



STANDARD BIDDING DOCUMENT  
INTERNATIONAL COMPETITIVE BIDDING

INVITATION FOR SUBMISSION OF BIDS FOR THE  
PROVISIONING OF A NEW GENERATION CARGO MANGEMENT SYSTEM  
FOR  
SRILANKAN AIRLINES

IFB REFERENCE NO: CPIT/ICB 02/2020

CHAIRMAN,  
STANDING CABINET APPOINTED PROCUREMENT COMMITTEE,  
SRILANKAN AIRLINES LIMITED,  
COMMERCIAL PROCUREEMNT DEPARTMENT (IT PROCUREMENT),  
AIRLINE CENTRE, BANDARANAIKE INTERNATIONAL AIRPORT,  
KATUNAYAKE,  
SRI LANKA.

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Dear Sir/Madam,

**IFB NO: CPIT/ICB 02/2020**

**INVITATION FOR BIDS FOR THE PROVISIONING OF A NEW GENERATION CARGO MANGEMENT SYSTEM FOR SRILANKA AIRLINES.**

SriLankan Airlines hereby invites tenders for the provisioning of a new Generation Cargo Management System. 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 11.00a.m.(Sri Lankan time: GMT +0530) on 13 October 2020.

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

Any inquiry/clarification about the Tender should be e-mailed [to tharaka.hindurangalage@srilankan.com](mailto:tharaka.hindurangalage@srilankan.com) and [sarath.jayathunga@srilankan.com](mailto:sarath.jayathunga@srilankan.com) to reach on or before 25 September 2020.

**Bids** will be opened at 11.15 a.m. (Sri Lankan time: GMT +0530) on 13 October 2020 at SriLankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka. Kindly note that 01 representative per bidding company is permitted to be present at the tender opening. Please contact any of the above, well in advance for the arrangement of Security clearance.

Yours Faithfully,

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

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BID ACKNOWLEDGEMENT FORM

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

IFB NO: CPIT/ICB 02/2020

INVITATION FOR BIDS FOR THE PROVISIONING OF A NEW GENERATION CARGO MANGEMENT  
SYSTEM FOR SRILANKA AIRLINES.

Download of your ..... is hereby acknowledged.

You may expect to receive our proposal on or  
before.....

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

We do not intend to submit a proposal because .....

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

Signed : .....

Title : .....

Company : .....

Date : .....

## Section I. Instructions to Bidders (ITB)

*ITB shall be read in conjunction with 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 Supply & Maintenance of New Generation Cargo Management System 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 an effect of may have 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, <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
- Section VIII - Vendor Information Form

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

## 6. Clarification of Bidding Documents

6.1 A prospective Bidder requiring any clarification of the Bidding Documents including the restrictiveness of specifications shall contact SriLankan Airlines in writing at the SriLankan Airlines' e-mail address **specified in the BDS**. SriLankan Airlines will respond in writing to any request for clarification, provided that such request is received 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 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 1TS Sub-Clause 24.1 or
  - (b) If a Bidder does not agree to correctable of arithmetical errors in pursuant to 1TS Sub-Clause 29.3
  - (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 02/2020 and the Bidding Company's name and the type of proposal (Technical or Financial) clearly marked on the top left corner of the envelope. The Bid Submission Form (Section IV Annex A) and the Bid Securing Declaration (Section IV - Annex C) should be submitted in a separate envelope along with the Financial proposal.

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

### **34. Comparison of Bids**

- 34.1 SriLankan Airlines shall compare all substantially responsive bids to determine the lowest-evaluated bid, in accordance with ITB Clause 33.  
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. SriLankan Airlines reserves the rights to request for higher valued Performance Security Form is included in Annex H.
- 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.

|                      |  |
|----------------------|--|
| ITB Clause Reference | <b>A. General</b>  |
| ITB 1.1              | The name and identification number of the Contract are - Provisioning of a new Generation Cargo Management System for SriLankan Airlines. (IFB No. CPIT/ICB 02/2020)   |
|                      | <b>B. Contents of Bidding Documents</b>  |
| ITB 6.1              | <p>For <u>Clarification of bid purposes</u> only:</p> <p><u>SriLankan Airlines contact details</u></p> <p>Mailing address: SriLankan Airlines Limited<br/>Commercial Procurement Department (IT Procurement)<br/>Airline Centre, Bandaranaike International Airport,<br/>Katunayake,<br/>Sri Lanka</p> <p>Tel : +94 (0) 197332666</p> <p>Fax : +94 (0) 197335218</p> <p>E-mail : <a href="mailto:sarath.jayathunga@srilankan.com">sarath.jayathunga@srilankan.com</a><br/><a href="mailto:tharaka.hindurangalage@srilankan.com">tharaka.hindurangalage@srilankan.com</a></p> |
|                      | <b>C. Preparation of Bids</b>  |
| ITB 10.1 (e)         | The Bidder shall submit the following additional documents:<br>Company profile<br>Client references - Section VI - Annex G   |
| ITB 11.1 (e)         | <p>The Bidder shall fill and submit the following <u>Compulsory Forms</u> in Section IV.</p> <ol style="list-style-type: none"> <li>1. Bid Submission Form - Section IV Annex A</li> <li>2. Price Schedule - Section IV Annex B</li> <li>3. Bid Securing Declaration - Section IV - Annex C</li> </ol>   |
| ITB 18.1             | The bid shall be valid up to 13 April 2020   |
| ITB 19.1             | Bid shall include Bid Security Declaration using the form included in Section IV - Annex C.  |

|             |   |
|-------------|---|
|             | <b>D. Submission and Opening of Bids</b>  |
| ITB 21.2(c) | The inner and outer envelopes shall bear the following identification marks: - Provisioning of a new Generation Cargo Management System for SriLankan Airlines.<br>IFB No. CPIT/ICB 02/2020   |
| ITB 22.1    | For bid submission purposes, SriLankan Airlines' address is:<br>Attention : Senior Manager Commercial Procurement<br>Address : Commercial Procurement Department,<br>SriLankan Airlines Ltd, Airline Centre,<br>Bandaranaike International Airport,<br>Katunayake, Sri Lanka.<br><br>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 : <a href="mailto:tharaka.hindurangalage@srilankan.com">tharaka.hindurangalage@srilankan.com</a> one day in advance to arrange security clearance:<br>1) Company Name:<br>2) Name/NIC No of the participants: (Maximum 02 participants)<br>3) Driver's Name /NIC No (if any):<br>4) Details of the vehicle (if any):<br>5) Details of Brand/Model, Serial number of any electronic equipment such as Laptops etc. |
|             | The deadline for the submission of bids is:<br>Date :13 October 2020<br>Time: 11.00 a.m. Sri Lankan time (GMT +5:30 Time Zone)  |
| ITB 25.1    | The bid opening shall take place at:<br>Address: Srilankan Airlines, Airline Centre, BIA, Katunayake, Sri Lanka<br>Date: 13 October 2020<br>Time: 11.15 a.m. Sri Lankan time (GMT +5:30 Time Zone)  |
|             | <b>E. Evaluation and Comparison of Bids</b>   |
| ITB 33.4    | The following factors and methodology will be used for evaluation:<br>Minimum Eligibility Criteria and Evaluation criteria stipulated in Section III.   |

### Section III. Evaluation and Qualification Criteria

#### Minimum Eligibility Criteria

- I. The Bidder should have at least 05 years of industrial experience in terms of provisioning of Cargo Management Services & Solutions with relevant expertise.
- II. The Bidder should have experience in serving at least 02 full service Commercial Airlines with end to end Cargo Management services.
- III. The Bidder should comply with requirements of ISO/IEC 27001:2013, Payment Card Industry Data Security Standard (PCI DSS), Data retention policies, General Data Protection Regulation (GDPR) and other applicable legislative and regulatory requirements.
- IV. The Bidder should be able to meet the mandatory technical requirements under Part 1-14, 16-22, 24-33, 35-52 in Section VI of the RFP.

#### Evaluation Criteria

- I. The Bidder's point-by-point compliance with general, technical & functional requirements under Part 1-52 in Section VI of the RFP. It is essential that the Bidder clearly indicates any limitations and/or deviations.
- II. System awareness, Strength of Technical support, service levels and service credit scheme requirements under Part 52 in Section VI of the RFP.
- III. Ability to integrate with SriLankan IT systems requested under Part 50 in Section VI of the RFP.
- IV. The Bidder's capability of carrying out on-site Product demonstrations, site visits. Proof of Concept (POC) & business user cases to verify RFP specifications & performance.
- V. User awareness & Technical Training requested under Part 52 in Section VI of the RFP.
- VI. Customer feedback on at least 02 existing projects of similar systems implemented at enterprise level during past 03 years. Full Clientele of the solution provider in the field of Cargo Management Services & Solutions deployed during past 05 years.
- VII. Preferred Implementation lead time is 10 months or less. Maximum implementation lead time is 12 months. Length of the implementation period will be considered as an evaluation factor.
- VIII. Future enhancements and roadmap. Usefulness/quality of User Interfaces (UI) and User Experiences (UX).
- IX. Total final cost of the project for 05 years period
- X. Credit terms specified in the price schedules at Annex B or better. Length of the credit granted, and payment terms will be considered as an evaluation factor.

## Section IV. Bidding Forms

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Section IV - Annex A

**THIS IS A COMPULSORY FORM. NON-SUBMISSION OF DULY FILLED/SIGNED FORM SHALL RESULT IN REJECTING THE BID.**

**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 Tax, including any discounts offered for 05 years is: *[insert the All-inclusive total project cost without Tax for 5 years in words and figures]*;  
Note: Please note that the prices indicated in this Bid submission form should be same as the All-inclusive total project cost for 5 years indicated in the below Price schedule form referred as Annex B-I.
- (d) The total price of our Bid including Tax, and any discounts offered for 05 years is: *[insert the All-inclusive total project cost with Tax for 5 years 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: Price Schedule Form

Reference No: CPIT/ICB 02/2020

Proposals for provisioning of a new Generation Cargo Management System for SriLankan Airlines.

