



**STANDARD BIDDING DOCUMENT  
INTERNATIONAL COMPETITIVE BIDDING**

**INVITATION FOR SUBMISSION OF BIDS FOR THE  
PROVISIONING OF A BAGGAGE RECONCILIATION SYSTEM (BRS) AT  
BANDARANAIKE INTERNATIONAL AIRPORT (BIA) &  
MATTALA RAJAPAKSA INTERNATIONAL AIRPORT (MRIA)  
FOR  
SRILANKAN AIRLINES**

**IFB REFERENCE NO: CPIT/ICB 02/2019**

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

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## Section I. Instructions to Bidders (ITB)

*ITB shall be read in conjunction with the 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 Baggage Reconciliation System (BRS) 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.

#### 2. Ethics, Fraud and Corruption

2.1. The attention of the bidders is drawn to the following guide lines 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 inducement 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 in 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, noncompetitive levels; and
- (d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons of their property to influence their participation in the procurement process or affect the execution of a contract.

2.3. If SriLankan Airlines find any unethical practices as stipulated under ITB Clause 2.2, SriLankan Airlines will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

### 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 conflict of interest shall be disqualified. Bidders may be considered to have 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 A Bidder that is under a declaration of ineligibility by the National Procurement Commission (NPC), at the date of submission of bids or at the date of contract award, shall be disqualified. The list of debarred firms is available at the website of NPC, [www.nprocom.gov.lk](http://www.nprocom.gov.lk)

### 4. Eligible Goods and Related Services

4.1 All the Goods and Services rendered under this contract shall be complied 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/ General Specifications & Compliance sheet
- Section VII - Draft Contract and Performance Security

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 no later than ten (10) days prior to the deadline for submission of bids. 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 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, pursuant to 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 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 There will be ONLY ONE ROUND of bidding. However, SriLankan Airlines reserves the right to negotiate with the lowest evaluated, substantially responsive Bidder(s).
- 13.2 The Bidder shall indicate on the Price Schedule (Annex B) the unit prices of the goods/services it proposes to supply under the Contract.
- 13.3 Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, a Bidder wishes to offer discount as a lot the bidder may do so by indicating such amounts appropriately.
- 13.4 If so indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or for 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 more than one Contract shall specify the applicable price reduction separately.
- 13.5 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 material 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 final destination;
    - (iii) the price of other incidental services
- 13.6 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.
- 13.7 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 in Sri Lanka Rupees.

## **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.

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, 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 criterion 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 Declaration**

19.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Annex C.



19.2 Any bid not accompanied by a substantially responsive Bid securing Declaration in accordance with 1TB Sub-clause 19.1, Shall be rejected by Sri Lankan Airlines as non-responsive.

19.3 Bid Securing Declaration may be executed:

- (a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission from, except as provided in 1TB Sub-Clause 24.1 or
- (b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to 1TS Sub-Clause 27.1
- (c) If the successful Bidder fails to :
  - (i) Sign the contract in accordance security with 1TB Sub-Clause 40;
  - (ii) Furnish a performance Security in accordance with 1TB 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 (un-priced) and Financial (priced) proposal should be submitted in two separate sealed envelopes with the IFB reference no. CPIT/ICB 02/2019 and the Bidding Company's name and the type of proposal (Technical or Financial) clearly marked on the top left corner of the envelope.

- (c) The bidder shall submit the proposals for the following two financial options separately in the price schedule forms attached at Annex B.
- 1) Financial Option I - Hosted at vendor location for 5 years through a Service Level Agreement (SLA). Price schedule form attached at Annex B-I.
  - 2) Financial Option II - Hosted at SriLankan Airlines premises for 5 years through a Service Level Agreement (SLA). Price Schedule form attached at Annex B-II.

The bidders have the option to submit their proposal either for both options or for a Single option. Sri Lankan Airlines has the sole authority to select the most responsive option based on the proposals submitted by the Bidders.

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, 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 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 non-conformities 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 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 Declaration 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 schedule of 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 purposes, SriLankan Airlines shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates prevailed 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 Sub-Clause 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.

## **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.

SriLankan Airlines reserves rights to negotiate with the lowest evaluated Bidder(s), in the unlikely event of tie, even after negotiation with the lowest Bidder(s), SriLankan Airlines reserves rights to request the tied Bidders to jointly supply, giving preference to the lower quoted Bidder

## **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 An affirmative determination shall be prerequisite for 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 shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

#### **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 twenty five percent (25%) 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, if required by SriLankan Airlines, may furnish the Performance Security amounting to a minimum amount of 10% of the agreement, using the form included in Section VII - Annex H. SriLankan Airlines reserves the rights to request for 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 execution of the Bid- Securing Declaration. In that event, SriLankan Airlines may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by SriLankan Airlines to be qualified to perform the Contract satisfactorily.



## Section II. 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.

<b>ITB Clause Reference</b>	<b>A. General</b>
<b>ITB 1.1</b>	The purchaser is SriLankan Airlines Ltd The name and identification number of the Contract are - Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines. (IFB No. CPIT/ICB 02/2019)
	<b>B. Contents of Bidding Documents</b>
<b>ITB 6.1</b>	For <u>Clarification of bid purposes</u> only:  <u>SriLankan Airlines contact details</u>  Mailing address: Attn. Mr. Sampath Sudasinghe SriLankan Airlines Limited Commercial Procurement Department (IT Procurement) Airline Centre, Bandaranaike International Airport, Katunayake, Sri Lanka  Tel : +94 (0) 197332777 Fax : +94 (0) 197335218  A prospective Bidder requiring any clarification of the Bidding Documents shall contact SriLankan Airlines in writing at the e-mail address specified below:  E-mail : <a href="mailto:sampath.sudasinghe@srilankan.com">sampath.sudasinghe@srilankan.com</a> <a href="mailto:sarath.jayathunga@srilankan.com">sarath.jayathunga@srilankan.com</a>
	<b>C. Preparation of Bids</b>
<b>ITB 10.1 (e)</b>	The Bidder shall submit the following additional documents: Company profile Client references - Section VI - Annex F
<b>ITB 11.1 (e)</b>	The Bidder shall fill and submit the following <u>Compulsory Forms</u> in Section IV.  1. Bid Submission Form - Section IV Annex A 2. Price Schedule - Section IV Annex B (B-I,B-II,B-III) 3. Bid Securing Declaration - Section IV - Annex C
<b>ITB 18.1</b>	The bid shall be valid for 180 days from the bid closing date.
<b>ITB 19.1</b>	Bid shall include Bid Security Declaration using the form included in Section IV - Annex C.
	<b>D. Submission and Opening of Bids</b>
<b>ITB 21.2(c)</b>	The inner and outer envelopes shall bear the following identification marks: - Provisioning of a Baggage Reconciliation System (BRS) for SriLankan Airlines. IFB No. CPIT/ICB 02/2019

ITB 22.1	<p>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.</p> <p>The following details of the bidder who wishes to hand deliver bids or participate for bid opening should be submitted to the e-mail address : sampath.sudasinghe@srilankan.com one day in advance to arrange security clearance:</p> <ol style="list-style-type: none"> <li>1) Company Name :</li> <li>2) Name/NIC No of the participants : (Maximum 02 participants)</li> <li>3) Driver's Name /NIC No (if any) :</li> <li>4) Details of the vehicle (if any):</li> <li>5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc.</li> </ol>
	<p>The deadline for the submission of bids is:  Date : 17 September 2019 Time: 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)</p>
ITB 25.1	<p>The bid opening shall take place at:  Address: SriLankan Airlines Ltd, Airline Centre, BIA, Katunayake, Sri Lanka  Date: 17 September 2019 Time: 11.15 a.m. Sri Lankan time (GMT +5:30 Time Zone)</p>
<b>E. Evaluation and Comparison of Bids</b>	
ITB 33.4	<p>The following factors and methodology will be used for evaluation:  Minimum Eligibility Criteria &amp; Evaluation criteria stipulated in Section III.</p>
ITB 35.2	<p><b>Post-qualification Requirements</b>  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 ITB Clause 35, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.</p> <p>(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 to ensure adequacy of Bidder Financial capability</p> <p>(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 the similar services offered with reference letters and reference contacts.</p>

### Section III. Evaluation and Qualification Criteria

#### Minimum Eligibility Criteria

- I. The Supplier must be able to provide a BRS solution which is currently installed in a production environment (need reference)
- II. The Supplier must have been in the business of installing, maintaining and operating similar baggage reconciliation system/s at minimum three (03) international airports which operates more than five (05) international airlines during last five (05) years
- III. The sites in above II must operate for last two (02) years
- IV. The Supplier must have been in the business of providing centralized global support centre services utilizing ITIL trained service personnel on a twenty-four (24) hours /seven (7) days per week basis. The support centre must provide, as a minimum, full incident management, remote monitoring, server / network management, second level support & monthly incident report
- V. Compliance of IATA 753 once the implementation completed

#### Evaluation Criteria

The proposed service/solution will be subjected to a Technical Committee evaluation based on the following criteria:

- I. Assessment of Customer feedback (3 on-going users) on the BRS system implemented at international airports on implementation and maintenance support
  - II. 05 years of Past experience in BRS systems implemented at International airports similar or bigger deployment to BIA. For cloud based solutions, the Bidder needs to give references for one such installation and the references will be taken from these sites
  - III. Assessment and evaluation of the business proposals submitted (Point-by-point compliance sheet) by each Supplier
  - IV. Assessment of Product Demonstration by each Bidder to show the system capabilities, product architecture, integration capabilities and comprehensive Support & Service levels
  - V. Evaluation will consider a site visit to where the Bidder's best practices implemented in an international airport as suggested by Minimum Eligibility Criteria - II. The reference site will have to be nominated by the Bidder
  - VI. Total final cost of the project for 5 years
  - VII. Credit terms better than specified
- Evaluation will be based on the two financial options referred under clause 21.1 (c), subject to a Net Present Value (NPV) calculation to select the most financially viable option for SLA.

## Section IV. Bidding Forms

### Table of Forms

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Section IV - Annex A

**THIS IS A COMPULSORY FORM. IF YOU DO NOT FILL & 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 to 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 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]*;
  - 1) Financial Option I - Hosted at vendor location for a period of 5 years: *[insert the total bid price in words and figures]*;
  - 2) Financial Option II - Hosted at SriLankan Airlines premises for a period of 5 years: *[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]*;
- (e) Our bid shall be valid for the period of time 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 obtain 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-has 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 person whose name and capacity are shown]*

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

Name: *[insert complete name of 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]*

Section IV - Annex B-I : Price Schedule Form for Option I - System hosted at vendor location  
Reference No: CPIT/ICB 02/2019

Provisioning of Baggage Reconciliation System at Bandaranaike International Airport (BIA) & Mattala Rajapaksa International Airport (MRIA).  
System hosted at vendor location (Fully Managed Service model) including Installation, Commissioning, Warranty, Maintenance with end to end Support  
services for 5 years through a Service Level Agreement (SLA).

Name of the Bidder : .....

Name of the Principal : .....

Name of the Manufacturer : .....

