must support connection to Active Directory.
46. Proposed solution must co-exist with all commodity and proprietary software on the endpoints or servers.
47. Proposed solution must provide full protection for endpoints and servers that are offline (do not connect to the organization's network). A threat protection mechanism that does not always rely on connectivity to a management server/console.
48. Proposed solution must collect endpoint, file, process, user activity and network traffic in a fully self-sustained manner. Eliminate the need for manual configuration of rules or policies or reliance on additional devices.
49. Proposals shall clearly explain how the intended solutions will integrate with the proposed Managed Services Agreement.
50. EDR deployment in Servers shall have Breach Prevention Warranty.
51. Solution should be in Leaders in the latest Gartner Magic Quadrant.
52. Solution should be a leader in Gartner Critical capabilities used cases.
53. Solution must support integration with common SIEM products.
54. Solution must have real time streaming of alerts via API.

- 55. Solution must be capable to Query device status via API including OS, version, first seen, last seen.
- 56. Solution should support broadcasting of customer messages via management console.
- 57. Should support export all raw agent data events.
- 58. Solution must support standardized and customizable reports.

## Annex M: Secure Web Gateway

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1. Bidder proposal should include an Internet Secure Web Gateway solution and it should be able to provide authenticated users & devices with multiple sessions and should include layer 7 filtering capabilities using constantly updated filter lists. Also, it should be able to cover up all Internet session requirements of the Desktop & Laptop Environment as well as App Delivery platforms, O365 & other public cloud access requirements etc.
2. The Solution must have on premise and/or cloud web filtering engine which work independently to device type and network perimeter to protect mobile workforce.
3. The Solution may provide
4. on premise in-line Secure Web Gateway and/or cloud-endpoint-agent for in-box malware inspection, content filtering, SSL inspection, protocol filtering functionalities.
5. The solution should be high available and centrally managed. The configurations should be applied centrally through a management console.
6. The Solution should protect users from downloading virus / malwares embedded files by stopping viruses / malwares, malicious-code detection, and filtering at the gateway itself. The Solution should provide Real-Time security scanning.
7. The Solution should stop incoming malicious files with updated signatures & prevent access to malware infected websites & unblock the sites when the threats have been removed.
8. The Solution must have a URL categorization that exceeds 100+ million URLs filtering database.
9. The Solution should have pre-defined URL categories.
10. The Solution must be able to create a filtering rule with multiple URL categories. It should support enforcing corporate and regulatory policy compliance on web traffic based on URL categories, users, groups and/or devices.
11. The Solution should have the capabilities to inspect in depth block, permit, allow & log, wide range of protocols not limiting to HTTP, HTTPS, FTP. (The Bidder should provide the protocols that support the above requirement).
12. The Solution should perform inspection to detect & block malicious content downloaded through SSL.
13. The Solution shall provide in-depth visibility in Application level and capable to enforce filtering rules and policies. It should provide application controls for popular Web-based applications (such as instant messaging (IM) and Skype) and should be able to identify Microsoft O365/O365



/Facebook and any specific traffic automatically and route them separately. It is preferred if itself shall have the uplink load-sharing methodology for applications or categories.

14. The Solution shall provide reputation-based URL filtering to avoid users visiting/redirecting to blacklisted/high risk/suspicious URL (DNS level threat mitigation or URL rewriting)
15. Solution should be able to provide a customizable user and group quota allocation system based on data access volumes.
16. The Solution should support
  - a. Content caching and traffic optimization
  - b. Bandwidth management
  - c. Quota Management (per user, Volume based, Bandwidth based, Time based etc.)
  - d. Quota Based user alert facility (Alerts must be customizable on SLAL requirements. For example, alerting on the list of users who exceed quota limits)
  - e. Reporting on per user/ AD group-based internet usage (Customizable reporting must be available based on SLAL requirements such as most visited sites, distribution of bandwidth utilization on internet access per user, per website etc.)
  - f. Streaming media splitting and caching
  - g. Method level controls, per protocol
  - h. User level awareness and authentication
  - i. Native or integrated data leak prevention
17. The Solution shall be of High Availability configuration and Bidder shall indicate the full specifications.
18. The Solution shall include a dashboard to monitor the real-time behavior of internet usage passing the device on access of web sites, applications and/or services etc. Also scheduled reports and on demand reports should be provided by the supplier as when requested by SLAL. Monitoring tool & Reports should have the capability of providing information on per user activity, usage reports, etc.
19. The solution should have the capabilities to configure the proxy address and port number along with an exceptions (URL/IP) list in Internet Options tab in proxy settings of the system/browser.
20. The solution should act as a security protector device between the client computers and the internet.
21. The solution should be capable of web caching and caching duration should be configurable as per the SLAL requirement.
22. All SLAL users should be able to access internet-based services securely through the proposed solution.

## Annex N: Next Generation Firewall

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### 1. Next Generation Firewall functionalities

1. The solution shall support,
  - i Firewall throughput - More than 2 Gbps
  - ii Threat prevention throughput - More than 1.2 Gbps
  - iii connections per second - More than 12,000
  - iv No of sessions - More than 150,000
  - v Security rules - More than 1,000
  - vi NAT rules - More than 2,500
  - vii SD-WAN rules - More than 50
  - viii Policy based forwarding rules - More than 200
  - ix Objects - Address objects, Address groups, Service objects, Service groups, FQDN address objects
  - x App-ID signatures - More than 5,000
  - xi Should support SSL Port Mirror
  - xii SSL concurrent decryption sessions - More than 18,000
  - xiii SSL Decryption
  - xiv URL Filtering entries for allow list, block list and custom categories - More than 22,000
  - xv IPv4 route forwarding table size - More than 8,000
  - xvi Static Routes - More than 1,000
  - xvii L2 Forwarding (ARP table size) - More than 2,500
  - xviii NAT/PAT
2. All WAN links should be monitored, and supplier should provide a monitoring tool to view traffic information in real time. Also scheduled reports and on demand reports should be provided by the supplier as when requested by SLAL. Monitoring tool & Reports should have the capability of providing information on per user activity, link utilization, inbound/outbound traffic details, source/destination/port details, etc.
3. The Solution should support “Stateful” policy inspection technology and application intelligence.
4. The Solution shall support network traffic classification which identifies applications across all ports irrespective of port/protocol/evasive tactic.
5. The Solution must support filtering of TCP/UDP/IP based applications with standard and nonstandard TCP/UDP ports.
6. The Solution should be able to handle (monitor, block or allow) applications and all UDP & TCP communications
7. The Solution should have the ability to be deployed in inline mode.