Fully Managed Service model including Installation, Commissioning, Warranty, and 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 of Solution   | Unit of Measure         | Cost per month | Total cost for 60 months | Remarks                  |
|--------------|---|-------------------------|----------------|--------------------------|--------------------------|
| 1            | Cost of the Solution which covers the SriLankan Business requirements at section VI |                         |                |                          |                          |
| 2            | Implementation cost (if applicable)   |                         |                |                          |                          |
| 3            | Acquisition cost (if applicable)  |                         |                |                          |                          |
| 4            | License cost (if applicable)  |                         |                |                          |                          |
| 5            | Integration cost with other systems (If relevant)                                   |                         |                |                          |                          |
| 6            | Project management cost   |                         |                |                          |                          |
| 7            | Scoping study (if applicable)   |                         |                |                          |                          |
| 8            | Product Customization (if applicable)   |                         |                |                          |                          |
| 9            | Data migration  |                         |                |                          |                          |
| 10           | Training  |                         |                |                          |                          |
| 11           | Hardware cost (If applicable)   |                         |                |                          |                          |
| 12           | Any other requirements - Please specify   |                         |                |                          |                          |
|              | <b>Total one time cost for 5 years</b>  |                         |                |                          |                          |
|              |   |                         |                |                          |                          |
|              | <ul style="list-style-type: none"> <li>Variable/Recurrent charges</li> </ul>        | Estimated Qty per month | Unit price     | Total Cost per month     | Total cost for 60 months |
| 13           | Cost per Airway Bill (AWB)  | 10,500                  |                |                          |                          |
| 14           | Cost per CN 38 document (PO Mail)   | 900                     |                |                          |                          |
|              | <b>Total variable/recurrent cost for 5 years</b>                                    |                         |                |                          |                          |
|              | All-inclusive total project cost for 5 years (Excluding Tax)                        |                         |                |                          |                          |
|              | <b>Total Tax amount (if applicable please specify details)</b>                      |                         |                |                          |                          |
|              | <b>All-inclusive total project cost for 5 years (Including Tax)</b>                 |                         |                |                          |                          |

- Variable/Recurrent charges - Please indicate the unit rate per AWB/CN 38 if not same for additional usage in USD.



Section IV - Annex C

**THIS IS A COMPULSORY FORM. NON-SUBMISSION OF DULY FILLED/SIGNED FORM SHALL RESULT IN REJECTING THE BID.**

**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

Procurement of a New Generation Cargo Management System for SriLankan Airlines

| Line Item # | Description of Goods/service   | Qty | Unit of Measure | Final Destination                 | Delivery Date                                  |
|-------------|--|-----|-----------------|-----------------------------------|--|
|             | <p>Provisioning &amp; implementation of an organized, cohesive and functional fully automated state of the art new generation cargo management system to handle cargo sales, marketing and operations with the requirements indicated in section VI. The product should include product customization to meet business, regulatory and government requirement, integration with relevant IT systems - both airline and external systems which includes customer carriers, state customs, border control systems, ground handlers and middleware support, Comprehensive backend infrastructure and supporting structure to support SriLankan cargo to meet the required SLA with 24/7 support services.</p> <p>System should be able to receive, transmit, process and generate industry standard messages (ex: IATA, ICAO format etc).</p> <p>The product shall evolve with the industry requirement and the technology.</p> | 01  | Each            | IT Division of SriLankan Airlines | Based on the project implementation time lines |

Note:

SriLankan Airlines should have the right to terminate the Contract after the 1st year by giving the vendor 02 month's notice.

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

Name of the Bidder : .....

Name of the Principal : .....

Name of the Manufacturer : .....

### 1.0 Introduction

#### 1.1 Business Objectives of this RFP

SriLankan Airlines seeks to replace the Cargo Management System to offer s more convenient, efficient and hassle-free Business System. The new Cargo system will play a key role in achieving the objectives of the Cargo division's long-term business development plan. Among the other key objectives of the modern Cargo Management System are to enable re-designing our airline's operational efficiently, cost effectively around its assets such as system users, customers, routes and aircrafts to assist building a brand and a product that can meet the competition effectively, while reducing the operational cost per AWB and increase revenue/RTK and overall increase of ATK with the Cargo Business development plan. The scope of the RFP includes Reservations, Inventory, Pricing, Accounting, Budgeting, Billing, warehouse operations, ground handling, online booking facility, Credit Control, CRM, Revenue Management, Revenue Accounting, Dashboard, Business Analytics, Claims, Tracking and MIS decision support system.

The proposed solution must clearly articulate the ROI in terms of above broader objectives. The implementation of the entire new Cargo Management System must be completed within a year. The bidders are expected to request for any further information in order to understand the requirements for proposing a complete and comprehensive solution, including other stop gap solutions currently in place as an interim work around and the interfacing requirements with other systems which will not be replaced by the RFP. The bidders shall propose any other systems which are not listed above but essential for the complete solution for smooth business continuity and may optionally offer any other solutions that add value.

SriLankan Airlines is the sole ground handling agent for the Colombo international airport for all international airlines, Charter flights operating to Sri Lanka. SriLankan is also the ground handling agent for the second international airport (HRI) in Maththala. The scope of this RFP requires the Cargo Management for both airports and the ground handling function for Colombo and Maththala international airports.

The contract period of the new Cargo Management System is 5 years and extendable for successive years annually.

#### 1.2 Short term and Long-Term business Objectives.

The short term and long-term business objectives of the new Cargo Management System are described below. SriLankan' objective is to achieve the short-term objectives within the first year from the implementation of the new system and the long-term objective to be fulfilled within next two years.

#### 1.3 Short Term business objectives

- 1.3.1 Offer internal and external users more convenient, efficient and hazard free booking experience through all the customer touch points such as online booking, Mobile app, Agents counter, Warehouse, Call Centre, Online Tracking, online Claim, convenient access to Cargo system through mobile devices and empower cargo agents to manage their Bookings.

- 1.3.2 Accommodate the online and offline route network expansion and the forecasted growth in business.
- 1.3.3 Improve the efficiency in Cargo handling today, optimize human resources, and also promote integrations with other third-party systems such as Weight Bridge System, Cargo Portal System, Credit Control, Customs, Rapid Revenue Accounting, Oracle Finance, CCN, ASYCUDA, etc. in order to increase efficiency and reduce operational costs.
- 1.3.4 Promote and improve sales and services through online channels to reduce Overheads and become competitive.
- 1.3.5 Facilitate simple, flexible pricing negotiation to meet the competition by LCC and the demand and there by fully automate pricing management for higher yields.

#### 1.4 Long term business objectives;

- 1.4.1 Convenient and efficient ground handling to cater for the expansions of the Cargo Terminal Operations.
- 1.4.2 Fully compliance with IATA, Civil Aviation, Government regulations, Custom's and Industry standards and simplify the business.
- 1.4.3 Pricing System to improve Pricing negotiation workflow to enable distribute rates more efficiently and improve pricing decisions.
- 1.4.4 Provide direct access to the Cargo reservation system through mobile devices.
- 1.4.5 Optimizing operational cost reducing dependency on SITA messaging and bandwidth requirements.
- 1.4.6 Provide full capabilities for code share and one world alliance.
- 1.4.7 Comprehensive CRM system and decision support system with data mining.
- 1.4.8 Maintain compatibility with latest industry standards in Desktop operating systems, Cloud environments, and Data base platforms.
- 1.4.9 Compatible with Kiosk Operations, online payments and Call center operations.

## 2.0 Scope of this RFP

The scope of this RFP is defined in subsequent sections of this document. The vendor is expected to meet or exceed the business requirements detailed in section III. The vendor may also propose any value additions to further improve the way SriLankan carry out the business.

The Vendor may provide an alternate system or integrate with the existing system for the following existing Cargo Business support systems.

- Weight Bridge System
- Revenue Accounting System (RAPID)
- Cargo Portal System
- Credit Control System
- Oracle Finance System
- Customs-Asycuda
- Cargo Community Network (CCN)
- Amadeus Passenger Reservation/Freight Management Systems
- AIMS - Flight Schedule
- LIDO - Flight Planning System
- Online Payment Gateway
- Microsoft Outlook-Emails,
- Sitatex
- SMS

The vendor should carry out their own study to understand the business process involved with each of the above system and suggest most cost-effective solution. The Vendor should propose any migration of existing data as necessary. The vendor must also propose any other Cargo components which may be deemed as essential for the overall Cargo Business solution.

The proposed product must integrate with the existing Revenue Accounting System for smooth cutover during first stage as a precaution to prevent any unexpected situations and plan to migrate the revenue accounting

functions to in-built Revenue Accounting system and transfer Accounting summary information to Oracle Finance system directly for financial accounting requirement. The Vendor is responsible to implement the interfaces to Rapid Revenue Accounting System (Accelya) and to Oracle Finance System.