Line Item N°	Description	Brand/Model	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
1	<u>Cost of the Solution which covers the mandatory requirements at Section VI</u>						
1.1	Implementation cost (if applicable)						
1.2	Acquisition cost (if applicable)						
1.3	License cost (if applicable)						
1.4	Integration cost with other systems (if relevant)						
1.5	Project management cost						
1.6	Scoping study (if applicable)						
1.7	Product Customization (if applicable)						
1.8	Data migration						
1.9	Training						
1.10	Any other requirements - Please specify						
	<b>Total cost for the Solution for 5 years</b>						
2	<u>Hardware requirements to provision the solution with warranty, maintenance &amp; support for 5 Yrs</u>						
2.1	Servers		Each				
2.2	Fire Walls		Each				
2.3	Core Switches		Each				
2.4	Access Switches		Each				
2.5	Any other requirements - Please specify						

Line Item N°	Description	Brand/Model	Unit of Measure	Qty	Rental Cost per month	Total rental cost for 60 months	Remarks
	Total cost of Hardware requirements to provide the solution with warranty, maintenance & support for 5 years						
3.	<b><u>End User Devices with warranty, maintenance &amp; support for 5 years</u></b>						
3.1	Access Point's (external)		Each	25			
3.2	Access Point's (internal)		Each	32			
3.3	Scanners (with Battery)		Each	68			
3.4	Backup batteries		Each	63			
3.5	Chargers {4slot} (batteries only)		Each	13			
3.6	Chargers [4slot] (with scanner)		Each	04			
3.7	Admin Work Stations		Each	12			
3.8	Any other requirements - Please specify						
	<b>Total cost of End User Devices with warranty, maintenance &amp; support for 5 years</b>						
4.	<b><u>Variable/Recurrent charges</u></b>						
4.1	System usage fee (if applicable)		Monthly	60			
4.2	Hosting charges (if applicable)		Monthly	60			
4.3	Communication charges (if relevant)		Monthly	60			
4.4	Any other requirements - Please specify		Monthly	60			
	<b>Total variable recurrent cost for 5 years</b>		Monthly	60			
	<b>All-inclusive total project cost for 5 years</b>						

Payment terms - Quarterly in arrears over the 5 year period with 45 days Credit from the Invoice date. - **Please confirm.**

Advance payment is not acceptable. 45 days credit from the date of invoice

Note : Please submit your financial proposal on your Company Letter Head based on the above price format & complete all the required information. 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.





Section IV - Annex B-II : Price Schedule Form for Option II - System hosted at SriLankan premises  
Reference No: CPIT/ICB 02/2019

Provisioning of Baggage Reconciliation System at Bandaranaike International Airport (BIA) & Mattala Rajapaksa International Airport (MRIA).  
System hosted at SriLankan premises (Outright purchase model) including Installation, Commissioning, Warranty, Maintenance with end to end Support  
services for 5 years through a Service Level Agreement (SLA).

Name of the Bidder : .....

Name of the Principal : .....

Name of the Manufacturer : .....

Line Item Nº	Description	Brand/Model	Unit of Measure	Qty	Unit Price	Total price	Remarks
1	<u>Cost of the Solution which covers the mandatory RFP requirements at Section VI</u>						
1.1	Implementation cost						
1.2	Acquisition cost (if applicable)						
1.3	License cost (if applicable)						
1.4	Integration cost with other systems (if relevant)						
1.5	Project management cost						
1.6	Scoping study (if applicable)						
1.7	Product Customization (if applicable)						
1.8	Data migration						
1.9	Training						
1.10	Any other requirements - Please specify						
	<b>Total one-time cost of the solution</b>						
2	<u>Backend Hardware requirements to provision the solution with warranty, maintenance &amp; support for 3 years</u>						
2.1	Servers		Each	03			
2.2	Fire Walls		Each	03			
2.3	Core Switches		Each	03			
2.4	Access Switches		Each	03			
2.5	Any other requirements - Please specify						

Line Item N°	Description	Brand/Model	Unit of Measure	Qty	Unit Price	Total price	Remarks
	Total cost of Hardware requirements to provision the solution with warranty, maintenance & support for 3 years						
3.	<u>End User Devices with warranty, maintenance &amp; support for 3 years</u>						
3.1	Access Point's (external)		Each	25			
3.2	Access Point's (internal)		Each	32			
3.3	Scanners (with Battery)		Each	68			
3.4	Backup batteries		Each	63			
3.5	Chargers {4slot} (batteries only)		Each	13			
3.6	Chargers [4slot] (with scanner)		Each	04			
3.7	Admin Work Stations		Each	12			
3.8	Any other requirements - Please specify						
	Total cost of End User Devices with warranty, maintenance & support for 3 years						
			Unit of measure	Qty	Cost per month	Total cost	Remarks
4.	<u>Variable/Recurrent charges</u>						
4.1	System usage fee (if applicable)		Monthly	60			
4.2	Hosting charges (if applicable)		Monthly	60			
4.3	Communication charges (if relevant)		Monthly	60			
4.4	Any other requirements - Please specify		Monthly	60			
5	<u>Maintenance &amp; Support</u>						
5.1	Maintenance & Support of the system through a Service Level Agreement for the 1 <sup>st</sup> 3 years to meet the service levels stated in the Bid document		Monthly	36			
5.2	Warranty, Maintenance & Support Cost for 4th year		Monthly	12			
5.3	Warranty, Maintenance & Support Cost for 5th year		Monthly	12			
	<u>Total variable recurrent cost for 5 years</u>						
	<u>All-inclusive total project cost for 5 years</u>						

\* Only data centre services (server racks, air-condition, UPS power and LAN/WAN) will be provided by SLA. All other core infrastructure requirements such as

servers, Wi-Fi network equipment, handheld scanners and its accessories etc. to be provided by the bidder

Payment terms - with 45 days Credit form the Invoice date.

- a) Hardware/Equipment : 40% on successful delivery & 60% on successful installation, commissioning & acceptance of the System
- b) Installation & Commissioning : on successful installation, commissioning & acceptance of the System
- c) Variable/recurrent charges, Maintenance Support & other charges : Quarterly in arrears

Advance payment is not acceptable. 45 days credit from the date of invoice

Note : Please submit your financial proposal on your Company Letter Head based on the above price format & complete all the required information. 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.

Bid Validity:.....

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

Implementation lead time: .....

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

Method of payment :

Bank details :

Head Office :

Account Name :

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

..... *[signature of person signing the Bid]*  
..... *[designation of person signing the Bid with frank]*  
Date : ..... *[insert dat*

**Annexure B-III - Price Schedule for Travel & Incidental Expenses**  
**Invitation for Submission of Bids for Procurement of Baggage Reconciliation System at**  
**Bandaranaike International Airport (BIA) & Mattala Rajapaksa International Airport (MRIA)**  
**Reference No: CPIT/ICB 02/2019**

Refer schedule for the Travel and incidental expenses related to project implementation, training, support & maintenance within the 5 year contract period as stipulated under clause V in Section V - General Conditions of the RFP documents (This requirement is applicable for overseas vendors/ bidders)

A) Air tickets - provided Free of Charge by SriLankan Airlines only to & from the destinations operated by SriLankan Airlines

Purpose of visit	Point of Travel			Number of personnel	Number of visits	Total number of visits	Total number of Air tickets for 05 years
	Origin	Destination	Return				
1. Implementation		CMB					
2. Training		CMB					
3. Maintenance & Support							
3.1. 1 <sup>st</sup> year		CMB					
3.2. 2 <sup>nd</sup> year		CMB					
3.3. 3 <sup>rd</sup> year		CMB					
3.4. 4 <sup>th</sup> year		CMB					
3.5. 5 <sup>th</sup> year		CMB					
4. Any other requirements (Please specify)		CMB					

B) Incidental expenses - All-inclusive per day rate which include Hotel accommodation per-diem/meals/ ground transportation/ communication & all other related expense

Purpose of visit	Number of personnel	Number of visit days	Total number of days	All-inclusive per day rate	Total amount for 05 years
1. Implementation					
2. Training					
3. Maintenance & Support					
3.1. 1 <sup>st</sup> year					
3.2. 2 <sup>nd</sup> year					
3.3. 3 <sup>rd</sup> year					
3.4. 4 <sup>th</sup> year					
3.5. 5 <sup>th</sup> year					
4. Any other requirements (Please specify)					

Section IV - Annex C

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

**Bid-Securing Declaration**

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

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

\*Name of contract -- [insert name]

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

To: SriLankan Airlines  
Limited. We, the  
undersigned, declare that:

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

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

Name [insert printed or typed name]

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

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

**Section V - Schedule of Requirements**

Line Item #	Description of Goods/service	Qty	Unit of Measure	Final Destination	Delivery Date
01	<b>Provisioning of a Baggage Reconciliation System (BRS)</b>		Nos	IT division of SLA	Based on the project implementation time lines
02	Hardware requirements to provide the solution				
03	End User Devices with 05 year warranty & support				
	Access Point's (external)	25	Nos		
	Access Point's (internal)	32	Nos		
	Scanners (with Battery)	68	Nos		
	Backup batteries	63	Nos		
	Chargers {4slot} (batteries only)	13	Nos		
	Chargers [4slot] (with scanner)	04	Nos		
	Admin Work Stations	12	Nos		
04	Implementation (if applicable)		Each		
05	Acquisition (if applicable)		Each		
06	License (if applicable)		Each		
07	Integration with other systems (if applicable)		Each		
08	Project management		Each		
09	Scoping study (if applicable)		Each		
10	Product Customization (if applicable)		Each		
11	Data migration		Each		
12	Training		Each		
13	System usage		Each		
14	Hosting		Each		
15	Communication (if applicable)		Each		
16	Support & Maintenance for 5 years		Each		

**Section VI - Technical/General Specifications & Compliance Sheet**

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

**1. INTRODUCTION**

**1.1 PURPOSE**

SriLankan Airlines Limited, (hereafter, SLAL) as the sole ground handling company at Bandaranayake International Airport (hereafter BIA) and Mattala Rajapaksha International Airport (hereafter MRIA) is soliciting proposals from interested Bidders for the design, supply, installation , commission and support of a Baggage Reconciliation System (BRS).

The purpose of this document is to provide the business and technical requirements specific to BIA & MRIA and to identify and select an industry standard high-quality solution which could provide dynamic and optimal process and functionalities to maximize the benefits for all operating airlines and ground handlers. All the requirements mentioned herein are mandatory unless otherwise stated as Optional.

Suppliers interested in submitting proposals to provide such solutions are required to follow the recommended guidelines and instructions contained in this Request for Proposals (RFP).In the event it becomes necessary to revise any part of this RFP, revisions will be provided by addenda.

**1.2 BACKGROUND**

SriLankan airline launched in 1979, Sri Lanka’s National Carrier is an award winning airline with a solid reputation for service, comfort, safety, reliability, and punctuality.

The airline’s hub is at BIA, providing convenient connections to its global route network of 100 destinations in 47 countries and operates one of the most modern fleets in the region. SriLankan use many state-of-the-art technology solutions for day to day planning and operations.

SLAL business activities are heavily dependent on its IT infrastructure. Therefore, security and continuous operation of its applications, networks, desktops and peripherals are key requirements of business continuity. As such, seamless integration of BRS plays an important role with effective management of infrastructure & network, safeguarding all aspects of security of corporate data and network.

SLAL is the present BRS owner and sole ground handler at BIA and MRIA. SLAL first installed BRS at BIA in year 2000 & extended the service to MRIA in 2013. BIA airport BRS network is supported on SLAL local area network (LAN) which is managed 24x7 by SLAL IT team. BRS services for MRIA Airport is extended over wide area network (WAN) which is also managed 24x7 by SLAL IT team. The SLAL IT data center is the main core room which hosts all the servers and network switches of current BRS infrastructure supporting both BIA and MRIA. The Disaster Recovery (DR) site hosts network switches & servers for BRS services.



Table 1.1 below gives current BRS setup and its operation.

1	BRS servers (application, web and database)	Fully redundant servers
2	Wireless Access Points	Departure hall - 15 / Arrival hall - 7 / Transfer Belt - 3 / Pier (external) - 20 / VIP -1 / VVIP - 2 / MIRA airport - 8 (BIA Total 48 / MIRA Total 8 )
3	Wireless Access Point Controllers	02 Unites
4	Handheld Baggage Scanners	MC9200 - 14 / MC9190 - 38 / MC55A - 08
5	Backup Batteries for Handheld scanners	77
6	Handheld scanner battery chargers	10 ( 4 slots) / Cradle Charges 1
7	Baggage messages feed 1 (to/ from BRS)	Via Message Distribution System
8	Management workstations	MS Windows 7 with IE10 and IE11 - 10
9	BRS servers (application, web and database) - DR Site	Single Server
10	Baggage messages feed 2 (to/ from BRS) - DR Site	Via Message Distribution System
11	Number of Airlines handled	32
12	Number of departure flights per day (average)	100
13	Number of bags reconciled per month (average)	530, 000
14	Operational hours	24 Hrs x 7 days (365 days)

Table 1.1 - Current BRS setup

Table 1.2 below gives List of airlines which are currently operating at BIA and MRIA. Expected growth is 2 new airlines per year.