8. The Solution (NGFW) should support IPS/IDS functionality for mitigating potential threats that arise externally.
9. Cyber security related measures must have been taken into consideration when designing the total solution and it should contain firewalls, IPS/IDS, etc. where necessary to mitigate potential threats that arise internally and externally.
10. The Solution should support (without depending on IP addresses)
  - i URL based traffic Policy Enforcement,
  - ii URL based traffic Routing (Static, Dynamic, Policy Based)
  - iii URL based traffic Bandwidth Shaping
  - iv URL based traffic Load Balancing
  - v URL based traffic Quota Management
11. The Solution (NGFW) shall be able to do SSL traffic inspection for all inbound and outbound communications.
12. The Solution (NGFW) shall support the ability to have an SSL inspection policy differentiate between personal SSL connections i.e., banking, shopping, health, and non-personal traffic.
13. The Solution should be able to explicitly limit bandwidth for bi-directional traffic i.e., upload & download.
14. The Solution should have in-depth Identity Awareness Capabilities
15. The Solution should support VLAN tagging (IEEE 802.1q) and trucking
16. The Solution should support Link Aggregation, Ethernet Bonding functionality to group multiple ports as single port.
17. The Solution must support at least 2048 VLANs
18. The Solution must support practically unlimited policy option.
19. The Solution should support the multicast protocols as a multicast host, by participating in DVMRP, IGMP and PIM-DM / PIM-SM
20. The Solution should support SLAAC Stateless Address Auto configuration
21. The Solution must provide NAT functionality (NAT functionality must not depend on the IP assignment of directly connected interfaces)
  - i. Source based and destination-based NAT
  - ii. Dynamic and static NAT translations
  - iii. NAT exclusions
  - iv. Dynamic IP reservation,

- v. Port oversubscription
22. The Solution should support Bidirectional Forwarding Detection (BFD), Policy Base Routing, and routing protocols such as
    - i. Static
    - ii. RIP v2
    - iii. OSPFv2/v3 with graceful restart
    - iv. BGP v4 with a graceful restart
  23. The Solution should support the authentication protocols such as RADIUS, LDAP, and TACACS etc.
  24. The Solution shall be able to create custom application signatures and categories using the inline packet capture feature.
  25. The Solution shall be able to implement Zones, and use IP address, URL, Port numbers, User id, Application id under the same firewall rule or the policy configuration.
  26. The Solution should have the ability to block Instant Messaging like Yahoo, MSN, ICQ, Skype (SSL and HTTP tunneled) with controls over File Transfer, Block Audio, Block Video, Application Sharing and Remote Assistance.
  27. The Solution shall delineate different parts of the application such as allowing Facebook chat but blocking its file-transfer capability inside the chat application base on the content
  28. The Solution shall be able to protect the user from the malicious content upload or download by application such as Facebook chat or file sharing by enforcing the total threat protection for known and unknown malicious content such as virus, malware, or a bad URL.
  29. The Solution (NGFW) should be able to call threat intelligence feeds on malicious IPs, URLs, and Domains and to use those dynamic data feeds in firewall policy to block those malicious attributes.
  30. Automated policy tuning based on threat intelligence shared by solution components (sandbox, IPS) or external security platforms (vulnerability management module/ endpoint security module)/feeds.
  31. The Solution should have the ability to enable/blocking of Peer-Peer applications, like Kazaa, Gnutella, Bit Torren.t, IRC (over HTTP).
  32. The Solution shall possess Identity Context Awareness to support:
    - i. Identity based policy deployment
    - ii. Identity based logging options
    - iii. Identity based Quota Management
  33. The Solution must support clustering protocols including VRRP.

34. Each WAN links should be connected to the solution through physical network ports. The solution should be capable of applying QoS per physical WAN port.
35. NGIPS/FW appliance must be supplied with at least eight (8) 10/100/1000Mbps interfaces/ports (copper /SFP+ copper) and should contain minimum four (4) x 10 Gigabits SFP+ optical interfaces.
  - i. Required Single mode SFP module and single fiber cable shall be included as part of the solution
  - ii. The Solution should have inbuilt high-performance storage (minimum of 200 GB SSD) and storage for log retention
  - iii. The solution should have Capability of handling defined number of concurrent users (as in Annex E) with multiple sessions.
36. Should be able to automatically prevent malicious domains identified with real-time analysis and continuously growing global threat intelligence.
37. Solution should have capabilities to perform Vulnerability Assessment with Common Vulnerabilities and Exposures (CVE) integration
38. Solution should be able to perform risk scoring based on the Common Vulnerability Scoring System (CVSS).
39. Firewall services should be high available and centrally managed. The configurations should be applied centrally through a management console
40. Monitoring should be available for link utilization, concurrent sessions, device throughput, CPU, and memory usage, etc.