## 2.1 Current Cargo Product environment

Present Cargo Service Systems

Table 1

| Cargo Sales and Operation's             | System Name                       | System provider<br>Owned by<br>Hosted by |
|---|-----------------------------------|--|
| Reservations                            | SkyChain                          | Accelya<br>Accelya                       |
| Inventory                               | SkyChain                          | Accelya<br>Accelya                       |
| AWB processing                          | SkyChain                          | Accelya<br>Accelya                       |
| Cargo Import/Export Terminal Operations | SkyChain                          | Accelya<br>Accelya                       |
| Ground Handling Operations              | SkyChain                          | Accelya                                  |
| PO mail                                 | PO Mail System                    | UL                                       |
| Weight Bridges                          | Weight Bridge System              | JKIT                                     |
| Cargo Acceptance                        | Cargo Portal/Weight Bridge System | JKIT                                     |
| Sales Accounting                        | Oracle Finance System             | UL                                       |
| Credit Control                          | Credit Control System             | UL                                       |
| Budgeting                               | Excel                             | UL                                       |
| Sales Reports                           | Excel                             | UL                                       |
| Sales Data transfer to Oracle           | Oracle Data Bridge                | UL                                       |
| Cargo Tracking                          | SkyChain                          | Accelya                                  |
| Cargo Claims                            | Emails                            | UL                                       |
| AWB Verifications                       | SkyChain                          | Accelya                                  |
| Revenue Accounting                      | RAPID                             | Accelya<br>SriLankan DC                  |
| Flight Schedules-UL                     | AIMS system                       | AIMS, UK<br>SriLankan DC                 |
| OAL flight Schedules                    | Excel                             | UL/Accelya                               |
| Custom Interface                        | CCN                               | CCN / Asycuda<br>CCN                     |
| Online Payment Gateway                  | Online payment                    | LankaClear                               |

## 2.2 Present Scale of Operations

Table 2

| SriLankan                                     | FY<br>2018/2019 | FY<br>2019/20 | FY<br>2020/2021 |
|---|-----------------|---------------|-----------------|
| Aircraft fleet                                | 320/321 - 13    | 14            | 12              |
|   | 330 - 14        | 13            | 13              |
| Daily flights                                 | 100             | 120           | 10-20           |
| Destinations served                           | 36              | 40            | 10-20           |
| Revenue Cargo Tonnage and estimated Per month | 10,800 T        | 10,000 T      | 4000T-7000T     |
| Number of Transactions (AWBs) per month       | 12,500          | 13,500        | 4000-6000       |

Table 3

| Customer Carriers                             | FY<br>2018/2019 | FY<br>2019/20 | FY<br>2020/21 |
|---|-----------------|---------------|---------------|
| Number of handled Carriers                    | 32              | 40            | 5-10          |
| Daily flights                                 | 105             | 130           | 10-20         |
| Revenue Cargo Tonnage and estimated Per Month | 12,500 T        | 11,000 T      | 4000T-7000T   |
| Number of Transactions (AWBs) Per month       | 17,500          | 14,100        | 4000-7000     |

### 3.0 Objectives of this RFP

SriLankan is evaluating its options with the aim of replacing existing Cargo Management System. All leading Vendors are invited to submit their proposals to provide a comprehensive solution in line with the specifications given in the RFP. We will be evaluating the proposals submitted within the given period by all Vendors in addition to present service provider (Accelya) to meet the latest business needs of the Cargo Services of SriLankan Airlines and its Ground Handling Operations.

- a) On cost effective basis
- b) Improve customer touch point services
- c) Improve efficiency of operation.
- d) Compliance to RFP specifications

The evaluation criteria of the RFP is included in the section III to VII.

### 4.0 Instructions and conditions of the RFP

#### 4.1 Format of the response

Please ensure the format of your response follow the same format of this RFP with the original numbering. The response must be placed directly under the question.

Please include any additional reference material in an appendix with the original question number. Even if additional reference material is attached in the appendix, it is compulsory to provide a complete response under the relevant question, or else indicate if a area is not applicable to your solution.



#### 4.2 Questions regarding the RFP

Requests for clarifications on any issues relating to this RFP should be made in accordance with the schedule indicated in 6.0, under RFP process. Please ensure your question is clearly referenced against the question number provided in the RFP.

Please note that where appropriate, your questions and our answers may also be forwarded to other vendors responding to this RFP for their information.

#### 4.3 Proprietary information

All information contained in this RFP is proprietary. It is for the sole use of the vendor in connection with its response preparation and is not to be used by the vendor for any other purpose or revealed or disclosed in any manner to any other individual and/or company without specific written permission of SriLankan.

#### 4.4 RFP protocol

The vendor understands that the issuance of this RFP does not create any obligation on the part of SriLankan to pursue any actions in connection with the information referred to herein. The vendor understands that the SriLankan may choose not to invite any vendors to present their response in person and may, at any time, stop any further actions with regard to this RFP.

#### 4.5 IT & Cargo Revenue requirements

Please refer to attached Annex D-for IT security compliance, Annex E for IT infrastructure requirements & Annex F for Cargo Revenue accounting requirements.

#### 4.6 Evaluation Matrix

#### **Evaluation Criteria**

Table 4

| No | Requirement   | Compliant (Yes/No/NA) | Weightage  | Remarks |
|----|---|-----------------------|------------|---------|
| 1  | Fully compliance to general, technical and functional specifications in Request for Proposal (RFP).                                     |                       | 40         |         |
| 2  | Successful Proof of Concept (POC) or demonstration of business use cases to validate RFP specifications & performance.                  |                       | 15         |         |
| 3  | System maintenance, strength of technical support, service levels and service credits scheme.   |                       | 5          |         |
| 4  | Ability to integrate with existing SriLankan Airlines and external IT Systems.  |                       | 15         |         |
| 5  | Implementation timeline to meet SriLankan Airlines requirements.  |                       | 10         |         |
| 6  | Existing clientele. Feedback from users, industry reviews and existing clientele (airlines/aviation industry or similar organizations). |                       | 5          |         |
| 7  | Usefulness/quality of User Interfaces (UI) and User Experiences (UX). Future enhancements and roadmap.                                  |                       | 5          |         |
| 8  | Level of support during implementations and Technical Training.   |                       | 5          |         |
|    | <b>Total</b>  |                       | <b>100</b> |         |

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Table 3

# Requirement Specification for Cargo Management System

The bidders, whose proposals are most responsive and meet or exceed all or majority of below specifications will be considered for further evaluations. The list of compliance to below functional requirements and subsequent amendments during the contract negotiation will become part of the contract.

| Item #                            | Functional Requirement   | Compliance (Yes/ No) | Vendor Response Explain |
|-----------------------------------|--|----------------------|-------------------------|
| <b>1.0 SALES AND RESERVATIONS</b> |  |                      |                         |
| 1.1                               | Vendor solution shall be able to provide an integrated, end to end solution that covers the entire cargo supply chain that includes but not limited to<br>1. Customer servicing portal<br>2. Quotations, reservations and order taking<br>3. Revenue optimization and capacity management<br>4. Net rating and proration<br>5. Cashiering<br>6. Operations<br>7. ULD management<br>8. Door delivery services<br>9. Accounting<br>10. Analytics<br>11. Revenue Accounting<br>12. MIS<br>13. Dashboards to suits the business area |                      |                         |
| 1.2                               | Vendor system shall provide reservation for all types of cargo with required details including UNK bookings. Also shall be capable of shipper / Consignee Legal Name and TAX ID update during reservation, Mandate zip code for US destination shipments to generate barcode labels.   |                      |                         |
| 1.3                               | Vendor system shall be available of reservation data for analysis.   |                      |                         |
| 1.4                               | Customer profile management shall be available with vendor solution.   |                      |                         |
| 1.5                               | Vendor solution shall be facilitated to check the capacity availability.   |                      |                         |
| 1.6                               | Vendor system shall be able to make recurring reservations.  |                      |                         |

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| 1.7  | Vendor solution shall be capable to capture reservations through all channels - online, messaging ( FFR , FBL , FWB & etc )   |  |  |
| 1.8  | Vendor system shall have availability of booking list for POS level with filtering based on destinations.   |  |  |
| 1.9  | Vendor system shall be capable to view POS sales with rate details based on stations with data access restrictions at station level.  |  |  |
| 1.10 | Vendor system shall maintain and display SPA's and proration of revenue for OAL.<br>Also system shall be able to net rate and prorate each AWB by interline and host proration.   |  |  |
| 1.11 | Vendor system shall be capable to verify rate and shipment details.   |  |  |
| 1.12 | Vendor system shall have the ability to generate AWB with all components and print with carrier logo in pre-printed stationery, A4 sheet or e AWB.  |  |  |
| 1.13 | Vendor system shall be able create an AWB from a booking or as a new data entry.  |  |  |
| 1.14 | Vendor system shall provide AWB information as per IATA standard and in an user friendly interface.   |  |  |
| 1.15 | Vendor system shall provide a web portal for customers to access Web tracking (MAWB and HAWB level), Flight schedule, Web reservation, AWB execution, HAWB updates and handling, attach documents, Price quote. Also, facility to print AWB, to generate barcode labels, to maintain information related products, services, business & industry solutions. |  |  |
| 1.16 | System shall record the revenue by host currency, origin currency and destination currency.   |  |  |
| 1.17 | Vendor system shall enable user to print AWB at any stage of the shipment journey to satisfy e-AWB requirements.  |  |  |
| 1.18 | Vendor system shall update to an AWB, post AWB lock shall result in auto generation of a CCA with the new charges. Originally executed date shall not be allowed to be changed for standard users. Date Changing facility shall be allowed only for super users.  |  |  |
| 1.19 | The CCA information (with date and time) shall be stored in history and shall be available in the integrated accounting system. CCA report shall generate for any given date parameter.   |  |  |
| 1.20 | Vendor system shall be able to automatically capture and manually insert any type of other charges, terminal charges, taxes at origin and destination as other charges  |  |  |