Airport : BIA

AIRLINE NAME	AIRLINE CODE	AIRLINE NAME	ARLINE CODE	AIRLINE NAME	AIRLINE CODE	AIRLINE NAME	AIRLINE CODE
Air Asia Berhad	AK	Emirates	EK	Malaysia Airlines	MH	SpiceJet	SG
Air China	CA	Etihad Airways	EY	Malindo Air	OD	SriLankan Airlines	UL
Air India	AI	Fly Dubai	FZ	Oman Air	WY	Sriwijaya Air	SJ
Austrian Airlines	OS	Gulf Air	GF	Qatar Airways	QR	Thai Airways	TG
Azur Air	ZF	Himalaya Airlines	H9	Royal Flight	RL	Thomson Airways	BY
Cathay Pacific	CX	Jet Airways	9W	Saudi Arabian Airlines	SV	Travel Service Polska	3Z
China Eastern	MU	Korean Airways	KE	Silkair	MI	Turkish Airlines	TK
Dutch Airlines	KL	Kuwait Airways	KU	Singapore Airlines	SQ	Ukraine International	PS

Airport : MRIA

AIRLINE NAME	AIRLINE CODE
Fly Dubai	FZ
SriLankan Airlines	UL

Table 1.2 - List of Airlines as of June 2017

### 1.3 OBJECTIVE

The main objective and the goal is to enhance the current baggage management system/process by implementing baggage reconciliation solution to minimize lost baggage at baggage departure & Baggage arrivals for next 5 years & compliance with IATA / ICAO / Local CASL recommended practices and guidelines.

## 2. BUSINESS REQUIREMENT

Please provide, in details, how the Proposed Solution shall meet below requirements.

### 2.1 BENEFITS TO CUSTOMER

- 2.1.1 The BRS shall be cost effective to the SLAL and other airlines. The BRS Supplier shall explain how the BRS is cost effective by considering the current BRS setup and industry best practices.
- 2.1.2 The BRS shall improve passenger satisfaction by minimising the mishandling of bags, reducing flight delays and misconnections.
- 2.1.3 The BRS shall provide real time, accurate information to customer for monitoring and decision making which help to improve efficiency of baggage handling and on-time departures.
- 2.1.4 The BRS shall secure, robust, resilient, reliable and user friendly.
- 2.1.5 The BRS application shall be mobile friendly & shall be able to monitor with restricted facility.

### 2.2 STANDARDS AND COMPLIANCE

- 2.2.1 The BRS shall support and process Baggage Information Messages accordance with all IATA standards, including Resolution 740/751 and recommended practice 1745 and 1800.  
The BRS shall fully compliant with IATA Resolution 753.
- 2.2.2 The BRS shall ensure positive passenger bag matching for loaded bags as defined by ICAO Annex 17.
- 2.2.3 The BRS shall support for barcoded bag tags and RFID tags.
- 2.2.4 Compliance to IEEE 802.11 b/g/n for Handheld Baggage Scanners.
- 2.2.5 All Statutory Agency requirements.
- 2.2.6 All Applicable Laws and regulations.
- 2.2.7 The BRS client application shall compliance and accessible using CUTE workstations.
- 2.2.8 The BRS supplier shall show that relevant Standards have been selected and applied and, by testing or otherwise, demonstrate that compliance has been achieved

### 2.3 SYSTEM SIZING

- 2.3.1 The BRS supplier shall size the proposed solution and hardware (servers, data storage, Wi-Fi network, handled scanners and its accessories based on handling the existing and forecasted departing passengers per annum. However the solution should be scalable to handle the growth of departing / arriving passengers per annum in the next 5 years.
- 2.3.2 The BRS shall provide immediate user access to historical baggage data for up to twelve (12) months.
- 2.3.3 The BRS supplier must provide details of any system sizing limitations in terms of the maximum number of flights that may handle per day and simultaneously, number of bags that may be handled per peak minute, number of bags for which data is retained in the system and for how long.
- 2.3.4 The BRS shall operate 24 hours per day, all year round.
- 2.3.5 System Availability shall exceed 99.95% of the time in any month, measured to the nearest minute.

### 3. FUNCTIONAL REQUIREMENTS

Please provide, in details, how the BRS shall meet below requirements.

#### 3.1 GENERAL

- 3.1.1 The BRS shall provide a real-time, interactive Baggage Reconciliation System (BRS), which allows baggage handlers to make a bag load/no-load decision based on real time information.
- 3.1.2 The BRS shall be suitable for use by airlines, ground handlers authorised bodies such as security departments and/or regulatory authorities.
- 3.1.3 The BRS shall be designed to handle locally checked bags, transfer bags, expedite (Rush) bags, crew bags and gate bags for both containerised and bulk loaded operations.
- 3.1.4 The BRS shall be integrated with third party systems including the common use check-in system, flight information display system, IATA RP1745 message distribution (third party message brokers) and World Tracer.
- 3.1.5 The BRS shall be designed to be highly available and resilient to failures, such that it is suitable for operation 24 x 7.
- 3.1.6 The BRS shall be designed to be readily adapted to new technology and features.
- 3.1.7 The supplier shall demonstrate a thorough understanding of the issues facing by airlines, handling agents and airport operators, including making data available to the authorities.
- 3.1.8 The BRS shall support for multiple ground handlers. (for example SLAL handles UL flights and another ground handler handles other airlines flights at BIA and MIRA using single BRS system)
- 3.1.9 User equipment shall include PC based workstations, printers and handheld baggage scanners designed for robustness and ease of use.
- 3.1.10 Hand Held Scanners shall work without any interruption when it passes through multiple Access Points.
- 3.1.11 The supplier shall agree to provide a comprehensive support model to support the BRS, infrastructure including WiFi network and user equipment.

#### 3.2 CONTAINER MANAGEMENT

- 3.2.1 The BRS shall capable of set-up and register ULDs, carts/ trolleys and bulk holds by ensuring bags are reconciled and segregated correctly.
- 3.2.2 It shall be possible to produce a list of ULDs, carts/trolleys or bulk holds designated for a flight, along with details of their contents.
- 3.2.3 Generating ULD cards/ labels shall be simple and pre-defined (templates). Users can customise those templates as per their requirement.
- 3.2.4 ULD cards/ labels shall be printed at any time and shall contain information in text and barcoded as per IATA standards. Printing facility shall be available on both WS & Hand Held Scanner.
- 3.2.5 Two or more ULD cards/ labels may be assigned to a single ULD or cart/ trolley each having different baggage segregation characteristics.
- 3.2.6 ULDs shall be re-registered, transferred or merged easily.
- 3.2.7 The provided solution shall provide a facility to allow a user to open or close ULDs or carts/ trolleys. If ULD is closed, no more bags may be loaded into it.
- 3.2.8 The solution shall provide a function to warn users when a ULD or cart/trolley is full, according to a pre-defined number of bags that may be loaded.
- 3.2.9 A baggage handler must be able to record the loading position of the ULD in an aircraft by scanning or entering the position that the ULD is to occupy.
- 3.2.10 The solution shall capable of define hold passions in all type of aircrafts (for example, wide bodies and narrow bodies).
- 3.2.11 A ULD may not be positioned if there are any bags that require offloading due to security or segregation reasons.
- 3.2.12 It must be possible to remove a positioned ULD from the aircraft.

- 3.2.13 The solution shall freely allow transferring all bags between ULDs, aircraft holds and baggage carts/ trolleys on the same flight.
- 3.2.14 Max. no of ULD registration for a flight shall be unlimited & shall be controlled by authorize users.
- 3.2.15 Bags must be able to be moved
  - (a) From a ULD to a cart/ trolley, to a different ULD or to an aircraft hold.
  - (b) From a cart/ trolley to a ULD, to an aircraft hold or to another cart/ trolley.
  - (c) From an aircraft hold to a cart/ trolley, to a different hold, or to a ULD.
- 3.2.16 Ability to add a comment during registering of ULD using mobile scanners.
- 3.2.17 ULD shall be mark as dispatch in the system when it is forward to aircraft using the mobile scanner

### 3.3 BAGGAGE SEGREGATION

- 3.3.1 The BRS shall allow ULDs, carts/ trolleys or aircraft bulk hold to be designated to accept only bags with specific attributes such as,
  - (a) Cabin class (First, Business or Economy).
  - (b) Local or Transfer.
  - (c) Onward destination, flight or carrier.(Shall be able to add minimum up to 15 for a ULD)
  - (d) Exceptions (CREW, RUSH, HAJJ, Priority, Diplomatic Airline top tiers etc.)
- 3.3.2 It should support for flights which segregation is not required (mixed load) or to last minute baggage.
- 3.3.3 The baggage segregation should not increase the complexity of baggage management. It should ensure accurate and secure, simplify the process of loading and offloading

### 3.4 LOADING AND OFF-LOADING OF BAGS

The BRS must support as a minimum,

- 3.4.1 Permit bags to be loaded in ULDs, baggage carts, or directly to an aircraft hold.
- 3.4.2 When a bag is presented for loading, clearly and unambiguously, using loud audible alarm and colour display light, indicate to user if a bag may or may not be loaded, based on an evaluation of all security information, reconciliations & segregation rules are satisfied and airline policies concerned.
- 3.4.3 The evaluation of a bag to load must include the following security information, provided in the BSM for the bag:
- 3.4.4 If a bag is approved for loading the BRS shall record the ULD or cart/trolley identification, the user identifier, the bag identifier, and the load sequence number of the bag in the baggage container. A BPM shall be sent to the appropriate airline host.
- 3.4.5 If a bag is rejected for loading it should record at least user identifier, the ULD or cart/trolley identifier, the bag identifier, the flight number & date, any errors and reason for rejection.
- 3.4.6 The reason for failed load shall also be displayed, the keyboard shall be locked to prevent further action until user acknowledge the response for the rejection.
- 3.4.7 For rejected bag load, the system shall recommends a suitable action (for example different ULD number).
- 3.4.8 It shall identify bags which are not authorised to load such as inactive bags, standby bags, deleted bags etc.
- 3.4.9 A single user shall load bags to multiple flights by switching between ULDs.
- 3.4.10 It shall allow authorised users to override segregation rules.
- 3.4.11 Please mention all the loading options/ strategies available.
- 3.4.12 A user must be able to offload an individual bag. The offloading shall be confirmed by scanning the tag of the bag to be offloaded or authorise MWS users.

- 3.4.13 At any time, if a bag needs off-loading as a result of a Baggage Information Message or a user requiring the bag to be stopped or in case of baggage need to be offload, an audible and warning alert in colour shall be given to all users working on the flight.
- 3.4.14 Any bag may be offloaded after a warning and user acknowledgment.
- 3.4.15 A user must be able to offload all bags on a flight, or all bags in a ULD or cart/trolley in a single transaction with a comment.
- 3.4.16 Baggage scanner shall facilitates bag off-loading by identifying the position of the bag in containers or by searching the barcoded bag tag.
- 3.4.17 The BRS shall provide the information necessary to allow a bag to be offloaded. It must identify and provide the user with the ULD, cart/trolley , or bulk hold that the bag has been loaded into; an indication of the location of the bag in the ULD, cart/trolley or the bulk hold by means of a loading sequence number.
- 3.4.18 If Baggage Information Messages are unavailable, or if an airline cannot provide such messages, bags must be permitted to be loaded. It must record the ULD or cart/trolley where the bag was loaded and its position within the loading device.
- 3.4.19 The BRS shall support refighting of mishandled bags.
- 3.4.20 The BRS shall record all loading/ off-loading information about a bag and keep full history of events associated with the bag.
- 3.4.21 The BRS shall be able to print and display a complete manifest at any time. The manifest will list the details of all the loaded bags.

### **3.5 WARNING AND ALERTS**

- 3.5.1 The BRS should generate warnings and alerts and display them to users until problem is solved (for example, when load an authorised bag into an incorrect ULD)
- 3.5.2 Warning and alerts shall be displayed on both mobile scanners and workstations with audible sound (desktop client application)
- 3.5.3 Warning and alerts shall clearly visible to users (for example, pop up, blink, colour change, sound etc.).
- 3.5.4 Users shall have facility to select whether they wish to see warning and alerts on their working devices. If the warning is cleared a comment should added.