## **2. Load Balancing and Traffic Optimization**

- A. The Solution should support ISP link load balancing (Spill Over, Source based, Destination based, Weighted, URL Based, Application Based, Bandwidth Priority) via dedicated Link Load Balancer appliance or an integrated module with policy-based traffic handling where high-performance is assured.
- B. The Solution should provide provisions to load balance Outwards links to ISPs based on QoS/Application-Delivery policies. [Guaranteed bandwidth, Maximum bandwidth, Priority bandwidth utilization,)
- C. The solution should have following capabilities.
  - i. WAN optimization,
  - ii. Traffic Shaping with Category based traffic shaping
- D. Solution should support automatic link failover between different ISPs in following cases
  - i ISP Link failure
  - ii Increase of Latency / Jitter

- iii Service unavailability
- iv Degradation of Link Performance

- E. The solution should be capable of monitoring and alerting ISP link failure or degradation of performance.
- F. Firewall's real time traffic logs (Allowed & Denied), system logs, security logs and event logs should be available at least for 180 days.

## **Annex O: Privileged Access Management**

Privileged Access Management (PAM) consists of the cybersecurity strategies and technologies for exerting control over the elevated (“privileged”) access and permissions for users, accounts, processes, and systems across an IT environment. By implementing appropriate level of privileged access controls, PAM helps condense the attack surface, and prevent, or at least mitigate, the damage arising from external attacks as well as from insider malfeasance or negligence.

1. Proposed solution should be capable to handle fifty (50) number of users with Privilege Access Management and Two Factor Authentication.
2. The Bidder shall provide costing for additional license as requested in Section IV Annex B - III
3. Proposed solution should be identified as leader in the latest Forrester Wave Privileged Identity Management.
4. Proposed solution must be easy-to-install, as well as being easy to configure. Proposed solution should be able scalable.
5. Proposed solution should confirm to open database standards to ensure a non "black box" approach to data storage and protection.
6. Proposed solution must support high availability architecture.
7. Proposed solution must have a tool or agent to be installed (in a resilient manner with multiple nodes) in DMZs to provide password rotation and discovery locally to this environment.
8. Proposed solution should have options to withstand a disaster (Disaster Recovery). Should describe how the solution would manage this.
9. Solution infrastructure should easily support multiple data centers.
10. Proposed solution must support building out across multiple geographic locations to support a global environment with multiple regions. Describe how the architecture works.
11. Proposed OEM should be identified as Leader in the latest Gartner Magic Quadrant for Privileged Access Management
12. Bidder should provide all the servers, operating systems, system software and other hardware, software, and any other relevant licenses.
13. Proposed solution should support the following types of privileged accounts (not limited to):
  - a. Domain Administrators
  - b. Windows Local Administrators
  - c. Windows Domain Service Accounts

- d. Any Unix/Linux distribution Accounts
  - e. SQL Accounts (Microsoft SQL, Oracle, MySQL, Sybase, MongoDB, Postgres)
  - f. Networking and Firewall devices (Cisco, Juniper, Blue Coat, Checkpoint, etc.)
  - g. Cloud-based accounts (Office365, Salesforce, Amazon, Google)
  - h. Hypervisor accounts (Hyper-V, VMWare ESX)
  - i. Privileged accounts for Dell DRAC and HP ILO accounts
  - j. Privileged accounts in application configuration files, scripts, and DevOps tools
14. Proposed solution must allow custom scripts (SSH, PowerShell, SQL) to be easily added, such that all applications with an external API can be fully onboarded into the solution. Describe how this is achieved in the solution.
  15. Proposed solution must have a native integration with Active Directory (AD). Please describe.
  16. Solution's platform must allow for granular role-based access control and full separation of duties amongst users of the service.
  17. A break-glass mode must be available that allows access to credentials in the event of a failure or disaster.
  18. Proposed solution should provide have the separation of duties. Should describe how separation of duties are handled within the service.
  19. Proposed solution should be capable to manage different level of organizational users within and without the proposed managed desktop solution.
  20. Proposed solution must support the use of Active Directory Security Group membership to enable access.
  21. Proposed solution must be able to integrate in to an IAM or IDAM tool to allow for user provisioning and access management.
  22. Proposed solution must allow policies to be enforced such that specific functions, such as session recording, are easily mandated on different account types.
  23. Proposed solution should be integrated with any SAML-based SSO provider. Explain the integration.
  24. Proposed solution must support integrated Windows authentication SSO.
  25. Proposed solution must feature in-built workflows for approval requests, separate to any ticketing system. Please describe how this is achieved.



26. Proposed solution must have a mechanism that mandates exclusive use for an individual user for a period of time, allowing both One Time Passwords (OTP) and Just-In-Time (JIT) access to specified accounts. Detail the capability.
27. Proposed solution should assign sets of varying permissions to different groups of users, (example, the "Company Admins" or "Contractors"? etc.)
28. Solution platform must support the recording of SSH and RDP sessions out of the box. Describe how this would be achieved, and what software (if any) is required on initiating sessions (workstations) and receiving (target servers).
29. Solution platform must be able to remove the ability for users to see passwords from privileged sessions but still enable users to do their work. Should describe how you would achieve this.
30. Solution platform must enable administrators to create custom applications to be quickly and easily launched through the PAM solution without the need to rely on vendor professional services.
31. Proposed solution must support recording of sessions launched through the platform. These sessions must be able to be viewed in real time. Describe how this is achieved.
32. Proposed solution must make possible for sessions to be brokered through the solution itself, without relying on the introduction of extra servers.
33. Proposed solution should support SSH command whitelisting on active sessions.
34. Proposed solution must allow session recording to be offloaded into a storage mechanism, i.e., NAS or SAN (encrypted) to minimize the storage requirement for the service itself.
35. Proposed solution must support generalized SIEM solution log offload via Syslog and CEF.
36. Proposed solution must provide detailed and auditable trails on every single privileged account.
37. Proposed solution must have the ability to record privileged user keystrokes by default and on-demand.
38. Proposed solution must support cross-searching of keystroke activity performed by privileged users.
39. Proposed solution shall have out-of-the-box reporting compliant to ISO/IEC 27001:2013
40. Proposed solution must support the automated discovery of Windows domain service accounts and their associated dependencies (Windows Services, IIS Application Pools, Scheduled tasks).