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|      | At AWB shipment data capturing Rate and charges of the AWB should be auto captured from the rates and other charges table.  |  |  |
| 1.21 | Proposed system shall be able to enter security information at the AWB level. When destinations are set as mandatory security details required, the system shall capture all AWB destined to such Cities to update the security details such as<br>1. Shipper verification of ID<br>2. Screening types<br>3. Shipper declarations.<br><br>To generate eCSD. |  |  |
| 1.22 | Proposed system shall be provisioned to attach photographs and scan copies of shipment documents such as commercial invoice, Packaging list, DGD, Certificate of origin, emails, SITA , etc. in the system at any time of the shipment life cycle.  |  |  |
| 1.23 | Proposed system shall be capable to print AWB on preprinted forms or blank sheets on any printer such as laser and dot matrix (Epson/IBM).<br><br>Also, shall be able to download AWB to a PDF format.  |  |  |
| 1.24 | Proposed solution shall capture AWB Information through a FWB, XFWB, FHL, XFHL messages and also shall generate the FWB, XFWB, FHL. XFHL as and when required   |  |  |
| 1.25 | Proposed system shall check credit availability, outstanding payment history when accepting bookings. (A credit control system to be maintained in cargo handling system)   |  |  |
| 1.26 | Proposed system shall capture House AWB information, Mandate zip code for US destination shipments.   |  |  |
| 1.27 | Proposed system shall have the functionality to tally the HAWB pieces with the master AWB pieces, weight and perform validations and errors.  |  |  |
| 1.28 | Proposed system shall be able to check the aircraft restrictions, embargo and any other limitations when accepting reservations.  |  |  |
| 1.29 | Proposed system shall have following capability;<br>Ability to send FFR , FFA<br>Ability to capture FFR & FFA<br>Action unprocessed FFR   |  |  |
| 1.30 | Proposed system shall alert users/stations via email for unverified airwaybill on a specified time.   |  |  |

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| 1.31                | Proposed system shall be able to amend AWB after warehouse acceptance. This facility to be given for specified users.  |  |  |
| 1.32                | Proposed system shall have auto queuing facility for reservation to capacity control to finalize FBL. If not it shall have alternative method to cater above facility. |  |  |
| 1.33                | Proposed system shall be ability to save & view multiple booking list versions with printing facility.   |  |  |
| 1.34                | Proposed system shall be able to cancel segment - booking list, extended booking list, booking list with joining shipment.   |  |  |
| 1.35                | Proposed system shall capture additional details of SHC and product.   |  |  |
| 1.36                | Proposed system shall capture and view irregularity.   |  |  |
| 1.37                | Proposed system shall be able to capacity depletion (weight and volume) as per reservation, express AWB capture, recurring reservation.                                |  |  |
| 1.38                | Proposed system shall capture carrier certification and execution details.   |  |  |
| 1.39                | Proposed system shall capture customer details - reservation, express AWB Capture, recurring reservation, reservation template.  |  |  |
| 1.40                | Proposed system shall have queues for Booking list, extended booking list, booking list with joining shipment. If not alternative method shall be available.           |  |  |
| 1.41                | Rebook - Booking list; extended booking list; booking list with joining shipment.  |  |  |
| 1.42                | Proposed systems shall send FSU BKD - reservation; express AWB capture; recurring reservation.   |  |  |
| 1.43                | Proposed system shall capture AWB with no volume (through FWB).  |  |  |
| 1.44                | Proposed system shall capture SHC and product details - reservation; reservation template.   |  |  |
| 1.45                | Proposed system shall capable to maintain Cost Centre details for service cargo at reservation level.  |  |  |
| <b>2.0 Capacity</b> |  |  |  |
| 2.1                 | Vendor system shall create, modify and maintain airline and trucking schedules for a schedule period through a direct user interface screen                            |  |  |

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| 2.2  | Vendor system shall be integrated with flight scheduling system (AIMS) to Create / Maintain the flight and Trucking Schedule through SSIM and SSM / ASM messages.  |  |  |
| 2.3  | Vendor system shall allow users to manually create a single flight without disrupting the remaining schedule.<br>Flight schedule to be created for any given parameter.  |  |  |
| 2.4  | Vendor system shall allow users to modify a flight for a certain occurrence without impacting the existing schedule for that flight.   |  |  |
| 2.5  | Vendor system shall allow users to manually cancel flights over a duration or single flights for a specific occurrence or part flights - for e.g. cancelling one leg of a multi-sector flight for one week.  |  |  |
| 2.6  | When bookings exist, the system shall allow the user to move existing bookings to other flights in one action without significant impact or delay.   |  |  |
| 2.7  | Vendor system shall have the ability to manage capacity based on the type of aircraft by weight, volume and ULDs. Capacity segmentation based on Product/Point of sale / agent / Promotional Schemes / Reservation Booking office and sector allocation. |  |  |
| 2.8  | Vendor system shall have the ability to allocate capacity on a route for a period or a flight number. The segment station should be able to be done by product, service level, customer etc.   |  |  |
| 2.9  | Vendor system shall have the possibility to graphically display the capacity being used by segment and by color to indicate the usage.   |  |  |
| 2.10 | Vendor system shall provide a special handling code restriction and control table in the flight reservation list to indicate the restrictions and separations.   |  |  |
| 2.11 | Vendor system shall create minimum connecting times through multiple combinations such as International to domestic and vv, wide body to narrow body and vv, by truck, bilateral connection times etc.   |  |  |
| 2.12 | Vendor system shall create minimum connecting times.   |  |  |



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| 2.13 | Vendor system shall display of flight space / capacity available for routings with connecting flights qualifying the Minimum Connection Time.<br>Also it shall have the ability to view the prorated sector revenue to be earned on a flight and sector. |  |  |
| 2.14 | Allotments shall be able to be created by weight, volume and upper deck and lower deck pallets. Vendor system shall enable above facility.   |  |  |
| 2.15 | Vendor system shall be able to create allotments as soft block and hard block and be able to charge for unused capacity.   |  |  |
| 2.16 | Vendor system shall have the ability to upload allotments.   |  |  |
| 2.18 | Vendor system shall be able to define capacity and provide free sales space for various types of bookings such as unallocated, last minute, go show cargo etc.   |  |  |
| 2.19 | Vendor system shall allow the capability to offer capacity through online booking portal and have the capability to control the publishing of capacity through a portal or a .com site.  |  |  |
| 2.20 | Vendor system shall allow booking list display with all POS bookings. <ul style="list-style-type: none"> <li>• Rates</li> <li>• Payload</li> <li>• Cost of carriage</li> <li>• Gross profit</li> </ul>   |  |  |
| 2.21 | Vendor system shall maintain shipment related cost.  |  |  |
| 2.22 | Vendor system shall provide daily capacity utilization report.   |  |  |
| 2.23 | Vendor system shall have payload forecast facility based on passenger booked loads, equipment.   |  |  |

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|------|---|--|--|
| 2.24 | Vendor system shall have all post flight related reports <ul style="list-style-type: none"> <li>• Freight factor report</li> <li>• Shipped at booked report</li> <li>• Uplift summary</li> <li>• O and D report.</li> <li>• All above reports to be based on one day, month, day of the week, period</li> </ul> |  |  |
| 2.25 | Vendor system shall have the capability of restrict bookings getting confirmed from all channels once flight is released.   |  |  |
| 2.26 | Vendor system shall maintain overbooking limits for a flight or period.   |  |  |
| 2.27 | Vendor system shall maintain passenger weight exception for board point - off point combination.  |  |  |
| 2.28 | Vendor system shall release flight for acceptance and build-up.   |  |  |
| 2.29 | Vendor system shall specify remarks for flight capacity details   |  |  |
| 2.30 | Vendor system shall maintain flight fuel and weight information.  |  |  |
| 2.31 | Vendor systems shall restrict display of blocked flight's commercial capacity based on permission.  |  |  |
| 2.32 | Vendor system shall restrict display of hidden flights based on permission.   |  |  |
| 2.33 | Vendor system shall have the ability to send multiple FBLs, Record FBL data at a flight level screen with versions, timings & weights.  |  |  |
| 2.34 | Vendor system shall update commercial capacity  |  |  |
| 2.35 | Vendor system shall update flight facts.  |  |  |
| 2.36 | Vendor system shall update post flight details/no shows/products/OAL/transfer out/sixth freedom.  |  |  |
| 2.37 | Vendor system shall have the ability to display Pax load, load factor (integration with Altea) aircraft type, booked  |  |  |

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|--------------------------------|--|--|--|
|                                | cargo weight and volume, ULD allocation flight wise in single screen.  |  |  |
| 2.38                           | Vendor system shall have the ability to limit the view of bookings relevant to respective station's FBL.   |  |  |
| 2.39                           | Vendor system shall have the availability of total booked load to be displayed per flight with the allotment.  |  |  |
| 2.40                           | Vendor system shall be able to validate A/C compatibility at carrying AVI.   |  |  |
| 2.41                           | Vendor system shall be able to highlight Special cargo like DG, AVI, HUM, VAL in different colors at flight booking display level.                                 |  |  |
| <b>3.0 Customer Management</b> |  |  |  |
| 3.1                            | Vendor system shall maintain customer contacts details & types (Shipper, Forwarder, Agent, Consignee, broker, Third party handlers, and Customer carriers).        |  |  |
| 3.2                            | Vendor system shall change customer status to active, inactive or blacklist  |  |  |
| 3.3                            | Vendor system shall have the ability to Configure customer advanced status notification for shipment-wise FSU, EDI movements alerts by SITA, XML, e-mail & SMS.    |  |  |
| 3.4                            | Vendor system shall manage customer query based on Name, country, city, airport, branch, status, participant, location, account number, etc.                       |  |  |
| 3.5                            | Vendor system shall have the possibility to maintain customer groups.  |  |  |
| 3.6                            | Vendor system shall have customer complaint management solution to log complains on line, create user accounts based on city and country, Tracking the status etc. |  |  |
| <b>4.0 Embargo</b>             |  |  |  |
| 4.1                            | Vendor system shall be able to set embargo based on flight, date, sector aircraft type, commodity and customer.  |  |  |