### **3.6 EXPEDITE (RUSH) BAGS**

- 3.6.1 BRS shall provide a function that allows only authorized users to add RUSH Bags to the system without a BSM being received.
- 3.6.2 Any RUSH bags on a flight must be manifested as such.
- 3.6.3 When a bag has been successfully expedited, the system shall, if required:
- 3.6.4 Send a BPM to the airline DCS,
- 3.6.5 Send a BSM to the airport sorting system,
- 3.6.6 Send a FWD message to WorldTracer.
- 3.6.7 Users shall be able to expedite bags using the original baggage tag number or a new baggage tag number.
- 3.6.8 Users shall be able to deal with expedite bags that have lost their original baggage tag.
- 3.6.9 Users shall be able to expedite multiple bags going to the same destination in a single transaction.
- 3.6.10 The expedite process shall take account of any restrictions that may be placed on expedite baggage by individual carriers.

### **3.7 CREW BAGS**

- 3.7.1 CREW bags notified by an airline DCS or created by the BRS itself shall be accepted for loading.
- 3.7.2 It shall be possible to generate and print CREW baggage tags directly from the BRS. If a tag number are allocated, it must not duplicate that of other bags already in the system.
- 3.7.3 Crew bags shall be manifested as such.

### **3.8 GATE BAGS**

- 3.8.1 For Gate bags the BRS shall allow the creation of a new baggage tag number entry and associates it with the sequence number of the corresponding passenger.
- 3.8.2 GATE bags shall be manifested as such.

### **3.9 STANDBY BAGS**

- 3.9.1 Standby bags shall be loaded according to an airline policy.
- 3.9.2 If an airline policy has been set, standby bags may be provisionally loaded to a container, but may not be placed on an aircraft unless the bag has been confirmed as authorised to load.

### **3.10 OTHER TYPE OF BAGS**

- 3.10.1 The BRS shall provide a solution for dealing with unreadable bag tags (i.e. bags with a bag tag that cannot be scanned).
- 3.10.2 The BRS shall provide a solution for dealing with bags with no tags.
- 3.10.3 The BRS shall provide a solution for dealing with different bags with the same tag number (duplicate tags),
- 3.10.4 The BRS system shall provide a solution for dealing with damaged bags.

### **3.11 TRANSFER BAGS**

- 3.11.1 The BRS shall provide functionality to manage transfer bags with real time information to users.
- 3.11.2 The BRS shall provide views of departure flights with a summary of inbound flights in which inbound flights contain transfer bags for the departure flight. ( a grid or a matrix of inbound flights and departure flights)
- 3.11.3 The BRS shall provide views to identify which inbound flights have transfer bags to departure flight and vice versa.
- 3.11.4 The BRS shall provide coloured views of: inbound transfer bags showing their inbound connecting flights, the numbers of transit bags with an onward connection, and numbers and tags details of those bags with onward flights.
- 3.11.5 The BRS shall support "Tail to Tail" operations whereby transfer bags are taken directly from one aircraft to another, without going through the baggage make up area.

### **3.12 ONWARD CONNECTING BAGS**

- 3.12.1 The BRS shall provide views and totals of onward connecting bags per flight and per destination with class segregation with tag information.

### **3.13 ARRIVAL BAGGAGE**

- 3.13.1 The BRS shall provide functionality for managing arrival bags.
- 3.13.2 Arrival bags shall be scanned, recorded & reconciled with BPM. The BRS shall identify arrival bags and transfer bags separately.

### **3.14 PROBLEM BAGS**

- 3.14.1 The BRS shall provide functionality for identifying and reporting problem bags that may not be loadable to flight. The problem bags may be bags with no BSM, deleted, standby, inactive bags etc.

### **3.15 BAGGAGE TRACKING**

- 3.15.1 The BRS shall provide functionality for tracking departure and arrival bags accurately at any point within the airport. These points will be specified and configured within the BRS system.
- 3.15.2 The BRS handheld scanners shall be able track the bags.
- 3.15.3 BRS shall be capable of receiving BPM data from third party systems (for example a baggage handling system), time stamping and storing such data within the BRS database.

- 3.15.4 The BRS shall be capable of alerting users when errors or other conditions requiring notification to users are met.
- 3.15.5 Baggage enquiries carried out on the workstation and handheld scanners shall display the last tracking location.
- 3.15.6 The workstation shall display all bags that have remained in a particular tracking state or location for longer than a pre-defined period.
- 3.15.7 The workstation shall display information about all the bags which were last seen at a specific location, and/or display information about bags which have passed through a specific tracking point.
- 3.15.8 The BRS shall be capable of generating BPM and delivered back to the systems that originated the BSM.
- 3.15.9 The BRS shall provide tracking logs of bag. (for example BSM received, BPM send etc.) The logs shall enable to check bag loading method (Scanned/Keyed or MWS)

### **3.16 SEARCH FACILITIES**

- 3.16.1 The BRS shall provide search facilities by different criteria including bag tag number, ULD number, flight number, passenger name, messages (BSM/ BPM) etc.
- 3.16.2 The search results shall be drilled down (linked) to get more details.
- 3.16.3 The search facility shall be available on workstations and handheld scanners.

### **3.17 BAGGAGE INQUIRY**

- 3.17.1 The BRS must be able to enquire of passenger baggage by different criteria, including bag tag number, passenger name, seat number, passenger security number or passenger check-in sequence number.
- 3.17.2 Full flight and baggage details of all bags belonging to a passenger shall be displayed.
- 3.17.3 Any Baggage Information Messages (BIMs) received or sent concerning the bag must be available for display or printing by the user and/or supervisor.
- 3.17.4 The BRS must allow an authorised user to stop the bags belonging to one or more passengers.
- 3.17.5 A bag which a user has requested to stop may not be loaded.
- 3.17.6 Stopped bags shall be 'un-stopped' by an authorised user.

### **3.18 FLIGHT CREATION**

- 3.18.1 Flights shall be created in the BRS automatically. Please describe available options for flight creation (reception of first BSM, integration with external systems with XML web services, SSIM7, ASM/SSM, APIs etc.).
- 3.18.2 The BRS shall be capable of configuring and using multiple options for flight creation. For example if data feed from FIDS is not available, flight shall be created from any other available option.
- 3.18.3 The BRS system shall be capable of receiving and displaying the following data in real-time from the Airport FIDS or any other system
  - (a) Flight number/Flight Status/check-in status (dcs)
  - (b) Flight route
  - (c) Flight date
  - (d) Outbound or arrival indicator
  - (e) Gate and stand number
  - (f) Scheduled time of departure/arrival
  - (g) Expected time of departure/arrival
  - (h) Aircraft type
  - (i) List of baggage chutes where bags will be loaded
  - (j) Warnings, Alerts, Alarms as per operation requirement
  - (k) Sort/not loaded baggage count, transfer and joining wise for selected flights

- 3.18.4 The BRS shall receive real-time flight information from external systems and updates to handle flights with the up-to-date data.
- 3.18.5 Any Baggage Source Messages (BSMs) received before a flight is created must not be rejected but kept for record/Analysis.
- 3.18.6 The BRS shall be capable of creating flights manually as when required (ad-hoc/ disrupted flights).

### 3.19 FLIGHT MANAGEMENT

- 3.19.1 The BRS shall provide an overview of imminent departures and arrivals. The list must be sortable by different criteria, such as: time, flight number, flight status, and destination.
- 3.19.2 The flight overview must show a Loading status indicating the number of checked, loaded, short or rejected baggage of different types , Baggage status indicating Normal, CREW, RUSH, GATE bags, ULD status (number of open/ number of closed) , Number of passengers checked-in with bags, standby bags, inactive bags etc.
- 3.19.3 Handheld scanners shall capable of proving flight overviews/ summary.
- 3.19.4 The status of the flight, regarding baggage activities must include: Open, Closed, Departed, Arrived and Cancelled. Including bag segregation with Transfer/Joining/Class and loading status.
- 3.19.5 The flight status must be amendable manually or by messages received from external systems.
- 3.19.6 Multiple flights shall be handled in multiple windows in a situation where multiple departures within short time span.
- 3.19.7 Flight closing comment should be available for post departing the flight.
- 3.19.8 Mobile application with limited functionality to monitor the flight status and basic reports

### 3.20 BAGGAGE TAG PRINTING

- 3.20.1 The BRS shall be capable of printing baggage tags for the purposes of processing expedite baggage (RUSH tag printing) and for the printing of replacement baggage tags where a tag has become damaged or detached.
- 3.20.2 The BRS shall produce baggage tags which shall be customizable to a specific airline or ground handler baggage tags format.
- 3.20.3 The BRS shall be capable of producing container sheet labels on bag tag stock as an alternative to the printing of container labels on paper (A4/A5) or card.

### 3.21 REPORTING AND ANALYSIS

- 3.21.1 The BRS supplier shall ensure statistical and management information is available such as, current status of BRS and its components.
- 3.21.2 The BRS shall include a comprehensive set of queries and reports to enable SLAL to effectively manage the business. For example, -
  - (a) Baggage manifest reports (tag/ULD/bar code (*bingo*) formats)
  - (b) Flight manifest reports
  - (c) Onward ULD
  - (d) Passenger reports
  - (e) Missing bag, RUSH/CREW bag reports
  - (f) Handheld scanner usage report with history
  - (g) Handheld scanner active/inactive/availability/inventory with detailed report
  - (h) User activity report/s to monitor Agent activity during shift/day
- 3.21.3 Please provide list of standard reports / report options with short description of each.
- 3.21.4 The BRS shall capable of generate reports in PDF, Excel, Graphical formats.
- 3.21.5 The reports can be displayed on PC screen, printed, faxed and e-mailed. All printed docs shall be indicated the time stamp of the print.
- 3.21.6 The reports shall be run and send to pre-define group of e-mail recipients automatically (a scheduled activity like daily or a time initiated activity like after PD the flight).



- 3.21.7 The BRS shall provide reports of daily, weekly and monthly loading statistics (Total check-in loaded, not loaded), joining and transfer wise on flight/airline/AC type basis.  
All the information of check-in , loaded, not loaded on following conditions joining and transfer wise with class wise breakdowns (Shall be able to print the reports by airlines/flight wise)
- 3.21.8 The BRS shall provide views/dashboard that can be projected to large screens.
- 3.21.9 The BRS will enable the downloading of data to an external database or data warehouse according to SLAL requirements.
- 3.21.10 The BRS will maintain a comprehensive archive of all system activity with the possibility to retrieve data from any time. In the event that historical data is stored outside the main database it must be accessible within a reasonable time of being requested. The BRS supplier should state the time required for retrieval of offline archive data.

## 4. TECHNICAL REQUIREMENTS

Please provide, in details, how the BRS shall meet below requirements

### 4.1 SYSTEM ARCHITECTURE

Please provide full system architecture. The BRS design shall support the following minimum requirements.

- 4.1.1 Provide an Open system architecture which is scalable.
- 4.1.2 Built in high availability, resiliency to failures and fast recovery.
- 4.1.3 Fully redundancy for its network, application and data. Failure of a single component shall not result in the loss of the whole system.
- 4.1.4 All components of the system constructed in a failover configuration shall be designed such that the failed component can be isolated and replaced or repaired without affecting the operation of the system.
- 4.1.5 Provide facilities to monitor BRS remotely, remote access for users and system administrators.
- 4.1.6 The BRS (single system) shall support for multiple airports.
- 4.1.7 The BRS shall be support for direct connectivity with Host systems in addition to via Message broker systems.
- 4.1.8 The BRS architecture shall support to interface with third party systems (for example DCS or Global Message Distribution Services, FIDS, AODB etc.)
- 4.1.9 In the event of external systems not being available, the BRS shall be able to continue to function:
  - (a) If no BSM has been received, whether due to an airline DCS or message distribution failure, the BRS shall record the container in which a bag is loaded,
  - (b) If BRS is configured for sending BPMs, then the BPMs shall be stored locally until they may be sent.
- 4.1.10 The BRS shall provide Web Services, APIs, DB views or any other mechanism to get data from BRS.
- 4.1.11 The BRS shall provide access to past data online.
- 4.1.12 The BRS client application shall certified to access from Common Use Check-in system at BIA/MRIA

### 4.2 BRS DEPLOYMENT

- 4.2.1 The BRS shall support for on-premises deployment or hosted (remote/cloud) deployment.
- 4.2.2 The BRS supplier shall capable of supplying fully managed deployment or deploy onto SLAL infrastructure.
- 4.2.3 The BRS supplier shall provide disaster recovery facilities for each BRS component offered in the solution.