41. Proposed solution must support the automated discovery of Windows local administrator accounts.
42. Proposed solution must have a method of discovering accounts on non-domain-joined devices.
43. Proposed solution must support the streamlined import of privileged accounts from popular tools such as KeePass databases and spreadsheets.
44. Proposed solution must have extensive APIs to allow for internal integrations to the service. Should describe the specifics of the available APIs.
45. Solution must integrate out-of-the-box with airline's service management tool BMC Remedy.
46. Proposed solution must have integrations with Rapid7.
47. Proposed solution must protect sensitive data-at-rest protected by encryption.
48. Proposed solution must support offloading the master encryption key for the service in to a PKCS11-supporting Hardware Security Module (HSM)
49. Proposed solution should configure privileged account password length and complexity.
50. Proposed solution should limit sessions and access based on user IP address.
51. Solution should Support multi forms of Authenticators.
52. Solution shall be able to support multiple factors and vendor shall specify all the mechanisms in place to support the specified factors.
53. Proposed solution should be able to meet the requirements specified in PCI DSS standard.
54. Proposed solution shall support the OATH compliant OTP security algorithms based on AES for OTP authentication.
55. Solution's OTP authentication solution shall support both the time-sync and event-sync options not at same time.
56. The solution should be able to alert (via SMS or e-Mail) unauthorized access attempts to desired administrators.
57. Supplier should be capable of delivering product/system updates without a delay

## Annex P: Non-Disclosure Agreement

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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 a period of 3 years, unless and until terminated by providing 30 days’ notice in writing to the Disclosing Party. Notwithstanding the termination, the obligations, and limitations with respect to protection, use, disclosure and return or destruction of Proprietary Information shall survive such termination and shall continue until such time the Parties hereto mutually agree in writing that such treatment is no longer warranted.
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** :

## Annex Q: Compliance Sheet

LIST OF COMPLIANCE TO BE SUBMITTED WITH THE PRPOSAL (MANDATORY) in following format.

Refer the attached Excel Sheet. Do not add or remove any columns from the original format. Add rows to include all clauses and its sub clauses in this RFP including annexes.

<b>Bidder Name:</b>			<b>Option:</b>	
<b>Comments &amp; Details:</b>			<b>Date:</b>	
<b>Number</b>	<b>Description</b>	<b>Keep Blank (Official Use by SLAL)</b>	<b>Compliance (Complied / Not Complied / Partially Complied)</b>	<b>Remarks</b>
<b>#</b>	<b>Heading (E.g. Technical Specifications &amp; Compliance Sheet)</b>			
	<b>Introduction</b>		Read and understood clearly (yes/no)	
	<b>Basic Requirements</b>			
<b>1</b>	<b>Scope of Work</b>			
A				
B				
C				
.....	.....			
<b>2</b>	<b>Proposal Prerequisites</b>			
A				
<b>3</b>	<b>Sizing and Design of the Solution</b>			
A				
B				
.....	.....			
	<b>Optional Requirements</b>			
.....	.....			
.....	.....			
	<b>Annex D - Proposed Solution Architecture</b>		Read and understood clearly (yes/no)	
.....	.....			
.....				
	<b>Annex J -Application portal /Digital Workspace</b>			
A	.....			
B	.....			
.....	.....			

## Annex R: Compliance sheet for Data Security Schedule

This Data Security Schedule is for service providers, contractors, and other interested third parties (hereafter referred to as the Service Provider) "Services/Solution" means the scope of work covered in the respective Request for Proposals (RFP).

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
<b>1</b>	<b>Privacy Policies</b>		
<b>1.1</b>	Service Provider shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as more fully set out in [ <a href="https://gdpr.eu/tag/gdpr/">https://gdpr.eu/tag/gdpr/</a> ] in relation to any Personal Data of customers, employees, and Board of Directors of SriLankan Airlines.		
<b>1.2</b>	Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.		
<b>1.3</b>	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.		
<b>1.4</b>	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.		
<b>1.5</b>	Service Provider shall not engage any third-party provider or non-employees to process Personal Data unless SriLankan has expressly consented in writing in advance to the use of such service . 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.		
<b>2</b>	<b>Security Governance</b>		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
2.1	Solution and the Service Provider shall be at least compliant (preferably certified) with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard.		
2.2	Service Provider shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.		
3	<b>Security Risk and Compliance</b>		
3.1	Service Provider shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.		
3.2	Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.		
3.3	Service Provider shall notify SriLankan Airlines where sub-contractor is engaged to provide services and shall ensure that sub- contractor also abides by this policy.		
3.4	Service Provider shall abide by the contractual agreements put in place with respect to SriLankan Airlines requirements which includes but not limited to data ownership and intellectual property rights.		
3.5	<p>Service Provider agreed that SriLankan Airlines may perform periodic assessment of the Service Provider's publicly visible security posture where necessary and the results will be:</p> <p>a) 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.</p> <p>b) Considered in the future engagement with the SriLankan Airlines.</p>		
4	<b>Personnel and Physical Security</b>		
4.1	Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.		
4.2	Service Provider shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.		
5	<b>Security in Applications, Systems and Networks</b>		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
5.1	Service Provider shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.		
5.2	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	Service Provider shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.		
5.4	Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services, and devices.		
5.5	Service Provider shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.		
5.6	Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.		
5.7	SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.		
5.8	Service Provider should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities.		
<b>6</b>	<b>Security in System Delivery Lifecycle</b>		
6.1	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/Not Applicable)	Remarks
6.2	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	Service Provider ensure that access to program source code is restricted and strictly controlled.		
6.4	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	<b>Data Security</b>		
7.1	Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels in liaison with SriLankan Airlines.		
7.2	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.		
7.3	Service Provider shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.		
7.4	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan/service-related data.		
7.5	<b>SriLankan Data in Cloud Environment:</b> The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.		
7.6	<b>SriLankan Data in Cloud Environment:</b> SriLankan data and application environment must be segregated from other entities' environments.		
8	<b>Authentication &amp; Password Compliance</b>		
8.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age – 90 Days, Minimum password length – 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
	attempts, 30 minutes lockout duration, password history – 8 passwords)		
8.2	The Service Provider shall transfer Authentication information through secure protocols.		
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
9	<b>Audit &amp; Event Logs</b>		
9.1	Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.		
9.2	The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.		
9.3	Solution and/or Service Provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Airlines on demand.		
10	<b>Encryption &amp; Anonymization</b>		
10.1	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
10.2	Data anonymization minimizes the risk of information leaks. Service Provider shall deploy Data Anonymization technologies to personally identifiable data and any other applicable data set.		
11	<b>Connectivity and Access Control</b>		
11.1	The solution should be enabled with current TLS version certificates.		
11.2	The Service Provider shall protect Remote diagnostic and configuration ports.		
11.3	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		
12	<b>Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)</b>		
12.1	Availability - 99.95% or higher		
12.2	Recovery Time Objective - 1 hour or less		
12.3	Recovery Point Objective - 1 hour or less		
13	<b>Right to Audit &amp; Monitor</b>		
13.1	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.		
14	<b>Legislative, Standards &amp; Regulatory Compliance</b>		
14.1	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
14.2	Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
14.3	In the event the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		
14.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on <a href="https://www.icta.lk/act/">https://www.icta.lk/act/</a> ), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.		
15	<b>Evaluation of The Service Provider/Cloud Service Provider (CSP)</b>		
15.1	Service Provider agrees that SriLankan may perform periodic assessment of the CSP's security posture where necessary with advance notice.		
15.2	The Service Provider/CSP hosting SriLankan data shall maintain certification in good standing with 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.		