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| 4.2                           | Vendor system shall query embargo   |  |  |
| <b>5.0 Flight maintenance</b> |   |  |  |
| 5.1                           | Vendor system shall have Integration with SriLankan Airlines Flight schedule planning system (AIMS) for UL flight schedule update (SSIM, ASM)   |  |  |
| 5.2                           | Vendor system shall have the possibility to Integrate/update other airline flight schedules through API integration (ex: web service/XML) and excel update/ industry standard schedule messaging.<br>Facility to create flights manually as well. |  |  |
| 5.3                           | Vendor system shall have the possibility to integrate with in-house flight schedule system to get other airlines flights schedule.  |  |  |
| 5.4                           | Vendor system shall modify flight record and execute embargo, load ability and MVT checks for bookings affected by application of certain ASM types.  |  |  |
| 5.5                           | Vendor system shall be able to modify flight records  |  |  |
| 5.6                           | Vendor system shall have the possibility to View average baggage weight flight/sector wise.   |  |  |
| 5.7                           | Vendor system shall be able to view queue configurations  |  |  |
| 5.8                           | Vendor system shall be able to view cancelled shipment segments.  |  |  |
| 5.9                           | Vendor system shall be able to view capacity details - Pre-CFM; Flight record.  |  |  |
| 5.10                          | Vendor system shall be able to view codeshare details - Flight record; Flight master.   |  |  |
| 5.11                          | Vendor system shall be able to view discrepancy/disruption list.  |  |  |
| <b>6.0 Flight Allotment</b>   |   |  |  |

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| 6.1  | Vendor system shall Allotment request by agents, stations - Commodity and flight level's             |  |  |
| 6.2  | Vendor system shall have allotment discrepancy report  |  |  |
| 6.3  | Approval to be managed at user level   |  |  |
| 6.4  | Vendor system shall have ULD compatibility check and raise allotment discrepancy on equipment change |  |  |
| 6.5  | Vendor system shall have period wise Allotment request management.                                   |  |  |
| 6.6  | Vendor system shall have allotment request weight/volume summary.                                    |  |  |
| 6.7  | Vendor system shall have daily allotment free sale uplift report.                                    |  |  |
| 6.8  | Flight allotment utilization, period, day wise.  |  |  |
| 6.9  | Forward booking profile.   |  |  |
| 6.10 | Vendor system shall have over booking report.  |  |  |
| 6.11 | Point of sale targets.   |  |  |
| 6.12 | Vendor system shall have the POS booking summary report for a period.                                |  |  |
| 6.13 | Vendor system shall have uplift summary report.  |  |  |
| 6.14 | Allotment Request Period Wise Report.  |  |  |
| 6.15 | Allotment transfers  |  |  |
|      |  |  |  |

**7.0 Ratings**

|     |   |  |  |
|-----|---|--|--|
| 7.1 | <p>Vendor system shall have the capability to support multiple rate and tariff filing as mentioned below.</p> <ol style="list-style-type: none"> <li>1. IATA TACT rates</li> <li>2. UL specific Tariff rates</li> <li>3. Contractual / promotional tariff rates</li> <li>4. Flight Specific Rates</li> <li>5. Add on rates</li> <li>6. Adhoc or spot rate (user level controls and restrictions should be there for filing and approving Adhoc after issuing the AWB)</li> <li>7. All airside other charges to be filed (IATA defined charges and Airline/GHA specific other charges)</li> </ol> <p>ALL IN RATE (ALL INCLUSIVE RATE)<br/>Combination of freight and other charges. This needs to be filled as a single charge/rate.</p> |  |  |
| 7.2 | <p>Vendor system shall be able to price/rate every booking including all components of price / other charges and taxes.</p> <p>Explain the method that system constructs the rates when published rates are nonexistent.</p>  |  |  |
| 7.3 | <p>Vendor system shall be able to apply a minimum rates and weight breaks automatically and be able to round up or down as per the IATA rounding rules and SriLankan specified rules.</p>   |  |  |
| 7.4 | <p>Vendor system shall provide the capability to define Cargo Density (weight to volume ratio) by product and apply rating?</p>   |  |  |
| 7.5 | <p>Vendor system shall create aggregate or group of cities for defining rates, other charges or rules including class rules and deals or contracts (for user defined areas.)</p>  |  |  |
| 7.6 | <p>System shall define the class rating rules as per TACT.</p>  |  |  |
| 7.7 | <p>System shall be capable to upload the IATA TACT rates as well as manually update it from the user interface</p>  |  |  |
| 7.8 | <p>System shall create all types of contracts rates for a specific customer or group of customers. Rates shall be able to be included or exclude any weight break, special</p>  |  |  |

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|      | handling codes in the contract. System shall have the ability to create contract for a specific allotment, flight number, flight days in a week and day basis.   |  |  |
| 7.9  | All tariff types' creation and updates shall be stored in history with user Ids for reference.   |  |  |
| 7.10 | Other charge codes and sub codes shall be able to be set up. Other charges shall be able to be set up for a <ol style="list-style-type: none"> <li>1. Storage per shipment</li> <li>2. By weight charges</li> <li>3. By piece</li> <li>4. Rental per item and minute</li> <li>5. Percentage</li> <li>6. Storage per unit</li> <li>7. Per event</li> <li>8. Rate per ULD etc.</li> </ol>  |  |  |
| 7.11 | Other charge creation shall be able to be created by origin and destination aggregates.  |  |  |
| 7.12 | System shall have the flexibility to apply other charges on a range of parameters like only on AWB, cash only, by participant type, due agent or carrier etc.  |  |  |
| 7.13 | System shall be capable to create Other Charges for each unique charge code/ sub code and station combination. Other charges should be based on HAWB charge, commodity, SHC, customer, flight, day, weight, ULD, issue place and miscellaneous. The charge may be applicable on gross weight, chargeable weight or volume weight to be selected as applicable. The Charges should be automatically applied to a price quote, booking, or air waybill based on the business rules defined in the station charges table. The charges can be for export, import or transit. |  |  |
| 7.14 | System shall have the ability to define freight charge, other charges (FOC shipments) as nil.  |  |  |
| 7.15 | System shall have the ability to download all data from system such as rates / charges / contracts / participants /Ad-hoc etc.   |  |  |

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| 7.16 | System shall have functionality to identify routes with a low load factor to create rate and promotional and generate reports.  |  |  |
| 7.17 | System shall have the capability to publish campaign rates for special promotions and marketing campaigns   |  |  |
| 7.18 | System shall update exchange rate for all currencies based on station weekly, monthly. Exchange rates in revenue accounting system shall be applied here.   |  |  |
| 7.19 | There shall be a workflow to approve all types of rates and other charges with notifications to approve.<br>Alert mechanism via email to approver/user groups shall available.  |  |  |
| 7.20 | Vendor system shall have block space charges computation ability.   |  |  |
| 7.21 | System shall have rate filing to be carried out base on plus plus rate (with breakdown of rates) and ALL IN RATES<br>Ability to file rates base on customer tonnage commitment.   |  |  |
| 7.22 | Vendor system shall have ability on computation of dead freight for AWBs  |  |  |
| 7.23 | Vendor system shall compute Flight Revenue and incremental revenue  |  |  |
| 7.24 | System shall have option to <ul style="list-style-type: none"> <li>• Copy paste /upload Tariff and other charges from excel</li> <li>• Copy agreement details to renew new agreement</li> <li>• Copy existing rate details into new rate or rate group</li> </ul> |  |  |
| 7.25 | Systems shall have the facility to provide the net revenue at filling/approving rates (after considering the payouts of interline transfers, fuel, ground handling & third-party handling charges).   |  |  |
| 7.26 | Vendor system shall have ability to view flight level revenue at planning level and ability to get flown revenue and net revenue reports with the closure/departure of flight.  |  |  |



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| 7.27                        | Vendor system shall create condition template. Rules based pricing system.<br>Ex. If flight is full Adhoc should be higher than Tariff  |  |  |
| 7.28                        | Vendor system shall have search option for tariff and other charges for specific period, sector, date, flight, SHC etc  |  |  |
| 7.29                        | Vendor system shall have ability to Export flight revenue and flight incremental revenue for a period to excel.   |  |  |
| 7.30                        | Vendor system shall have ability to rate quote based on AWB- resource (manual, electronic, web, specific agent, shipper, consignee, specific flight, SHC, ULD, construction point, storage period, UN/ID count, proration, without proration. |  |  |
| 7.31                        | Vendor system shall have ability to net Rating display shipment Rate breakup with cost and pay-out (Fuel, Handling, ORC, truck operation related costs) and relevant tariff /ad-hoc reference number  |  |  |
| 7.32                        | Vendor system shall have ability on net Rate Wt. and Higher Wt. Break applicability for Tariff based on Rules defined by user.  |  |  |
| 7.33                        | RES Source & AWB source parameters for Tariff definition.   |  |  |
| 7.34                        | Vendor system shall maintain all interline agreements, SPAs, Ground handling agreements and rates (for pay-outs) in order to generate flown and net revenue reports.<br>Ability to link with Revenue Accounting system                        |  |  |
| 7.35                        | Vendor system shall maintain multiple ORC for a single station base on products.  |  |  |
| <b>8.0 Post Office Mail</b> |   |  |  |
| 8.1                         | Vendor system shall have possibility to link P.O. mail handling system with UPS - Universal Post Office system.<br>Also, ability to barcode scan, track and get status.   |  |  |
| 8.2                         | Vendor system shall have ability to make reservation for P.O. mail base on CN38   |  |  |