### 4.3 SOFTWARE

- 4.3.1 All software provided, including operating systems, shall be the latest stable version available at the time of the project award and are installed with the latest patches available. The BRS supplier shall provide proper patch management solution for all systems/ applications and if any versions no longer supported are upgrade or replaced.
- 4.3.2 The software licenses shall be valid for the entire contract period.
- 4.3.3 All software updates and upgrades should be entitle free of cost within contract period.
- 4.3.4 All software should be enterprise grade and complied with its licencing terms defined by its principle.
- 4.3.5 The BRS supplier shall maintain software levels and version control of the BRS.

### 4.4 INTERFACES

- 4.4.1 The BRS shall provide an interface to the common use check-in system, enabling access to BRS from any common use workstation.

- 4.4.2 The BRS system shall interface with one or more Global Message Distribution Services, Direct links with DCs for the exchange of baggage information messages from/to all carriers/external systems.
- 4.4.3 The BRS system shall be capable of interfacing airport FIDS or any other external system to get flight information in real time.
- 4.4.4 The BRS system shall be integrated with WorldTracer and shall transmit forward messages as appropriate during the handling of expedite baggage.
- 4.4.5 Any costs required for the implementation, use and support of this interface shall be included in the supplier's price.

#### **4.5 BRS HARDWARE**

- 4.5.1 The BRS supplier shall provide all the hardware to make the BRS fully operational (servers, Wi-Fi network equipment, handheld scanners and its accessories etc.).
- 4.5.2 The BRS supplier shall maintain and support all the hardware provided, throughout the contract period.
- 4.5.3 For on-premises installation (system hosted at SriLankan premises) SLAL can provide data centre services (server racks, air-condition, UPS power and LAN/WAN). All BRS servers shall be installed in SLAL datacentre (BIA).
- 4.5.4 The BRS suppliers shall specify their quantity of recommended spares included within their scope of supply and justify their philosophy for the proposed holding and scaling of spares.

#### **4.6 HANDHELD BAGGAGE SCANNERS**

- 4.6.1 The ability to avoid the replacement of SLAL's current handheld baggage scanners.
- 4.6.2 The BRS Supplier should deliver mobile scanners with appropriate accessories such as holster & strap, cradle, data cable, protective covers, screen protectors, rugged boot and recharging devices.
- 4.6.3 The handheld scanners shall suitable for use by baggage loaders, supervisors and RAMP agents in their working environment (baggage make-up area, belts, and on the apron) and for their working patterns.
- 4.6.4 The handheld scanners will have the following characteristics,
  - (a) Scan the bar codes of bag tags in order to identify the individual piece of baggage to the BRS
  - (b) Capable of reading smeared, scratched and crunched barcoded bag tags.
  - (c) Latest version of Windows or any other industry standard enterprise mobile operating system.
  - (d) Capable of scanning of 1D barcodes in standard range
  - (e) Support IEEE 802.11 a/b/g/n.
  - (f) Support 3G/4G.
  - (g) Support EAP/LEAP network authentication and WPA2 security.
  - (h) Rugged and suitable for any weather condition.
  - (i) Audio - High quality Speaker with Microphone & Head Set Jack
  - (j) Alpha-numeric keyboard (hard keys)
  - (k) Weight less than 800g (including battery and other accessories)
  - (l) Weatherproof, rugged, robust and ready for every day operation in airport environment (IP 64 standard minimum, IP67 preferred)
  - (m) Operating temperature should be between 0 C and +40 C
  - (n) Withstand repeated drops of at least 1.6m onto concrete & comply with MIL-STD 810G standard.
  - (o) Gun type handheld scanner with trigger with max. dimensions of 28cm L x 12cm W x 20cm H
- 4.6.5 The re-charging device shall be able to re-charge 4 batteries simultaneously in 4 hours with cradle or battery only.
- 4.6.6 The Supplier should provide at least one spare battery for each mobile terminal.
- 4.6.7 Battery capacity shall be 2200 mAh or higher of Lithium Ion.

- 4.6.8 The handheld scanner application shall have a web-browser user interface and use both colour light and sound for warnings and alerts.
- 4.6.9 The BRS shall support for tracking of physical location of handheld scanners.
- 4.6.10 The handheld baggage scanner response to a bag tag barcode scan should be less than 1 second, 24 hours x 7 days x 365 days a year for all Users.
- 4.6.11 A belt clip or suitable carrying accessories shall be supplied with the scanner.

#### 4.7 NETWORK

- 4.7.1 Local Area Network (LAN) and Wireless local network in the two airports in scope will be provided by the SLAL and BRS Supplier will be using the existing network. If any additional requirements for the existing network to be mentioned as part of the proposal.
- 4.7.2 Wide Area Network is provided by SLAL to connect the different Airports together.
- 4.7.3 Supplier shall provide the core/peripheral network elements necessary for security and operations of this systems.
- 4.7.4 Supplier shall perform a study on the current network infrastructure and if any alterations required to be clearly indicated along with the proposal.
- 4.7.5 The ability to avoid the replacement of SLAL's current Wi-Fi access points and controllers.
- 4.7.6 The BRS Supplier shall do a site survey to determine the Wi-Fi network requirement.
- 4.7.7 The BRS supplier should deliver and maintain Wi-Fi equipment (access points and its accessories, access point controllers, antennas etc.) and Wi-Fi network.
- 4.7.8 The BRS supplier will provide controls and audit checks of Wi-Fi network.
- 4.7.9 WiFi network must be configured such a way that no signals drops when handover one AP to other.
- 4.7.10 SLAL IT team should be provided with "Read Only" access for Wi-Fi network devices.
- 4.7.11 SLAL IT team has the right to audit and review the configurations deployed in the all devices. All configurations shall comply with SLAL awarded certifications ISO27001.

#### 4.8 PC WORKSTATIONS

- 4.8.1 The ability to avoid the replacement of SLAL's current infrastructure and SLAL's PC workstations.
- 4.8.2 The BRS supplier shall provide minimum PC hardware, operating system, browser, monitor (Screen) configuration to run BRS client application smoothly.

#### 4.9 PERFORMANCE

The BRS shall meet the following performance requirements under maximum load conditions:

- 4.9.1 The response time of the BRS at any time shall be operationally acceptable for SLAL.
- 4.9.2 The BRS switchovers between main and stand-by servers is less than 5 minutes with no effect on current logged in users operations.
- 4.9.3 Cold System restart shall be operated in less than 10 minutes.
- 4.9.4 System handover for one mobile device to another shall be seamless & no interruption shall be experiences.
- 4.9.5 The BRS availability shall be better than 99.9%, measured on a monthly basis. Single incident should not be last over 20 mins impacting the full operation of the BRS.
- 4.9.6 The BRS supplier will ensure that all Services provide a measurable response time of less than 1 second, 24 hours x 7 days x 365 days a year for all Users
- 4.9.7 In an event supplier failed to meet the performance standards, the BRS supplier is required to upgrade the systems without any cost to SLAL.

#### 4.10 USER MANAGEMENT

- 4.10.1 Indicate if there is any restriction in the number of BRS users.
- 4.10.2 Users can be members of either an airline or ground handling agent (GHA).
- 4.10.3 Multiple ground handling agents (companies) and its users shall be supported.

- 4.10.4 Users shall not be able to view, modify or process data of flights not handled by their airline or GHA.
- 4.10.5 A GHA shall be able to handle flights of any airline that it is contracted to handle according to different baggage handling policies of each airline.
- 4.10.6 A GHA shall be able to delegate the handling of flights to another GHA, if required, for operational reasons. Both GHAs must be able to update the flight. The delegated GHA must only be able to access the delegated flight, and no other non-delegated flights from the same carrier.
- 4.10.7 The BRS shall support for integration with SLAL existing Active Directory.
- 4.10.8 The BRS shall support and provide single sign on (SSO).
- 4.10.9 Each user shall be assigned to a "Group" which defines the functions/privileges that the user can access. The group functions/privileges shall be defined by the system administrator(s).
- 4.10.10 The BRS supplier will provide tools, systems, training and documentation to manage User roles and responsibilities associated with configuration and management of access to Services.
- 4.10.11 User passwords shall be stored in an encrypted form. Only a user may change their own password.
- 4.10.12 Support for complex password and password polices. Ability to provide user account unlocking facility to set of users without giving other administrative privileges.
- 4.10.13 User privilege shall be assigned to different levels with different authority levels.
- 4.10.14 The BRS includes the ability for the SLAL to audit users' logins, actions and behaviour.
- 4.10.15 A system administrator shall be the only one having access to all flights from all GHAs.

#### 4.11 SECURITY

- 4.11.1 The BRS shall provide data protection, separation and privacy to prevent unauthorised data access by people or programs, specially hackers, viruses and worms.
- 4.11.2 Please provide BRS supplier`s Data Privacy and Information Security policies.
- 4.11.3 The BRS Supplier shall not use or disclose SLAL data except as may be required to provide the services or as instructed by SLAL.
- 4.11.4 The BRS supplier shall provide all services utilizing security technologies, processes and techniques in accordance with Good Industry Practice.
- 4.11.5 The BRS supplier shall enforce Security Best Practices to protect against the unauthorized disclosure or use of Confidential Information.
- 4.11.6 The BRS supplier agrees and acknowledges that it will comply with any instructions and policies provided by SLAL regarding the access to and use of the Sites, including in relation to security, health, conduct and safety.
- 4.11.7 The BRS supplier shall agree to accept SriLankan Airlines Information Security Policy and all employees or others working for/with the BRS supplier will individually read and agree to follow the policies and standards prior to working on SLAL systems/ environment.
- 4.11.8 The BRS supplier shall co-operate with any investigation relating to security, which is carried out by or on behalf of SLAL.
- 4.11.9 The BRS shall provide comprehensive audit trail of all actions taken by BRS user, tracking physical location of handheld scanners.
- 4.11.10 SLAL (or SLAL`s representatives) shall have the right, once every twelve (12) months, to conduct an audit of the BRS.
- 4.11.11 The BRS supplier shall ensure that during any audit of any records that SLAL and/or authorized representatives of SLAL receive all reasonable assistance and access to all relevant BRS supplier`s staff, systems, data and other information and records relating to the Services.
- 4.11.12 The BRS supplier will provide controls and audit checks of Wi-Fi network.
- 4.11.13 The BRS shall provide security features as in ICAO Annex 17 and IATA recommended practise 1745.

#### 4.12 WEB SERVICES/ API

- 4.12.1 The BRS supplier shall provide Web Services / API to query BRS data base and write to BRS database by external systems.

4.12.2 The BRS Supplier shall not cost SLAL for the use of Web Services and/or API.

#### **4.13 NOTIFICATION TO PASSENGERS**

4.13.1 The BRS shall provide facilities to send notification (e-mail/SMS) to passengers. For example notify passenger after load the bag.

#### **4.14 EQUIPMENT TRACKING**

4.14.1 The BRS shall provide facilities to track the physical location of handheld baggage scanners.

4.14.2 The BRS shall provide facilities to view handheld scanner maintenance and usage logs.

4.14.3 The user activity log shall capture these locations each time a user perform any action with scanner.

4.14.4 BRS shall display number of scanners to login to a particular flight with the location and number of bags loaded with the scanner on time scale wise.

4.14.5 The BRS shall provide facility to assign handheld baggage scanners with the function location and shall be able to change the location when admin required which need to be maintained on particular scanner log.

4.14.6 Alert on equipment not been use for particular period (E.g. Day), should have a screen display the usage of current scanner along with the flight number of bags, loaded time wise.