## Annex S: Clientele Information Form

**A.) Relevant industrial experience in terms of provisioning and managing complex environments (Desktop Infrastructure Services having more than 500 users and expertise in last 5 years period**

Company Name	Company Representative's Contact Details (Please state name, official email address and telephone number)	project descriptions	Technologies used	Number of Users	Completed Date	Customer reference letters attached with Proposal (YES/NO) (Minimum 1 letter required)
1						
2						
n						

**B.) one other large-scale (above LKR 300 million) information technology infrastructure project for reputed companies and organizations in Sri Lanka or overseas, in last 5 years.**

Company Name	Company Representative's Contact Details (Please state name, official email address and telephone number)	project descriptions/Scope	Technologies used	Number of Users	Completed Date	Project Cost	Customer reference letters attached with Proposal (YES/NO) (Minimum 1 letter required)
1							
2							
n							

**C.) Bidder's other Project experiences**

Company Name	Company Representative's Contact Details (Please state name, official email address and telephone number)	project descriptions/Scope	Technologies used	Number of Users	Completed Date
i.) End User Devices & End Device Management					
1					
2					
n					

ii.)Virtual Desktops & user profile Management						
1						
2						
n						
iii.)Application Packaging & Delivery and / or Digital Workspace						
1						
2						
n						
iv.)Data Storage Solutions & Backups						
1						
2						
n						
v.)Internet & Network Services						
1						
2						
n						
vi.)Information Security Controls						
1						
2						
n						
vii.)Provision and Managing of Print Servers						
1						
2						
n						
viii.)Technological Service Management						
1						
2						
n						
ix.)Any other projects						
1						
2						
n						

**Note:** Please mention the users of the same service/solution proposed to SriLankan Airlines.  
In addition to above information please provide your clientele of other systems/solutions implemented. This information will be used to verify the Section III. Evaluation and Qualification Criteria, Minimum Eligibility Criteria, clause I, II and III.

## Section VII - General Specifications

- I. “Supplier/Bidder” means the proprietor of the brand or an authorized distributor for the proprietor. In the event where the supplier is an authorized distributor, it is mandatory an Authorized Distributor Status letter from the Proprietor is submitted to SriLankan Airlines along with the proposal to avoid rejection of the proposal.
- II. The Bidder should arrange product demonstration at SriLankan Airlines premises at the evaluation stage. All applicable expenses including airfare should be borne by the Bidder.
- III. The Bidder needs to perform a Proof of concept (POC) of the proposed system/solution on request of SLAL. All applicable expenses including airfare should be borne by the Bidder.
- IV. If required, SriLankan Airlines will request to inspect the product/solution at the evaluation stage by SriLankan Airlines’ personnel (minimum 2 pax), same has to be arranged by the Bidder at a client site to inspect the proposed product/solution. All applicable expenses including airfare shall be borne by the Bidder.
- V. All other on-site & off-site expenses & all incidental expenses related to the project implementation, maintenance & support etc. within the 5-year contract period, including Airfare should be borne by the Bidder.
- VI. If accepted, it is mandatory that the Supplier/Bidder signs a Contract Agreement. Refer Section VIII for Draft Contract.
- VII. 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 product/solution.
- VIII. Upon delivery and/ or completion of installation of the system/solution, SriLankan Airlines shall perform User Acceptance Tests (UAT) to determine that the goods/service is operating in conformance with SriLankan Airlines 's published performance specifications for the goods/service and any other requirements agreed to by the parties as indicated in the RFP.
- IX. If SriLankan Airlines find that the delivered goods/service does not comply with the Specifications stated in this Agreement, SriLankan Airlines in its discretion has the right to either reject or request modification to the goods/service to compliance with the Specifications. Modification shall not affect the Warranty/ Service Levels provided. If the goods/service is rejected SriLankan Airlines shall recover any and all the money paid, and any service penalties arising due to rejection of the system/solution.
- X. Please state whether your company has appointed a local agent for SriLankan Airlines supply & delivery of Goods and services to be procured under this bid exercise and please submit a separate Bidder information form including the information of local agent.
- XI. Advance payment is not acceptable. Quarterly payments with 45 days credit from the date of commissioning and acceptance by SLAL is required.
- XII. Liquidated Damages

The Contractor shall pay liquidated damages as follows:

Incident	Liquidated Damages
Delayed delivery	Liquidated damages shall be determined by the SriLankan Airlines and shall in any event be not less than the higher of (a) rate of one percent (01%) of the amount due for delivery per day (b) LKR 10,000 per day.
Non-compliance or Breach of Agreement	

## Section VIII - Draft Contract

In addition to the below mentioned clauses in this draft agreement, the Bidders proposal content and compliance in relation to all clauses of the RFP and DATA PRIVACY AND SECURITY SCHEDULE in Section IX shall be included into final agreement.