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| 8.3                | Vendor system shall capture P.O. mail data and generate messages.                                      |  |  |
| 8.4                | Vendor system shall Generate P.O. mail manifest including transfers.                                   |  |  |
| 8.5                | Vendor system shall print Mail bar code - barcode mail capture; mail bar code label                    |  |  |
| 8.6                | Vendor system shall capture P.O. mail weight to UWS.   |  |  |
| 8.7                | Vendor system shall capture P.O. mail irregularity.  |  |  |
| 8.8                | Vendor system shall handle Inbound, outbound and transit P.O. mail.                                    |  |  |
| 8.9                | Vendor system shall capable of P.O. mail Delivery and POD  |  |  |
| 8.10               | Vendor system shall provide P.O. mail Irregularity and survey report                                   |  |  |
| 8.11               | Vendor system shall provide administrative, MIS, Dashboard and statistical reports.                    |  |  |
| <b>9.0 Routing</b> |  |  |  |
| 9.1                | Vendor system shall have capability on air distance generation for online routes based on air distance |  |  |
| 9.2                | Vendor system shall maintain multi proration/special proration/multi proration agreement.              |  |  |
| 9.3                | Vendor system shall maintain online routes.  |  |  |
| 9.4                | Vendor system shall maintain total air distance between offline point and online point.                |  |  |
| 9.5                | Vendor system shall have capability on route generation log.   |  |  |
| 9.6                | Vendor system shall view auto generated routes based on SSIM processing.                               |  |  |
| <b>10.0 Stock</b>  |  |  |  |
| 10.1               | Vendor system shall have ability to create AWB stock control with modulus 7 check digit check.         |  |  |

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| 10.2  | Vendor system shall auto calculate the next rolling AWB number stock when assigning stocks. Example issued 0-100 next issuance to follow 101 - 200.                                 |  |  |
| 10.3  | Vendor system shall be able to have an AWB reissue period and define the period.  |  |  |
| 10.4  | Vendor system shall provide the capability to issue AWB stock to<br>1. A participant/forwarder including CASS office<br>2. An airline office<br>3. A shipper<br>4. A non-host agent |  |  |
| 10.5  | Vendor system shall have the ability to issue AWB as<br>1. System stock<br>2. International manual/paper<br>3. Domestic manual/paper<br>4. Domestic AWB                             |  |  |
| 10.6  | Vendor system shall have ability to blacklist, void AWB or a range of AWB. These status updates should reflect in Revenue Accounting system as "void".                              |  |  |
| 10.7  | Vendor system shall have ability to view a dynamic stock usage from a UI screen with stocks remaining by office and branch.   |  |  |
| 10.8  | Vendor system shall have ability to assign an AWB low warning where a user will be warned of low stock  |  |  |
| 10.9  | Vendor system shall have ability to reissue stock when stocks are low for a participant.  |  |  |
| 10.10 | Vendor system shall have ability to email an AWB stock report.  |  |  |
| 10.11 | Vendor system shall be able to;<br>Blacklist - location stock,<br>Blacklist and un-blacklist stocks of Selling locations.<br>Maintain reason for blacklisting                       |  |  |
| 10.12 | Vendor system shall maintain permissible range & Create stock for HDQ.  |  |  |

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| 10.13                         | Vendor system shall enable cross utilization of stocks with restriction of same controlling location.  |  |  |
| 10.14                         | Vendor system shall enable cross utilization of stocks within a country and stock controlling location.  |  |  |
| 10.15                         | Vendor system shall provide facility to auto release expired reserved documents.   |  |  |
| 10.16                         | Vendor system shall process reorder alert sent via email to the controlling location.  |  |  |
| 10.17                         | Vendor system shall have capability to request/issue stock   |  |  |
| 10.18                         | Vendor system shall have capability to reserved/unreserved stock for probable booking  |  |  |
| 10.19                         | Vendor system shall enable return stock <ul style="list-style-type: none"> <li>- individual AWB</li> <li>- All unhooked AWB of a subagent in single run</li> <li>- All unhooked AWB of all Sub Agents in a single run</li> </ul> |  |  |
| 10.20                         | Vendor system shall monitor Stock utilization details for a Controlling location,-Agent, Station, Country-& sub Agents.  |  |  |
| 10.21                         | Vendor system shall manage stock management hierarchy.   |  |  |
| 10.22                         | Vendor system shall enable transfer stock  |  |  |
| 10.23                         | Vendor system shall view all document history details  |  |  |
| 10.24                         | Vendor system shall have capability on recycling of UL stocks once the achieving is done.  |  |  |
| <b>11.0. Queue Management</b> |  |  |  |
| 11.1                          | Vendor system shall have broadcast queue message facility  |  |  |
| 11.2                          | Vendor system shall have controllers' queue  |  |  |
| 11.3                          | Vendor system shall have the ability to customize to create new queue as per user requests.  |  |  |
| 11.4                          | Vendor system shall have ability on queue re-routes.   |  |  |
| 11.5                          | Vendor system shall be able to provide queue summary.  |  |  |

| 12.0 Ad Hoc                 |   |  |  |
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| 12.1                        | Vendor system shall define ad hoc for loose/ULD and file add-on rates based on destinations.  |  |  |
| 12.2                        | Vendor system shall capable of attaching ad hoc to AWB  |  |  |
| 12.3                        | Vendor system shall enable Ad hoc workflow for negotiations.  |  |  |
| 12.4                        | Query ad hoc based on status.   |  |  |
| 12.5                        | Vendor system shall have the possibility to Add/view remarks.   |  |  |
| 12.6                        | Vendor system shall validate Adhoc commitment and apply applicable Tariff/Tact when the commitment is not made. What is the possibility to create alerts for such incidents to the POS and pricing? Possibility to have a User interface to default IDs for these alerts. |  |  |
| 12.7                        | Vendor system shall print as agreed Adhoc slip.   |  |  |
| 12.8                        | Vendor system shall view Adhoc audit and workflow details.  |  |  |
| 12.9                        | Vendor system shall be able to download ad-hoc reports based on destination/SHC/period/flight number etc.   |  |  |
| 12.10                       | ALL IN RATE - refer Pricing 7.1   |  |  |
| 12.11                       | Vendor system shall be able to Adhoc and ALL IN Rates to be file for per kilo and ULD.  |  |  |
| 12.12                       | Vendor system shall have the possibility to have pending Adhoc to be shown in AWB level for specified users.  |  |  |
| 12.13                       | Vendor system shall have the capability on Adhoc filing to be done thru Reservation screen to avoid incorrect data capture.   |  |  |
| 13.0 Door delivery services |   |  |  |
| 13.1                        | Vendor system shall provide capability to provide door delivery services.   |  |  |

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| 13.2   | Vendor system shall provide capability to assign door delivery products.   |  |  |
| 13.3   | Vendor system shall capable of assigning door delivery services through zones and assign pricing for zones.  |  |  |
| 13.4   | Vendor system shall associate various service providers for delivery in zones.   |  |  |
| 13.5   | Vendor system shall have the ability to pick up or deliver shipment at door and get the customers signature on a mobile device and attach it to shipment.<br>Payments and delivery confirmation to shipper and CNEE. |  |  |
| 13.6   | Vendor system shall be able to pick up or deliver shipment at door and get the customers photograph and the condition of the shipment on a mobile device and attach it to shipment                                   |  |  |
| 13.7   | Vendor system shall be able to define a status that the shipment is out for delivery   |  |  |
| 13.8   | Vendor system shall provide online access with proration details.  |  |  |
| <b>14.0 Product for information Exchange and Configuration</b> |  |  |  |
| 14.1   | Vendor system shall define message standards, type, attribute references, XSD elements.  |  |  |
| 14.2   | Vendor system shall maintain participant group details and maintain group codes.   |  |  |
| 14.3   | Vendor system shall maintain participant group details and maintain message details.   |  |  |
| 14.4   | Vendor system shall maintain participant details and maintain message specific rules.  |  |  |
| 14.5   | Vendor system shall maintain participant details and maintain received messages.   |  |  |
| 14.6   | Vendor system shall maintain participant details and maintain sent messages.   |  |  |
| 14.7   | Vendor system shall maintain participant details and maintain additional copy address.   |  |  |

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| 14.8                       | Vendor system shall maintain participant details and restrict participant from receiving message types.  |  |  |
| 14.9                       | Vendor system maintain participant details and copy messages.  |  |  |
| 14.10                      | Vendor system shall maintain participant details and maintain Billing Details.   |  |  |
| 14.11                      | Vendor system shall query messages - based on message search criteria.   |  |  |
| 14.12                      | Vendor system shall query messages - based on view criteria.   |  |  |
| 14.13                      | Vendor system shall send/receive messages.   |  |  |
| 14.14                      | Vendor system shall view message details - original messages.  |  |  |
| 14.15                      | Vendor system shall view message details - processed information. Also system shall re-process rejected/unprocessed messages.  |  |  |
| <b>15.0 Credit control</b> |  |  |  |
| 15.1                       | Vendor system shall have the ability to maintain credit control for cargo handling covering Sales, exports and import customers. Credit Control for Cargo warehouse operation and sales should be maintained separately. |  |  |
| 15.2                       | Vendor system shall maintain Bank guarantee details and monitoring system.<br><br>Vendor system shall maintain Multiple Bank Guarantee for a customer.   |  |  |
| 15.3                       | Vendor system shall send alerts to customer when a Bank Guarantee is expiring and maintaining a history of alerts sent.  |  |  |
| 15.4                       | Vendor system shall send alerts to customer when the credit limit of BG is getting low and maintaining a history of alerts sent.   |  |  |
| 15.5                       | Vendor system shall have the ability on management reports on the Bank Guarantee levels of a customer at a given time.   |  |  |

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| 15.6  | Vendor system shall update the credit status of customers as and when a booking, AWB execution, net rating levels, or payments (payments - at Controlling Location level for the total of All sub agents). Credit status of the customers shall be updated for warehouse operations with delivery, payments.   |  |  |
| 15.7  | Vendor system shall monitor booking estimates with actuals.  |  |  |
| 15.8  | <p>Vendor system shall have management reporting. The proposed reports are</p> <ul style="list-style-type: none"> <li>• Credit Summary Report - For all the agents.</li> <li>• Risk exposure report.</li> <li>• Variance report - Actual Vs. Estimated.</li> <li>• Agents granted credit above bank guarantee.</li> <li>• Booking cancelation report.</li> <li>• Bookings submitted late report.</li> <li>• Credit status report. (All agents report)</li> <li>• Shipments uplifted without credit approval (NP)</li> </ul>  |  |  |
| 15.9  | <p>Vendor system shall have ability to define available credit control for a participant. The available credit shall get reduced by the value of the booking and restored if the booking is deleted. There shall be a log of the top ups done to the available credit. Bookings with insufficient credit shall get rejected.</p> <p>The AWB reference for which the booking was cancelled to be reported as Cancelled or to be available for future use. Available credit also shall be readjusted automatically between booked value &amp; verified final value. (Approved Adhoc)</p> |  |  |
| 15.10 | <p>Vendor system shall able to set credit limits for a participant and have the capability to either</p> <ol style="list-style-type: none"> <li>1. Hard stop not allowing further transactions</li> <li>2. Allow transactions with a warning</li> </ol> <p>These shall be user parameters and should be able to be set based on participant value.</p>   |  |  |