#### **4.15 IATA MESSAGE TYPES**

4.15.1 The BRS shall capable to process below incoming messages

- (a) BSM / Terminating BSM/ CHG and DEL BSM
- (b) BTM
- (c) BUM
- (d) BPM
- (e) BMM
- (f) FOM /FCM

4.15.2 The BRS shall capable to send below messages

- (a) BPM
- (b) BMM
- (c) BNS
- (d) BSM

4.15.3 The BRS shall be configured to send BPM for a number of operation like, bag load, bag offload, ULD offload, ULD transfer etc.

#### **4.16 WEB SERVICES /API**

4.16.1 BRS supplier shall list all Web services / API available for third party integrations.

## 5. OTHER REQUIREMENTS

### 5.1 TERM

- 5.1.1 The BRS Supplier agrees to an initial term of 5 years.
- 5.1.2 SLAL will engage with BRS Supplier for a support agreement for five (05) years period commencing from the acceptance of proposed solution.
- 5.1.3 The BRS Supplier agrees to provide SLAL with options to extend the initial term at SLAL's sole discretion of any number of times for a period of 1 year.
- 5.1.4 In the event of any dispute, whether following the dispute resolution process agreed or not, the BRS Supplier will continue to supply Services to SLAL in an unhindered and or unimpeded manner and will not suspend Services under any circumstances.

### 5.2 LANGUAGE

- 5.2.1 The BRS Application, all Materials and Services will be produced in English.

### 5.3 ON-LINE HELP

- 5.3.1 An on-line help for the BRS application facility shall be available on the workstation.
- 5.3.2 Help screens shall be context-sensitive.

### 5.4 DOCUMENTATION

- 5.4.1 The BRS supplier shall prepare and provide to SLAL and subsequently maintain the following documentation, records and materials in electronic and paper form and in accordance with Good Industry Practice.
  - (a) Functional Specification
  - (b) User Guides for the BRS application
  - (c) Training / Help desk materials
  - (d) System Administration and Configuration Guides
  - (e) Documentation relating to customisation and configurations
  - (f) Incident logs
  - (g) Logical and Physical network implementation/ system architecture drawings
- 5.4.2 The BRS supplier shall provide help desk incident logs and reports for all incidents and problems.

### 5.5 TRAINING

- 5.5.1 The BRS supplier shall deliver training services to ensure Services are ready for deployment and implementation within timelines agreed with SLAL.
- 5.5.2 The Supplier shall employ qualified and experienced trainers using the most effective and efficient training techniques to conduct the user training
- 5.5.3 The BRS supplier shall make available training system to the same configuration and settings as the Services to be used in production system. This is to ensure training is delivered in a system that mirrors the production systems. (System admin training). Separate training mode for the user training purposes
- 5.5.4 English language is mandatory for the instruction and training modules. The Supplier shall provide one complete set of training documents to each trainee at least one (1) month prior to the commencement of the training course in electronic and paper form.

- 5.5.5 The BRS supplier shall enhance, update and maintain appropriate Training courses and materials over the entire Term of Contract at no additional cost to SLAL.
- 5.5.6 The BRS Supplier shall provide helpdesk training and training documentation.
- 5.5.7 In addition to local training, Supplier shall provide a system administration training on supplier's accredited training centre for minimum of 4 users without additional cost.
- 5.5.8 Supplier shall provide a site visit to where supplier's best practices implemented international airport for minimum of 4 users for the product demonstration without additional cost.
- 5.5.9 Training should be in a "Train the Trainer" format.
- 5.5.10 The Supplier shall provide local training for end users, supervisors, advanced users training and technical support teams
- 5.5.11 Maximum 10 trainees for each session.
- 5.5.12 The BRS will include an online training package to expedite training for users.

## 5.6 SERVICE LEVELS

- 5.6.1 Supplier shall provide Maintenance & Support Services during the contract period of maintenance service availability to keep the machines in good working order.
- 5.6.2 The supplier is required to provide documentation relevant to Maintenance & Support Services and should be mutually agreed with SLAL. Documentation relevant to Maintenance & Support Services should be the responsibility of the supplier.
- 5.6.3 Level 2 & 3 support by onsite 8X5 support and remote 24X7 support by BRS supplier
- 5.6.4 The supplier shall provide an acceptable insurance cover (policy) to the SriLankan Airlines, for the damages that may result to SriLankan Airline's equipment or property from mishandling by supplier's personnel.
- 5.6.5 The warranty shall begin on the date that the site acceptance is signed by both parties.
- 5.6.6 The supplier shall be responsible for the restoration of services covered under the RFP. SLAL will provide the 1st Level Support. Supplier shall provide 2nd level and 3rd Level support.
- 5.6.7 Service Level Targets

	Reporting window	Response time	Resolution time
Severity 1 (core system malfunction, performance degrade, 50% or more of the workstation failure with no temporary workaround)	24x7	5 min	20 min
Severity 2 ( core system partial failure with a temporary workaround is available, between 10% to 50% workstation failure)	24x7	15 min	40 min
Severity 3 (less than 10% workstation failure)	24x7	30 min	1 Hour
Availability	99.5% measured over a calendar month		
Change request/New request - Critical  (Major business or operational impact if not implemented immediately)	Complete within 1 day		
Change request/New request - Normal	Complete within 3 days		



- 5.6.8 A service credit scheme should be included in the SLA. Minimum service credit terms shall be,
  - 5.6.8.1 US\$ 5,000 per 1% or part of it lower from availability target set in Clause 5.6.7
  - 5.6.8.2 US\$ 3,000 per hour or part of it exceeding the resolution target for Severity 1 incidents
  - 5.6.8.3 US\$ 2,000 per hour or part of it exceeding the resolution target for Severity 2 incidents.
  - 5.6.8.4 US \$ 1,000 per hour or part of it exceeding the resolution target for Severity 3 incidents.
  - 5.6.8.5 For change request and new request targets the service credit terms of Severity 2 incidents is applicable. It is the responsibility of the prospective supplier to finalize the SLA.
- 5.6.9 Additional 500 USD for every repeated failure of the same machine or service from 4<sup>th</sup> failure during the same month.
- 5.6.10 The supplier should inform and provide details of any power recycle requirements for incident handling and/or change requirements. The maximum downtime taken for scheduled maintenance activities in each calendar month shall be 2 hours with the consent of SLAL.
- 5.6.11 Supplier shall maintained identical/functionally equivalent backup equipment.
- 5.6.12 Manage and maintain system health using management software and annual health check report to be submitted for SLAL.
- 5.6.13 Management of the end to end life cycle of the solution during the contract period.
- 5.6.14 Maintenance stocks must be properly sized by the Supplier in order to match operational quantities replacement needs given Manufacturers MTBFs for each Equipment
- 5.6.15 8x5 On-site engineer to cover second and third level of hardware and software support.
- 5.6.16 Incidents classification will be performed by SLAL based on priority or criticality of the issue
- 5.6.17 The BRS Supplier will perform and deliver to SLAL a Root-Cause Analysis for any or all incidents that failed to meet a Service Levels in any given period, or the generation of a Severity 1 or Severity 2 Problem.
- 5.6.18 Service Credits shall not be sole or exclusive remedy with respect to the BRS supplier`s failure to perform the Services in accordance with the Service Levels.

## 5.7 MAINTENANCE

- 5.7.1 The Maintenance period will commence from the day of successful User Acceptance Test (UAT) SLAL.
- 5.7.2 During the entire contract period, the hardware and software shall be under maintenance from the BRS Supplier.
- 5.7.3 Back up equipment and spare parts shall be maintained by the BRS Supplier and shall ensure that there are adequate back up equipment and spare parts available on-site throughout the contract period. No additional cost will be paid by SLAL for such provision.
- 5.7.4 The BRS Supplier shall perform the second and third level of maintenance, including software bugs correction and creation and delivery of patches and upgrades. The first level support will be done by SLAL & the required training should be provided by the BRS supplier at no additional cost.
- 5.7.5 The BRS Supplier shall provide a contact to report Hardware and software faults to and a 24-hour telephone number that the first level users can contact in case of a problem.

## 5.8 ACCEPTANCE

- 5.8.1 The BRS Supplier shall test each Service and/or applicable Deliverable prior to delivery to SLAL to ensure that it is capable of providing the features and functions set out in the agreed specifications.
- 5.8.2 Acceptance by SLAL of part of a BRS Service and/or Deliverable shall not prevent SLAL rejecting that part of the BRS Service and/or Deliverable later if one or more other related Services and/or Deliverables provided does not pass the Acceptance Tests or perform in accordance with its specifications.
- 5.8.3 The BRS Supplier shall create detailed BRS System test procedures to verify the full compliance of the installed System with RFP requirements and specifications. The test procedures shall be

- submitted to SLAL for approval one (1) month before commencement of the User Acceptance Test (UAT).
- 5.8.4 The BRS Supplier will develop User Acceptance Test Plans, Test Cases and Scripts for and on behalf of SLAL based on SLAL business scenarios.
  - 5.8.5 These tests will form part of the acceptance requirements by which the BRS Supplier shall demonstrate to the satisfaction of SLAL that the BRS installed fulfils the SLAL requirements.
  - 5.8.6 The BRS supplier shall co-operate and provide SLAL with assistance and advice as reasonably required from time to time in the process of carrying out the UAT.
  - 5.8.7 There will be no modification to the system after the beginning of the UAT until the all tests have been run.
  - 5.8.8 The BRS Supplier shall be responsible for incorporating and testing any modification found necessary as a result of the UAT at BRS Supplier`s sole expense. SLAL reserves the right to require any completed test to be re-performed to verify that no adverse effects result from the change/modification.
  - 5.8.9 The BRS Supplier shall also be responsible for updating all impacted documents, including the revised test procedures. The BRS Supplier shall propose a new schedule for the respective tests. Nonetheless, the Supplier shall be responsible to ensure that the project key dates are respected.
  - 5.8.10 There will not be any additional cost of any form for re-performed the tests and making the required modifications to the system and/or documents.
  - 5.8.11 All tests pertaining to the BRS System will be conducted with the minimum interruptions to the airport operations and the operational functions of all existing computer systems. All tests affecting the airport operations and the reliability and availability of the existing computer systems will be scheduled during low traffic period in accordance with the SLAL. The Supplier shall be liable for all damages caused to the reliability and availability of the existing computer systems resulting from the testing of the BRS System.
  - 5.8.12 The UAT will be performed on site at SLAL premises on the operational platform. The UAT will be performed by the BRS Supplier in the presence of SLAL and its assigned representatives. SLAL will reserve the right to perform some of the tests during the UAT.
  - 5.8.13 The UAT will be conducted in accordance with the approved test procedures and will be witnessed by SLAL. All test results of the UAT will be properly recorded, documented and made available to SLAL. The System will be deemed to have satisfactorily fulfilled the UAT when all the tests have been completed successfully.
  - 5.8.14 The BRS Supplier shall furnish all the necessary tools and test equipment required to run the UAT in accordance with this section.
  - 5.8.15 Any software or hardware failure, restart or changeover during the UAT will be logged, reported and modifications to rectify the problems.
  - 5.8.16 Repeated User Acceptance Testing failure will permit SLAL to terminate award of the BRS project in whole or part solely at SLAL discretion.
  - 5.8.17 SLAL has the right to reject the BRS Services for a defined period following Cut-Over to ensure satisfactory performance in day to day operation. A post Cut-Over review will be held no later than 60 days after Cut-Over.

## **5.9 BILLING**

- 5.9.1 A billing model to be proposed with solution where monthly billing reports should be able to generate for number of bags reconciled for each airline. Different Tariff model for each airline should be configurable. The SLAL at its discretion is subject to change the billing model.

### 5.10 BILL OF QUANTITIES

The Baggage Reconciliation System is based on the deployment in the airport/s in scope, Supplier will have the chance to survey the existing airports and extract the needed bill of quantities. Below will be the user end devices minimum requirement. BOQ for core room and DR site equipment shall be decided with the architecture of the proposed solution.