### **AGREEMENT FOR PROVISION OF SERVICE/SOLUTION**

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

Between;

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

And

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

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

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

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

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

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

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

**1. OBLIGATIONS OF THE CONTRACTOR:**

**1.1 The Contractor shall:**

- 1.1.1 Deliver Service/solution as more fully described in the Schedule ..... in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule ...., to the locations more fully described in Schedule ..... hereto according to the specifications provided in Annex ... (such schedules and annexes to be part and parcel of this Agreement) on non-exclusive basis on the terms and conditions set out herein.
- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
  - a) be in accordance with the specifications set out in Annex ....;
  - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
  - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals, and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule .... in quantities mentioned in Annex .... The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule ... of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause .... and Schedule .....).
- 1.1.8 Not assign, transfer, or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred, or sublet.



- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule .... if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 2.6 hereof.
- 1.1.11 Subject to the terms and conditions of this Agreement, the Service/solution shall be delivered on CFR-CMB (INCOTERMS latest version), and the rights and obligations of the Parties and the transfer of risk and title shall be governed in terms of CFR-CMB (INCOTERMS latest version).
- 1.1.12 Arrange pre delivery inspection at manufacturing plant once the Service/solution are completely manufactured for minimum 2 personnel of SriLankan Airlines at contractors' cost (expect air fare of SriLankan Airlines destinations) at the manufacturing location.
- 1.1.13 Provide all required and relevant testing facilities for pre delivery inspection for SriLankan Airline's personnel.
- 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.
- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.
- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule ..... or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause 1.3 while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.

- 1.5 The contractor shall provide a comprehensive unconditional warranty of ..... years from the date mentioned in the Commissioning and Acceptance Form in Annex .... for manufacturing defects of the Service/solution except wear and tear.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedule ....without any cost to SriLankan Airlines.

## **2. RIGHTS AND OBLIGATIONS OF SRILANKAN AIRLINES:**

- 2.1 SriLankan Airlines shall pay the Contractor for Service/solution provided at the rates and in the manner specified and described herein (particularly in Clause .... and Schedule ..... hereto). For the avoidance of doubt, the adjustment/variation of the quantity of Service/solution provided under this Agreement shall still be provided by the Contractor in accordance with the same rates as specified under Schedule .....
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractor as provided in Schedule ..... where the Contractor fails to deliver the Service/solution as required under this Agreement or any non-compliance or breach by the Contractor of any of its obligations under this Agreement.
- 2.3 Notwithstanding anything contained in this Agreement, SriLankan Airlines may at any time hire, purchase and/ or engage any other person(s)/contractor(s) to purchase Service/solution which are similar to the Service/solution contemplated in this Agreement and/or which SriLankan Airlines may deem in its opinion as specialized in nature.
- 2.4 Have the right to inspect and reject the Service/solution (or any part thereof) provided under this Agreement if in its opinion it decides that such Service/solution (or any part thereof) fail to meet the specifications required by SriLankan Airlines under this Agreement or is not of merchantable quality and unfit for the purposes intended. SriLankan Airlines right to inspect and where necessary, reject the Service/solution (or part thereof) after the Service/solution' arrival or issuance of the Delivery Note shall in no way be limited or waived by reason of the Service/solution having previously been inspected and passed by SriLankan Airlines or its representative prior to the Service/solution delivery.
- 2.5 When the Service/solution are received to SriLankan Airlines stores, SriLankan Airlines shall conduct a quality and quantity inspection of the same and shall accept the Service/solution at the locations once commissioning and training is completed, and other required items/Service/solution specified in Schedule ..... are handed over by the contractor. If there is a discrepancy in quantity received and quantity indicated in invoice, UL will inform same to Bidder within 5 working days of receipt of shipment to stores.
- 2.6 Upon the acceptance of the Service/solution by SriLankan Airlines, the Service/solution shall become and remain the property of SriLankan Airlines. Notwithstanding that title in whole or in part of the Service/solution may have passed to SriLankan Airlines pursuant to Clause 2.7, the Contractor shall

remain and be responsible to SriLankan Airlines to make good any loss or damage to such Service/solution due to any act or negligence on the part of the Contractor or Contractor's Representatives; or arising from any incident whatsoever from the commencement of this Agreement until the Service/solution are handed over to SriLankan Airlines at the port of destination, Colombo and accepted by SriLankan Airlines.

- 2.7 Nothing in this Agreement shall prevent SriLankan Airlines from sourcing similar Service/solution or any other Service/solution or services from any third party on whatsoever basis during the period of the Agreement.
- 2.8 In the event SriLankan Airlines in its opinion decide that the Service/solution are not in accordance with the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution; and
  - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
  - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

### **3. INVOICING & PAYMENT:**

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule ... hereto.
- 3.2 The Contractor shall not increase the rates, charges or any other prices set out in this Agreement during the period of this Agreement.
- 3.3 Subject to Clause 3.5, SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within ..... days from the date of Commissioning and Acceptance in Annex ... . The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.
- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause 3.3 hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favor, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.