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| 15.11  | Vendor system shall provide the ability to allow participants with no credit to trade in cash only basis.<br>Agent level by HDQ<br>Sub levels by stations.  |  |  |
| 15.12  | If the credit amount is not enough to approve system shall forward the shipment to Manager's approval   |  |  |
| 15.13  | System shall have email notification facility when approvals are pending, and once approval given.  |  |  |
| <b>16.0. Reports (All reports for any given period/time)</b> |   |  |  |
| 16.1   | Vendor system shall provide customer related reports.   |  |  |
| 16.2   | Vendor system shall provide carrier related reports.  |  |  |
| 16.3   | Vendor system shall provide Cargo Load Summary (CLS)/Post flight analysis reports.  |  |  |
| 16.4   | Vendor system shall provide POS (Point of Sales) flight level reports with revenue, tonnage, freight factor, yields at planning and manifested, flown level.  |  |  |
| 16.5   | Vendor system shall provide POS summary covering network to compare actual vs budget with variance (including %) base on revenue, tonnage, yields, freight factor. Indicate yearly and monthly budgeted revenue at generating this report for any date parameter. |  |  |
| 16.6   | Vendor system shall provide Daily flight capacity utilization report.<br>Hard Freight FTK (Freight ton kilometer) and YFTK (Yield freight ton kilometer) Report.  |  |  |
| 16.7   | Vendor system shall provide Shift performance monitoring report with shipments, flights handled and fights and shipments disruption reports.  |  |  |
| 16.8   | Vendor system shall provide Flight uplift summary report (Host and Customer carriers).  |  |  |
| 16.9   | Vendor system shall provide number of AWB used for Srilankan and other carriers.  |  |  |
| 16.10  | Vendor system shall provide post flight finalization report for Import and Export.  |  |  |
| 16.11  | Vendor system shall provide unconfirmed booking report.   |  |  |

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| 16.12 | Vendor system shall provide Green report - flown as booked.  |  |  |
| 16.13 | Vendor system shall provide Current year performance report, POS wise actual against budgets.  |  |  |
| 16.14 | Vendor system shall provide Weekly revenue comparison report/graphical charts.   |  |  |
| 16.15 | Vendor system shall provide Duty manager's weekly tonnage comparison report/graphs.  |  |  |
| 16.16 | Vendor system shall provide Monthly Station and Region wise bookings report.   |  |  |
| 16.17 | Vendor system shall provide Monthly handled shipment report in airline wise.   |  |  |
| 16.18 | Vendor system shall provide Bookings status report (confirmed and non-confirmed)   |  |  |
| 16.19 | Vendor system shall provide Station shipment report (Export/Import).   |  |  |
| 16.20 | Vendor system shall provide underperform sector wise report.   |  |  |
| 16.21 | Vendor system shall provide uplift performance report.   |  |  |
| 16.22 | Vendor system shall provide export other charges type summery report.  |  |  |
| 16.23 | Vendor system shall provide Report related to export credit customers.   |  |  |
| 16.24 | Vendor system shall provide Country/Station and month-wise agent analysis.   |  |  |
| 16.25 | Vendor system shall provide Cargo manifests & transfer manifest.   |  |  |
| 16.26 | Vendor system shall provide Delivery order and delivery slip in MAWB and HAWB wise with final customer details. What is the possibility to get agent and airline wise as well? |  |  |
| 16.27 | Vendor system shall provide NOTOC - IATA standard report.  |  |  |
| 16.28 | Vendor system shall provide Print unit weight (UWS)/dead load statement.   |  |  |
| 16.29 | Vendor system shall provide Special load list (SHC level).   |  |  |

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| 16.30 | Vendor system shall provide Tariff export to excel.  |  |  |
| 16.31 | Vendor system shall provide Cargo products comparison report.  |  |  |
| 16.32 | Vendor system shall provide Courier reports including detained courier.  |  |  |
| 16.33 | Vendor system shall provide PO mail - operational and statistical reports.   |  |  |
| 16.34 | Vendor system shall provide Queue count statistics report.   |  |  |
| 16.35 | Vendor system shall provide Booking displacement report.   |  |  |
| 16.36 | Vendor system shall provide Daily cargo transfer summary.  |  |  |
| 16.37 | Vendor system shall provide Service failure report.  |  |  |
| 16.38 | Vendor system shall provide Shipment pending for delivery and old cargo report.                                      |  |  |
| 16.39 | Vendor system shall provide Shipments pending for transfer.  |  |  |
| 16.40 | Vendor system shall provide Adhoc AWB mismatch report and Adhoc sales summary.                                       |  |  |
| 16.41 | Vendor system shall provide Adhoc filling, approved/rejected and pending report with timing in station wise and all. |  |  |
| 16.42 | Vendor system shall provide Auto approved Adhoc report with user details.  |  |  |
| 16.43 | Vendor system shall provide Export and Import statistical reports related to host and customer carriers.             |  |  |
| 16.44 | Vendor system shall provide Export and Imports statistical reports related to agents and customers.                  |  |  |
| 16.45 | Vendor system shall provide Report related to O & D.   |  |  |
| 16.46 | Vendor system shall provide Expiry alert report for other charges and tariff.  |  |  |
| 16.47 | Vendor system shall provide Sales summary report.  |  |  |
| 16.48 | Vendor system shall provide Shipment below base rate report.   |  |  |

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| 16.49 | Vendor system shall provide Transit shipment report host and customer carrier together and separate reports.  |  |  |
| 16.50 | Vendor system shall provide Waiver details on delivery other charges report.  |  |  |
| 16.51 | Vendor system shall provide Country and period-wise other charges analysis report.  |  |  |
| 16.52 | Vendor system shall provide Document Count Report (AWB stock).  |  |  |
| 16.53 | Vendor system shall provide Stock consumption/movement report and Station wise stock availability and transfer report.  |  |  |
| 16.54 | Vendor system shall provide Stock on hand report of controlling location (CL) and all sub agents pertaining to the CL.  |  |  |
| 16.55 | Vendor system shall provide Stock utilization/surplus report with values of CL & Sub Agents.  |  |  |
|       | Vendor system shall provide Blacklist and recycle AWB reports.  |  |  |
| 16.56 | Vendor system shall provide Revenue Management Analysis report- Revenue, Tonnage & Yield info at flight/ period/ agent/ commodity type/weight breakdown level; uplift info, empty space, offloading, pre-carried, cancelled bookings, booking types, etc. |  |  |
| 16.57 | Vendor system shall provide Revenue Management Pricing- Actual revenue, tonnage and yield of all the stations and distribution report.  |  |  |
| 16.58 | Vendor system shall provide <b>Freight Factor Report</b> Weekly/monthly flight wise cargo uplift vs capacity.<br><br>Count of unused AKEs & PMCs, Remaining volume in bulk, etc.  |  |  |
| 16.59 | Vendor system shall provide Report to generate distribution and utilization of allotment.   |  |  |
| 16.60 | Vendor system shall provide Separate details reports and summaries for Airlines, Sectors, Flights, Agents, Commodities, SHCs, etc.  |  |  |

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| 16.61 | Vendor system shall provide Separate offload report-manifested and off loaded and RCS and not manifested.  |  |  |
| 16.62 | Vendor system shall provide Offload cargo charges to be included at generating Airside report  |  |  |
| 16.63 | Vendor system shall provide Separate report to be generated for inbound and outbound fights with priority and special cargo (SHC) details.   |  |  |
| 16.64 | Vendor system shall provide Handling reports/charts including and excluding transshipments.  |  |  |
| 16.65 | Vendor system shall provide Airside charges reports to be generated with invoices to carriers with applicable charges related to services. These reports to be generated airline, services wise and summery.                                       |  |  |
| 16.66 | Vendor system shall provide Total VAT/SVAT and none VAT monthly summery with the invoice details as per state regulation.  |  |  |
| 16.67 | Vendor system shall provide Offloaded /Manifested Cargo & Mail reports flight/Airline wise   |  |  |
| 16.68 | Vendor system shall be able to view all operational lists including reservation list / outbound inventory / outbound flight inventory / list of goods received / goods not received/ shipments not delivered / cc shipments / offloaded shipments. |  |  |
| 16.69 | The reports provided by vendor system shall be customizable depending on the user requirement using the user interface preferences. (MIS solution to generate reports)   |  |  |
| 16.70 | All the reports shall be able to download in excel, PDF, word, etc.  |  |  |
| 16.71 | Vendor system shall provide Booked to cancellation report<br>Based on agent, route, commodity, pieces, weight, volume, flight, date, total revenue level.  |  |  |
| 16.72 | Vendor system shall provide Commodity wise report for a station, region, flight, date, agent, pieces, volume, weight, revenue wise.  |  |  |