Airport		BIA					
Area	Access Point's (external)	Access Point's (internal)	Scanners (with Battery)	Backup batteries	Chargers {4slot} (batteries only)	Chargers [4slot] (with scanner)	Admin Work Stations
Bays	20	-	-	-	-	-	-
Baggage Departure	1	15	35	35	5	2	5
Baggage Arrival	-	7	17	17	5	1	2
Baggage Transfer		3	8	8	1	1	1
VIP	-	1	-	-	-		-
VVIP	1	-	-	-	-		-
Training Facility	-	1					1
IT - Backup	1	3	5	-	1		1
<b>TOTAL</b>	<b>23</b>	<b>30</b>	<b>65</b>	<b>60</b>	<b>12</b>	<b>4</b>	<b>10</b>

Airport		MRIA					
Area	Access Point's (external)	Access Point's (internal)	Scanners	Backup batteries	Chargers (batteries only)	Chargers (with scanner)	Admin Work Stations
Bays	2	-		-	-		-
Baggage Departure	-	2	3	3	1	-	2
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>

## 6. PRICE / QUOTATION

6.1. The system should have comprehensive warranty cover for total contract period of 05 years.

6.2. Payment Mechanism should be proposed (The amounts that need to be paid at different phases of the implementation- Monthly charge back mechanism instead of one time implementation cost is preferred)

6.3. New features/additional developments to be a block fee/ per day charge

6.4. Proposal should include per device per month Price list which will be valid for entire contract period for additional components.

- 6.5. A statement of compliance to the each and every requirement laid-down in the RFP is given Annex D. In case of non-compliance, an alternative method of realization may be clearly stated with illustrations and explanations justifying the deviation from the specification.
- 6.6. A complete list of HW, SW and licence to be laid-down as specified on the Annex E for each BRS component.

## 7. CONTENT

### 7.1. CONTENTS OF THE PROPOSAL

Notwithstanding to the general requirements of the RFP, the proposal should contain the following information.

- 7.1.1 Duly completed statements of compliance list Annex D & Annex E
- 7.1.2 General company information, date of incorporation etc.
- 7.1.3 Staff strength, their capabilities and from which countries support is rendered.
- 7.1.4 Technological skills areas and domains
- 7.1.5 Brief descriptions about key projects handled.
- 7.1.6 Current clientele for the proposed product.
- 7.1.7 Technological Platform and development tools.
- 7.1.8 Proposed hosting options and related pricing (hosting at SriLankan or any other location)
- 7.1.9 Time frame for delivering the project.
- 7.1.10 Any value additions provided in the solution
- 7.1.11 Comprehensive Disaster Recovery Plan
- 7.1.12 Post Implementation Plan - Staff Training Programs and user Guides.
- 7.1.13 Comprehensive UAT plan and test cases required
- 7.1.14 Should indicate the implemented Version's along with the release date, year.
- 7.1.15 Comprehensive user training/administration and technical training / first level trouble shooting / user manuals on System should be provided with adequate documentation.
- 7.1.16 State the standard interfaces available to connect to external systems (web services)
- 7.1.17 System must be open and flexible to support future enhancements and customizations.
- 7.1.18 Should be able to pay unannounced visits to major customers of the supplier and head office.
- 7.1.19 Product brochures and catalogues are required for pre-assessment.
- 7.1.20 Business Continuity plan with clear goals towards managing the products should be submitted for the evaluation

**Annex D : COMPLIANCE CHECK LIST**

RFP Requirement		Mandatory	Optional	Remarks
2	Business Requirement			
	2.1 Benefits to Customer			
	2.1.1	Y		
	2.1.2	Y		
	2.1.3	Y		
	2.1.4	Y		
	2.1.5		Y	Added advantage of having mobile friendly interface
	2.2 Standards and Compliance			
	2.2.1	Y		
	2.2.2	Y		
	2.2.3		Y	RFID tags are optional
	2.2.4	Y		
	2.2.5	Y		
	2.2.6	Y		
	2.2.7	Y		
	2.2.8	Y		
	2.3 System Sizing			
	2.3.1	Y		
	2.3.2	Y		
	2.3.3	Y		
	2.3.4	Y		
	2.3.5	Y		
3	Functional Requirements			
	3.1 General			
	3.1.1	Y		
	3.1.2	Y		
	3.1.3	Y		
	3.1.4		Y	WT INTIGRATION IS OPTIONAL
	3.1.5	Y		
	3.1.6	Y		
	3.1.7	Y		
	3.1.8	Y		
	3.1.9	Y		
	3.1.10	Y		
	3.1.11	Y		
	3.2 Container Management			
	3.2.1	Y		
	3.2.2	Y		
	3.2.3	Y		

RFP Requirement		Mandatory	Optional	Remarks
	3.2.4		Y	PRINTING ON HANDHELD COULD BE OPTIONAL
	3.2.5	Y		
	3.2.6	Y		
	3.2.7	Y		
	3.2.8	Y		
	3.2.9	Y		
	3.2.10	Y		
	3.2.11	Y		
	3.2.12	Y		
	3.2.13	Y		
	3.2.14	Y		
	3.2.15			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	3.2.16	Y		
	3.2.17	Y		
3.3	Baggage segregation			
	3.3.1			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	3.3.2	Y		
	3.3.3	Y		
3.4	Loading and off-loading of bags			
	3.4.1	Y		
	3.4.2	Y		
	3.4.3	Y		
	3.4.4	Y		
	3.4.5	Y		
	3.4.6	Y		
	3.4.7	Y		
	3.4.8	Y		
	3.4.9	Y		
	3.4.10	Y		
	3.4.11	Y		
	3.4.12	Y		
	3.4.13	Y		
	3.4.14	Y		
	3.4.15	Y		
	3.4.16	Y		
	3.4.17	Y		

RFP Requirement		Mandatory	Optional	Remarks
	3.4.18	Y		
	3.4.19	Y		
	3.4.20	Y		
	3.4.21	Y		
3.5	Warning and Alerts			
	3.5.1			
	3.5.2	Y		
	3.5.3	Y		
	3.5.4	Y		
3.6	Expedite (RUSH) Bags			
	3.6.1	Y		
	3.6.2	Y		
	3.6.3	Y		
	3.6.4	Y		
	3.6.5	Y		
	3.6.6		Y	Sending of FWD message to WT is optional
	3.6.7	Y		
	3.6.8	Y		
	3.6.9	Y		
	3.6.10	Y		
3.7	CREW Bags			
	3.7.1	Y		
	3.7.2	Y		
	3.7.3	Y		
3.8	GATE Bags			
	3.8.1	Y		
	3.8.2	Y		
3.9	Standby Bags			
	3.9.1	Y		
	3.9.2	Y		
3.10	Other type of bags			
	3.10.1	Y		
	3.10.2	Y		
	3.10.3	Y		
	3.10.4	Y		
3.11	Transfer Bags			
	3.11.1	Y		
	3.11.2	Y		
	3.11.3	Y		
	3.11.4	Y		
	3.11.5	Y		
3.12	Onward Connecting Bags			
	3.12.1	Y		

RFP Requirement			Mandatory	Optional	Remarks
	3.13	Arrival Baggage			
		3.13.1	Y		
		3.13.2	Y		
	3.14	Problem Bags			
		3.14.1	Y		
	3.15	Baggage Tracking			
		3.15.1	Y		
		3.15.2	Y		
		3.15.3	Y		
		3.15.4	Y		
		3.15.5	Y		
		3.15.6	Y		
		3.15.7	Y		
		3.15.8	Y		
		3.15.9	Y		
	3.16	Search Facilities			
		3.16.1	Y		
		3.16.2	Y		
		3.16.3	Y		
	3.17	Baggage inquiry			
		3.17.1	Y		
		3.17.2	Y		
		3.17.3	Y		
		3.17.4	Y		
		3.17.5	Y		
		3.17.6	Y		
	3.18	Flight Creation			
		3.18.1	Y		
		3.18.2	Y		
		3.18.3	Y		
		3.18.4	Y		
		3.18.5	Y		
		3.18.6	Y		
	3.19	Flight Management			
		3.19.1	Y		
		3.19.2	Y		
		3.19.3	Y		
		3.19.4	Y		
		3.19.5	Y		
		3.19.6	Y		
		3.19.7	Y		
		3.19.8	Y		
	3.20	Baggage Tag Printing			
		3.20.1	Y		



RFP Requirement		Mandatory	Optional	Remarks
	3.20.2	Y		
	3.20.3	Y		
3.21	Reporting and Analysis			
	3.21.1	Y		
	3.21.2			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	(g)	Y		
	(h)	Y		
	3.21.3	Y		
	3.21.4	Y		
	3.21.5	Y		
	3.21.6	Y		
	3.21.7	Y		
	3.21.8	Y		
	3.21.9	Y		
	3.21.10	Y		
4	Technical Requirements			
4.1	System Architecture			
	4.1.1	Y		
	4.1.2	Y		
	4.1.3	Y		
	4.1.4	Y		
	4.1.5	Y		
	4.1.6	Y		
	4.1.7	Y		
	4.1.8	Y		
	4.1.9			
	(a)	Y		
	(b)	Y		
	4.1.10	Y		
	4.1.11	Y		
	4.1.12	Y		
4.2	BRS Deployment			
	4.2.1	Y		
	4.2.2	Y		
	4.2.3	Y		
4.3	Software			
	4.3.1	Y		

RFP Requirement		Mandatory	Optional	Remarks
	4.3.2	Y		
	4.3.3	Y		
	4.3.4	Y		
	4.3.5	Y		
4.4	Interfaces			
	4.4.1	Y		
	4.4.2	Y		
	4.4.3	Y		
	4.4.4	Y		
	4.4.5	Y		
4.5	BRS Hardware			
	4.5.1	Y		
	4.5.2	Y		
	4.5.3	Y		
	4.5.4	Y		
4.6	Handheld Baggage Scanners			
	4.6.1	Y		This to protect the SLAL investment which already incurred.
	4.6.2	Y		
	4.6.3	Y		
	4.6.4			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	(g)	Y		
	(h)	Y		
	(i)	Y		
	(j)	Y		
	(k)	Y		
	(l)	Y		
	(m)	Y		
	(n)	Y		
	(o)	Y		
	4.6.5	Y		
	4.6.6	Y		
	4.6.7	Y		
	4.6.8	Y		
	4.6.9	Y		
	4.6.10	Y		
	4.6.11	Y		

RFP Requirement		Mandatory	Optional	Remarks
4.7	Network			
	4.7.1	Y		
	4.7.2	Y		
	4.7.3	Y		
	4.7.4	Y		
	4.7.5	Y		
	4.7.6	Y		
	4.7.7	Y		
	4.7.8	Y		
	4.7.9	Y		
	4.7.10	Y		
	4.7.11	Y		
4.8	PC workstations			
	4.8.1	Y		
	4.8.2	Y		
4.9	Performance			
	4.9.1	Y		
	4.9.2	Y		
	4.9.3	Y		
	4.9.4	Y		
	4.9.5	Y		
	4.9.6	Y		
	4.9.7	Y		
4.10	User Management			
	4.10.1	Y		
	4.10.2	Y		
	4.10.3	Y		
	4.10.4	Y		
	4.10.5	Y		
	4.10.6	Y		
	4.10.7	Y		
	4.10.8	Y		
	4.10.9	Y		
	4.10.10	Y		
	4.10.11	Y		
	4.10.12	Y		
	4.10.13	Y		
	4.10.14	Y		
	4.10.15	Y		
4.11	Security			
	4.11.1	Y		
	4.11.2	Y		
	4.11.3	Y		
	4.11.4	Y		

RFP Requirement		Mandatory	Optional	Remarks
	4.11.5	Y		
	4.11.6	Y		
	4.11.7	Y		
	4.11.8	Y		
	4.11.9	Y		
	4.11.10	Y		
	4.11.11	Y		
	4.11.12	Y		
	4.11.13	Y		
4.12	Web Services/ API			
	4.12.1	Y		
	4.12.2	Y		
4.13	Notification to Passengers			
	4.13.1	Y		
4.14	Equipment Tracking			
	4.14.1	Y		
	4.14.2	Y		
	4.14.3	Y		
	4.14.4	Y		
	4.14.5	Y		
	4.14.6	Y		
4.15	IATA Message Types			
	4.15.1			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	(e)	Y		
	(f)	Y		
	4.15.2			
	(a)	Y		
	(b)	Y		
	(c)	Y		
	(d)	Y		
	4.15.3	Y		
4.16	Web Services /API			
	4.16.1	Y		
5	Other Requirements			
	5.1	Term		
	5.1.1	Y		
	5.1.2	Y		
	5.1.3	Y		
	5.1.4	Y		