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

**4. LIABILITY & INDEMNITY:**

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

**5. INSURANCE:**

5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These insurances will include but not limited to;

- a. A property all risk insurance policy covering any property of the Bidder whilst on the premises of SLA for their current replacement costs. The insurance policy so arranged shall be extended to cover but not be limited to the perils of fire, lightning, electrical and electronic damage, riot & strike, Malicious damage, explosion, cyclone, storm, tempest, flood, natural perils, aircraft damage, impact, accidental damage, terrorism, burglary.
- b. A public liability insurance policy with a limit of indemnity of not less than LKR 5,000,000 per event. The insurance policy so arranged shall be extended to cover liability arising out of fire and explosion.
- c. A workmen's compensation insurance policy covering any employees of the two companies whilst on the premises of SLA in the performance of this agreement. The insurance policy so arranged shall be extended to cover riot and terrorism. In the event a non-Sri Lankan national is employed in the performance of this agreement such employee or consultant shall have a suitable personal accident insurance cover which shall be extended to cover riot and terrorism.
- d. A professional indemnity insurance policy with a limit of indemnity of not less than LKR 10,000,000 per event.
- e. The Bidder shall provide SLAL copies of all certificates or policies of the above insurance covers as evidence.

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

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

- 5.3 The Contractor shall also within 15 days of the execution of this Agreement and at each consequent renewal (or renewal of insurances whichever shall occur first) produce an Insurance Policy/Certificate/Endorsement evidencing coverage as per the requirements of Clause 5.1.
- 5.4 In the event the Contractor defaults and/or fails to comply with any of its obligations under this Clause, SriLankan Airlines may (without prejudice to any other remedy available under this Agreement) pay any premiums that may remain due and unpaid provided that SriLankan Airlines shall be entitled to deduct or charge the Contractor any such amounts expended by it to pay such aforementioned unpaid premiums.
- 5.5 The insurance coverage required by Clause 5.1 and 5.2 shall at all times be valid and adequate to meet all the obligations set out above and any other obligations required by law. Failure to maintain insurance coverage to the required level will be considered by SriLankan Airlines as a fundamental breach of this Agreement.

**6. NON-COMPLIANCE:**

- 6.1 In the event of the non-compliance or breach by the Contractor of any of its obligations contained in this Agreement, SriLankan Airlines may at its discretion, without prejudice to any of its rights under this Agreement:
- a) Terminate this Agreement as per Clause 7 below:
  - b) Charge the Contractor liquidated damages at the rate specified in Schedule .... of the estimated amount of the monies payable for the relevant Service/solution for the relevant period of noncompliance or breach; and/or
  - c) Obtain the Service/solution from another contractor provided however, that in the event any money is expended by SriLankan Airlines on account of the Contractor's non-compliance or breach of its duties, such said expenditure shall be re-charged to the Contractor.

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

**7. TERM & TERMINATION:**

- 7.1 This Agreement shall be valid for a period of \_\_\_ years commencing from \_\_\_\_\_ until \_\_\_\_\_ unless terminated earlier and shall automatically stand terminated upon the expiry of the Agreement. Notwithstanding the above, the Parties may extend the Term of this Agreement upon the expiry of the Term for a further period of 1 year by written mutual agreement on the same terms and conditions of this Agreement; provided however that such extension shall be subject to the Contractor's satisfactory performance of the Agreement decided at the sole discretion of SriLankan Airlines.
- 7.2 Notwithstanding Clause 7.1, SriLankan Airlines may terminate this Agreement at any time, without assigning any reasons whatsoever, by giving the Contractor 90 days' written notice of termination

without any liability to pay compensation and such termination shall take effect on the expiry of the said 90 days' notice period.

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

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

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

- a) if the other party is in breach of any of the terms or conditions of this Agreement and fails to rectify same within 30 days of the written notice of the breach to the defaulting party or immediately if the breach is incapable of remedy;
- b) if the other party enters into liquidation whether compulsory or voluntary (otherwise than for the purpose of amalgamation or reconstruction) or compounds with or enters into a scheme of arrangement for the benefit of its creditors or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of debt; and/or
- d) if the other party shall cease substantially to carry on trade or shall threaten to cease substantially to carry on trade.
- e) disruption to the performance of the Agreement for a period of more than 60 days due to force majeure event.

7.5 Expiration or termination of this Agreement pursuant to the provisions of this Clause shall be without prejudice to the accrued rights and liabilities of either party.

7.6 On termination of this Agreement the Contractor shall only be entitled to receive the payment of monies (less any monies as SriLankan Airlines are entitled to deduct/set-off under this Agreement) for Service/solution duly provided in accordance with the terms of this Agreement. The Contractor shall not be entitled to any further costs, remuneration consequential or special damages, loss of profits or revenue claimed to have been suffered by the Contractor (including its agents, employees, and representatives) as a result of this Agreement.

7.7 In the event SriLankan Airlines terminates this Agreement in whole or in part, pursuant to 7.3 a), b) or c) of the Agreement, SriLankan Airlines may procure upon such terms and in such manner as it deems appropriate, Service/solution , as the case may be, similar to those undelivered under the Agreement, and the Contractor shall be liable to SriLankan Airlines for any excess costs for such similar Service/solution procured by SriLankan Airlines. However, the Contractor shall continue performance of the Agreement to the extent not terminated herein.

## **8. BANK GUARANTEE:**

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

## **9. GOVERNING LAW:**

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

## **10. FORCE MAJEURE:**

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



any inability so caused. Such cause(s) shall however as far as possible be remedied by the affected party with all reasonable dispatch.

- 10.2 Notwithstanding the above each party shall give the other as soon as possible notice of the occurrence or imminent occurrence of an event as indicated above and where such notice is given verbally it shall be followed immediately in writing.
- 10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical. And shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance with the time schedule as specified in the respective Purchase Order(s) due to any of the force majeure event mentioned above, the time schedule for the delivery of Service/solution shall be extended accordingly.

**11. SERVICE LEVEL AGREEMENT AND DATA PRIVACY & SECURITY SCHEDULE:**

- 11.1 All the service levels, additions, or amendments in accordance with the Service Level management process and measure/report its performance will attached as a separate Schedule (as specified in the RFP "Section VI Service Level Requirements") to the final agreement.
- 11.2 DATA PRIVACY AND SECURITY SCHEDULE as specified in Section IX will be attached as a separate Schedule to the final agreement.

**12. GENERAL:**

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

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

In the case of SriLankan Airlines to –

SriLankan Airlines Limited  
Commercial Procurement,  
Bandaranaike International Airport,  
Katunayake, Sri Lanka

Fax :  
E-mail:  
Attention:

In the case of the Contractor to -

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

For and on behalf of      For and on behalf of **SRILANKAN AIRLINES LIMITED**

\_\_\_\_\_  
Name:  
Designation:

\_\_\_\_\_  
Name:  
Designation:

\_\_\_\_\_  
Witness:

Name:  
Designation:

\_\_\_\_\_  
Witness:

Name:  
Designation:

## Section IX - Data Privacy and Security Schedule

### 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 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 compliant for ISO/IEC 27001:2013 Information Security Management System (ISMS) standard and the certification should be up to date.
- 2.2. The Service Provider shall designate named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Airlines and liaise with SriLankan Information Security team as required.

### 3. Security Risk and Compliance

- 3.1. The Service Provider shall perform Information Security risk assessments on periodic basis and maintain a register of security risks related to the provision of its services to SriLankan and to processing of SriLankan information and/or information systems.

**3.2.** The Service Provider shall comply with all applicable SriLankan corporate and Information Security policies, standards, and procedures.

#### **4. Personnel and Physical Security**

**4.1.** The Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan information & information systems.

**4.2.** The Service Provider shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.

#### **5. Security in Applications, Systems and Networks**

**5.1.** The Service Provider shall ensure that SriLankan information and/or information systems are physically or logically segregated from other customers.

**5.2.** The Service Provider shall design, implement, and operate suitable controls to ensure continuity of services in accordance with system uptime and performance requirements, Recovery Time Objective and Recover Point Objective.

**5.3.** The Service Provider shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan.

**5.4.** The Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan information and information systems. This applies to access attempts made by users, services, and devices.

**5.5.** The Service Provider shall not process or store SriLankan information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.

**5.6.** The Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan information. Reports shall be shared with relevant stakeholders in SriLankan. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.

**5.7.** SriLankan Airlines may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.

**5.8.** The Service Provider should provide to SriLankan Airlines on request, the status of the closure of high vulnerabilities.

## **6. Security in System Delivery Lifecycle**

- 6.1.** The Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan requirements.
- 6.2.** The Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan.
- 6.3.** The Service Provider ensure that access to program source code is restricted and strictly controlled.
- 6.4.** The Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.

## **7. Data Security**

- 7.1.** The Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan data and/or information in accordance with the classification levels.
- 7.2.** Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.
- 7.3.** The Service Provider shall retain SriLankan data and/or information based on SriLankan data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.

## **8. Backups**

- 8.1.** The Service Provider shall agree for scheduled data backups solution as mentioned in “Section VI 38. Backups, Retention & Redundancy” if the RFP.

## **9. Authentication & Password Compliance**

- 9.1.** The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age – 90 Days, Minimum password length – 8 Characters, Password change at initial login, Password Complexity (at least one ‘UPPERCASE’ character, at least one ‘lowercase’ character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history – 8 passwords)
- 9.2.** The Service Provider shall transfer Authentication information through secure protocols.

**9.3.** The solution should be able to display the time and date of last successful login, and any failed login attempts to user.

## **10. Audit & Event Logs**

**10.1.** Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.

**10.2.** The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.

**10.3.** Solution and/or solution provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Airlines on demand.

## **11. Encryption**

**11.1.** The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.

## **12. Connectivity and Access Control**

**12.1.** The solution should be enabled with current TLS version certificates.

**12.2.** The Service Provider shall protect Remote diagnostic and configuration ports.

**12.3.** The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)

## **13. Service Continuity**

**13.1** Service Provider shall agree to Service Levels (Availability, Recovery Point Objective & Recovery Time Objective) as detailed in Service Level Agreement referred in Master Agreement.

## **14. Right to Audit & Monitor**

**14.1.** The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Airlines.

## **15. Legislative, Standards & Regulatory Compliance**

**15.1.** The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines

**15.2.** Information shared or services obtained as part of SriLankan Airlines engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).

**15.3.** Solution and/or Solution Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on <https://www.icta.lk/act/>), including and

not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.

#### **16. Evaluation of The Service Provider/Cloud Service Provider (CSP)**

**16.1.** SriLankan may perform periodic assessment of the Cloud Security Provider's security posture where necessary.

**16.2.** The Service Provider/CSP hosting SriLankan data shall maintain a certification in good standing against an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.

#### **17. Protection of SriLankan Data in Cloud Environment**

**17.1.** The Service Provider/CSP must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan data.

**17.2.** SriLankan data and application environment must be segregated from other entities' environments.

#### **18. Compliance and Audit in Cloud Environment**

**18.1.** The Service Provider /CSP must demonstrate compliance against SriLankan Extended Information Security policy, relevant contractual requirements and applicable external standards and regulations.

**18.2.** SriLankan shall conduct security reviews where necessary on the cloud environment on an ongoing basis to verify compliance.



## Section X - Performance Security

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

\_\_\_\_\_  
[signature(s)]

## Section XI - Vendor Information Form

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

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

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

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

**Details of vendor's authorized signatory:**

Name:

Designation:

Date:

Signature & Company Rubber Stamp:

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

✓ Tick the appropriate boxes

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