RFP Requirement		Mandatory	Optional	Remarks
	5.2	Language		
		5.2.1	Y	
	5.3	On-line Help		
		5.3.1	Y	
		5.3.2	Y	
	5.4	Documentation		
		5.4.1		
		(a)	Y	
		(b)	Y	
		(c)	Y	
		(d)	Y	
		(e)	Y	
		(f)	Y	
		(g)	Y	
		5.4.2		
	5.5	Training		
		5.5.1	Y	
		5.5.2	Y	
		5.5.3	Y	
		5.5.4	Y	
		5.5.5	Y	
		5.5.6	Y	
		5.5.7	Y	
		5.5.8	Y	
		5.5.9	Y	
		5.5.10	Y	
		5.5.11	Y	
		5.5.12	Y	
	5.6	Service levels		
		5.6.1	Y	
		5.6.2	Y	
		5.6.3	Y	
		5.6.4	Y	
		5.6.5	Y	
		5.6.6	Y	
		5.6.7	Y	
		5.6.8	Y	
		5.6.9	Y	
		5.6.10	Y	
		5.6.11	Y	
		5.6.12	Y	
		5.6.13	Y	
		5.6.14	Y	

RFP Requirement			Mandatory	Optional	Remarks
		5.6.15		Y	On site engineer is an added advantage
		5.6.16	Y		
		5.6.17	Y		
		5.6.18	Y		
	5.7	Maintenance			
		5.7.1	Y		
		5.7.2	Y		
		5.7.3	Y		
		5.7.4	Y		
		5.7.5	Y		
	5.8	Acceptance			
		5.8.1	Y		
		5.8.2	Y		
		5.8.3	Y		
		5.8.4	Y		
		5.8.5	Y		
		5.8.6	Y		
		5.8.7	Y		
		5.8.8	Y		
		5.8.9	Y		
		5.8.10	Y		
		5.8.11	Y		
		5.8.12	Y		
		5.8.13	Y		
		5.8.14	Y		
		5.8.15	Y		
		5.8.16	Y		
		5.8.17	Y		
	5.9	Billing			
		5.9.1	Y		



- 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 will not affect the Warranty/ Service Levels provided hereunder. If the goods/service is rejected SriLankan Airlines shall recover any and all money paid and any service penalties incurred 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. If so please submit a separate bidder information form including the information of local agent.
- XI. Advance payment is not acceptable. 30 days credit from the date of commissioning and acceptance by UL 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 VII - Annex G - Draft Contract & Performance Security (Annex F)

### **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 B of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause .... 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 Airlines personnel.
- 1.1.14 Make available all the required manuals specified under technical/general specifications should be available in English Language at pre delivery inspection.

- 1.2 In the event any of the Service/solution supplied or delivered pursuant to this Agreement are rejected by SriLankan Airlines, the Contractor shall take immediate steps, and not later than 15 working days from the rejected date to either replace the rejected Service/solution or make alternations necessary to meet the specifications, free of any costs to SriLankan Airlines.
- 1.4 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 2 years from the date mentioned in the Commissioning and Acceptance Form in Annex ..... for manufacturing defects of the Service/solution except wear and tare.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum 10 years irrespective of the validity period of this agreement.
- 1.7 The contractor shall handover all items/Service/solution specified in Schedule ..... 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 to the same rates as specified under Schedule .... **Statement of compliance**
- 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 to the requirements and specifications set forth under this Agreement, SriLankan Airlines shall have the right to reject the Service/solution and:
- (i) refrain from making any payments pursuant to such Order made in respect of such Service/solution ; and
  - (ii) either replace the rejected Service/solution with Service/solution meeting the specifications required under this Agreement free of any costs to SriLankan Airlines; or
  - (iii) obtain substitute Service/solution for the rejected Service/solution and the Contractor shall reimburse to SriLankan Airlines all costs incurred by SriLankan Airlines in respect of same.

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

- 3.1 The Contractor shall provide the Service/solution at the rates assigned to each category as described in Schedule ..... 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 endeavour to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's favour, the amount payable to the Contractor shall be payable within fourteen (14) days of the resolution of the dispute.
- 3.5 SriLankan Airlines shall be entitled to withhold any payments due to the Contractor under this Agreement and any sums of money required to be withheld by SriLankan Airlines under any law or regulation for the time being in force and/or pursuant to this Agreement.
- 3.6 Payment shall be made in according to the payment details provided in Schedule .....
- 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 wilful 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 wilful misconduct.

**5. INSURANCE:**

- 5.1 The Contractor shall, without prejudice to its obligations under Clause 5.1 and as a condition precedent to this Agreement, at its own cost secure policies of insurance as described below, acceptable to SriLankan Airlines which shall be kept current throughout the term of this Agreement. These insurances will include but not limited to;
- a) Workmen's Compensation Insurance or employer's liability insurance for all employees of the contractor or their representatives involved with performance of this contract. The policy shall include extensions for riot and terrorism.
- 5.2 Such insurances as aforementioned incorporate the following provisions in respect of liability assumed by the Contractor under this Agreement (unless otherwise specified by SriLankan Airlines):
- a) Name SriLankan Airlines, its successors and assigns, directors, officers, servants, employees, agents and contractors as additional assureds.
  - b) A severability of interest clause, where the insurances (except with regard to the limits of liability) will operate in all respects as if there were a separate policy covering each assured.
  - c) Confirm that such insurances shall be primary without right of contribution from any other insurance carried by SriLankan Airlines.
  - d) Provide that the cover afforded to SriLankan Airlines shall not be invalidated by act or omission by the Contractor or by any other person and shall remain valid regardless of any breach or violation by the Contractor or any other person of any warranty, declaration or condition contained in such insurances.
  - e) The Insurer (of the insurances) will provide 15 days prior written notice to SriLankan Airlines of any material change of the insurances affected pursuant to this Clause.
- 5.3 The Contractor shall also within 15 days of the execution of this Agreement and at each consequent renewal (or renewal of insurances whichever shall occur first) produce an Insurance Policy/Certificate/Endorsement evidencing coverage as per the requirements of Clause 5.1.
- 5.4 In the event the Contractor defaults and/or fails to comply with any of its obligations under this Clause, SriLankan Airlines may (without prejudice to any other remedy available under this Agreement) pay any premiums that may remain due and unpaid provided that SriLankan Airlines shall be entitled to deduct or charge the Contractor any such amounts expended by it to pay such aforementioned unpaid premiums.
- 5.5 The insurance coverage required by Clause 5.1 and 5.2 shall at all times be valid and adequate to meet all the obligations set out above and any other obligations required by law. Failure to maintain insurance coverage to the required level will be considered by SriLankan Airlines as a fundamental breach of this Agreement.

**6. NON-COMPLIANCE:**

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

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

## **7. TERM & TERMINATION:**

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



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

## **8. BANK GUARANTEE:**

- 8.1 Upon the execution of this Agreement, the Contractor shall furnish SriLankan Airlines a bank guarantee for the sum as set forth under Clause ..... of Schedule ..... **Statement of compliance**, 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 despatch.

10.2 Notwithstanding the above each party shall give the other as soon as possible notice of the occurrence or imminent occurrence of an event as indicated above and where such notice is given verbally it shall be followed immediately in writing.

10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance to the time schedule as specified in the respective Purchase Order(s) due to any of the force majeure event mentioned above, the time schedule for the delivery of Service/solution shall be extended accordingly.

**11. GENERAL:**

11.1 This Agreement shall constitute the entire agreement and understanding of the parties and shall supersede all prior agreements, whether written or oral between the parties hereto concerning the subject matter hereof.

11.2 In the event of a conflict between this Agreement and its Schedules, the Schedules shall take precedence over this Agreement in respect of the subject matter thereof. In the event of a discrepancy between Purchase Order and the Agreement, the Purchase Order will take precedence over this Agreement in respect of the subject matter thereof.

11.3 In the event that either party shall be rendered wholly or partly unable to carry out its obligations under this Agreement as a result of strikes, lockouts and labour troubles, then such party so incapacitated shall compensate such other for damage and/or loss suffered by such other as a result of such strike, lockout or labour trouble.

- 11.4 At all times the Contractor (together with its workers) will be deemed to be an independent contractor and shall not under any circumstances be considered an employee, representative or agent of SriLankan Airlines.
- 11.5 The right and remedies of SriLankan Airlines against the Contractor for the breach of any condition and for obligations undertaken by the Contractor under this Agreement shall not be prejudiced or deemed to be waived by reason of any indulgence or forbearance of SriLankan Airlines.
- 11.6 Nothing in this Agreement shall prevent SriLankan Airlines from availing itself of any remedies provided under the general law in addition to the remedies stipulated in this Agreement.
- 11.7 Except to the extent as amended under the Purchase Order(s), this Agreement shall not be varied or modified otherwise than by an instrument in writing of even date herewith or subsequent hereto executed by or on behalf of SriLankan Airlines and the Contractor by its duly authorised representatives.
- 11.8 If any provision of this Agreement should become or be adjudged invalid or unenforceable for any reason whatsoever, such invalidity or unenforceability shall not affect any other part of this Agreement and all other provisions shall remain valid and in full force and effect.
- 11.9 The titles to the clauses in the Agreement are for convenience of reference only and do not form part of this Agreement and shall not in any way affect the interpretation thereof.
- 11.10 SriLankan Airlines does not grant the Contractor any right, title or interest in any of its designs, labels, know-how, trade names, trademarks, service marks, logos and other distinctive brand features or business identifiers, logo, copyright or any other intellectual property rights of SriLankan Airlines ("Intellectual Property Rights") except as expressly authorised in writing by SriLankan Airlines and the Contractor shall not have any right, title or interest in the said Intellectual Property Rights of SriLankan Airlines other than the right to use it for purposes of this Agreement for the Term hereof only with the express written consent of the SriLankan Airlines.
- 11.11 The Contractor shall not issue any press release or other public announcement related to this Agreement, written or oral, without the prior written consent of SriLankan Airlines, except as required by law or a court order. For avoidance of any doubt, the Contractor shall not make, give or issue any press release or other press activity involving or referring to SriLankan Airlines or any of its affiliates or their services or operations, without SriLankan Airlines prior written approval.
- 11.12 The Contractor expressly assures and warrants that it has all the necessary approvals, authorizations and licenses to enter into this Agreement and to provide the Service/solution envisaged under this Agreement.
- 11.13 Any notice or other communication required or authorised 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 despatch 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 authorised signatories to place their hands hereunto and to one other of the same tenor on the date first referred to above in:

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

For and on behalf of

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

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

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

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

Section VII - Annex F : 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)]

Dear Sir/Madam,

**IFB NO: CPIT/ICB 02/2019**

**INVITATION FOR BIDS FOR THE PROVISIONING OF A BAGGAGE RECONCILIATION SYSTEM (BRS) AT BANDARANAIKE INTERNATIONAL AIRPORT (BIA) & MATTALA RAJAPAKSA INTERNATIONAL AIRPORT (MRIA) FOR SRILANKAN AIRLINES.**

Chairman - Ministry Procurement Committee of the Ministry of Finance on behalf of SriLankan Airlines hereby invites tenders for the Provisioning of a Baggage Reconciliation System (BRS) for SriLankan 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 17 September 2019.

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

Any inquiry/clarification about the Tender should be e-mailed [to sampath.sudasinghe@srilankan.com](mailto:sampath.sudasinghe@srilankan.com) and [sarath.jayathunga@srilankan.com](mailto:sarath.jayathunga@srilankan.com) to reach on or before 19 August 2019.

**Bids** will be opened at 11.15 a.m. (Sri Lankan time: GMT +0530) on 17 September 2019 at SriLankan Airlines Ltd, 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,

**SENIOR MANAGER COMMERCIAL PROCUREMENT  
SRILANKAN AIRLINES LTD**

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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 02/2019

INVITATION FOR BIDS FOR THE PROVISIONING OF A BAGGAGE RECONCILIATION SYSTEM  
(BRS) 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 : .....