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| 16.73 | Vendor system shall provide Agent wise report for a station, region, flight, date, agent, pieces, volume, weight, revenue wise.  |  |  |
| 16.74 | Vendor system shall provide Landside delivery handling charges summery report including documentation, handling, storage, break bulk, taxes etc. with number of shipments, amount for cash and credit separate and together. |  |  |
| 16.75 | Vendor system shall provide Warehouse stock report with filtering options (Airline, Flight, Date, Days , Location wise)  |  |  |
| 16.76 | Vendor system shall provide Cargo freight collection summary (Individual and altogether in Shift-wise and any given date parameter for cash, credit, pre-deposit, online payment)  |  |  |
| 16.77 | Vendor system shall provide Cargo Cashiers summary - Delivery (Individual and altogether Shift-wise and any given date, time parameter for cash, credit, pre-deposit, online payment)  |  |  |
| 16.78 | Vendor system shall provide DO report with charges and shipment details at station level.  |  |  |
| 16.79 | Vendor system shall provide Cargo Cashiers Summary - Exports (Individual and altogether in Shift-wise and any given date parameter for cash, credit, pre-deposit, online payment)  |  |  |
| 16.80 | Vendor system shall provide Delivery Collections with breakdown of charge types excluding taxes.   |  |  |
| 16.81 | Vendor system shall provide Cancelled Delivery Details (Individual and altogether in Shift-wise)   |  |  |
| 16.82 | Vendor system shall provide Delivery operational summary with number of shipments, chargeable and gross weight, pieces, amount.  |  |  |
| 16.83 | Vendor system shall provide Delivery Credit Customer invoices & summary.   |  |  |
| 16.84 | Vendor system shall provide Revenue report for delivery storage, cool room charges in slabs (1 <sup>st</sup> week, 2 <sup>nd</sup> week, etc...).  |  |  |

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| 16.85  | Vendor system shall provide utilization of Warehouse location report.  |  |  |
| 16.86  | Vendor system shall provide Summary of utilized report for warehouse location with passed records.   |  |  |
| 16.87  | Vendor system shall provide Commodity-wise (SHC) report for exports and imports.   |  |  |
| 16.88  | Vendor system shall provide Shipment/booking disruption report (sitting time, initial booked and uplifted flight).   |  |  |
| 16.89  | Vendor system shall provide Agent-wise performance report with statistics.   |  |  |
| 16.90  | Vendor system shall provide Old Cargo notification letters - CNEE and airline wise.  |  |  |
| 16.91  | Vendor system shall provide Undelivered Cargo Report with Warehouse sitting time (airline wise filtering option).  |  |  |
| 16.92  | Vendor system shall provide Irregularity, Survey reports per shipments<br>Discrepancy report - Airline, flight, date wise.   |  |  |
| 16.93  | Vendor system shall provide Miscellaneous cashiering reports and summaries (Individual and altogether in Shift-wise and any given date parameter for cash, credit, pre-deposit, online payment). |  |  |
| 16.94  | Vendor system shall provide Service Level Agreements (SLA)& Handling monitoring reports for carrier/customer wise.   |  |  |
| 16.95  | Vendor system shall provide Region / Station wise handling reliability Report.   |  |  |
| 16.96  | Vendor system shall provide Ground Handler's performance report.   |  |  |
| 16.97  | Vendor system shall provide Old cargo and pending delivery reports.  |  |  |
| 16.98  | Vendor system shall provide Post flight report to generate for inbound and outbound flight and dispatch to the relevant addresses.   |  |  |
| 16.99  | Vendor system shall provide Export cashiering summery report.  |  |  |
| 16.100 | Vendor system shall provide Flight wise warehouse location used report with filtering option for location, flight and carrier.   |  |  |

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| 16.101                             | Vendor system shall provide AWB amendment CCA report with the history.  |  |  |
| 16.102                             | Vendor system shall provide the possibility to get Separate statistical reports for offline and interline carriers. |  |  |
| <b>17.0 Masters Administration</b> |   |  |  |
| 17.1                               | Vendor system shall provide the Ability to create users/ groups.  |  |  |
| 17.2                               | Vendor system shall be able to configure default printer for manifest.  |  |  |
| 17.3                               | Vendor system shall provide user management and password control as per ISO security requirements.                  |  |  |
| 17.4                               | Vendor system shall define groups and allowed permissions.  |  |  |
| 17.5                               | Vendor system shall define groups and allowed reports.  |  |  |
| 17.6                               | Vendor system shall define groups and allowed screens.  |  |  |
| 17.7                               | Vendor system shall define groups and set permissions.  |  |  |
| 17.8                               | Vendor system shall be able to Lock/unlock user account.  |  |  |
| 17.9                               | Vendor system shall maintain codes related to sales and operations.   |  |  |
| 17.10                              | Vendor system shall view session and account history logs.  |  |  |
| 17.11                              | Vendor system shall maintain modules and maintain permissions by admin user.  |  |  |
| 17.12                              | Vendor system shall maintain and modify reports.  |  |  |
| 17.13                              | DG 4.2 master<br>PER master<br>Related checklist.   |  |  |
| 17.14                              | Vendor system shall maintain Blocks.  |  |  |
| 17.15                              | Vendor system shall ability to configure - aircraft type; aircraft registration.                                    |  |  |
| 17.16                              | Vendor system shall define exceptions - dimensions exceptions - aircraft type; aircraft registration.               |  |  |



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| 17.17 | Vendor system shall define exceptions - PAX configuration exceptions - aircraft type; aircraft registration.                                   |  |  |
| 17.18 | Exception details - aircraft type; aircraft registration   |  |  |
| 17.19 | Vendor system shall hold compartment details - aircraft type; aircraft registration - maintain aircraft; maintain aircraft registration.       |  |  |
| 17.20 | Vendor system shall maintain flights for estimation.   |  |  |
| 17.21 | Vendor system shall maintain pre-flight estimation points.   |  |  |
| 17.22 | Vendor system shall maintain ULD tare weights master for airline wise and data update with excel files.  |  |  |
| 17.23 | Vendor system shall be able to work on PAX configuration - aircraft type; aircraft registration  |  |  |
| 17.24 | Vendor system shall have ULD configuration capability - aircraft type; aircraft registration   |  |  |
| 17.25 | ULD door dimensions' matrix - Aircraft type; Aircraft registration   |  |  |
| 17.26 | ULD version - aircraft type; aircraft registration - maintain aircraft; maintain aircraft registration.  |  |  |
| 17.27 | Vendor system shall maintain aircraft wise applicable special cargo.   |  |  |
| 17.28 | Vendor system shall have configuration screen.   |  |  |
| 17.29 | Vendor system shall define applicable O/D combination.   |  |  |
| 17.30 | Vendor system shall define product codes and details.  |  |  |
| 17.31 | Vendor system shall capable of FFM, FWB, FHL, FSU , UWS,NTM , eCSD and XMLs address configuration screen based on airlines, sector and events. |  |  |
| 17.32 | Vendor system shall have free text message pouch.  |  |  |
| 17.33 | Vendor system shall have facility to FSU configuration for customer  |  |  |
| 17.34 | Irregularity master  |  |  |
| 17.35 | Vendor system shall maintain carrier special data.<br>Availability of link with revenue accounting system.                                     |  |  |

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| 17.36 | Vendor system shall maintain commodities. Availability of link with revenue accounting system.         |  |  |
| 17.37 | Vendor system shall maintain OAL carriers and capture generic details.                                 |  |  |
| 17.38 | Vendor system shall maintain OAL carriers and capture OAL details.                                     |  |  |
| 17.39 | Vendor system shall maintain priority definition exceptions.   |  |  |
| 17.40 | Vendor system shall maintain shipment priority points.   |  |  |
| 17.41 | Vendor system shall have;<br>Shipment-wise Message pouch<br>Flight -wise records to be listed and view |  |  |
| 17.42 | Vendor system shall specify embargo periods  |  |  |
| 17.43 | Air distances master   |  |  |
| 17.44 | Vendor system shall define daylight saving time  |  |  |
| 17.45 | IATA city map  |  |  |
| 17.46 | Irregularity reminder and cycle  |  |  |
| 17.47 | Vendor system shall maintain airports/cities/countries/dwell times/geography positions.                |  |  |
| 17.48 | Vendor system shall maintain handled carrier codes and data base.                                      |  |  |
| 17.49 | Vendor system shall maintain holidays (to calculate local charges).                                    |  |  |
| 17.50 | Vendor system shall maintain minimum connection times.   |  |  |
| 17.51 | Vendor system shall maintain regions /territories/time zones.  |  |  |
| 17.52 | Vendor system shall create Warehouse storage locations.  |  |  |
| 17.53 | Vendor system shall maintain terminal handling charges.  |  |  |

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| 17.54 | Vendor system shall maintain Airside charges for ICH billing.  |  |  |
| 17.55 | Vendor system shall maintain Other charges.  |  |  |
| 17.56 | Vendor system shall maintain messaging logs for messaging interfaces.                                  |  |  |
| 17.57 | Vendor system shall display and upload TACT rates.   |  |  |
| 17.58 | Vendor system shall maintain ULD pivot TACT weights.   |  |  |
| 17.59 | Vendor system shall query TACT rate.   |  |  |
| 17.60 | Vendor system shall define special cargo rules.  |  |  |
| 17.61 | Vendor system shall define storage unit/ rules.  |  |  |
| 17.62 | Vendor system shall maintain country gateway.  |  |  |
| 17.63 | Export flight handling assign build-up workstation.  |  |  |
| 17.64 | Vendor system shall generate location list.  |  |  |
| 17.65 | Vendor system shall have an option to vie multiple screens for increase efficiency.                    |  |  |
| 17.66 | Vendor system shall maintain airport distribution list.  |  |  |
| 17.67 | Vendor system shall maintain airport preference for pre-alert notification.                            |  |  |
| 17.68 | Vendor system shall maintain volume weight conversion.   |  |  |
| 17.69 | Vendor system shall have the facility to relocate storage units.                                       |  |  |
| 17.70 | Vendor system shall have facility to suspend/block locations.  |  |  |
| 17.71 | Vendor system shall have IATA cities and airport. Availability of link with revenue accounting system. |  |  |
| 17.72 | Vendor system shall maintain airline parameters/address.   |  |  |
| 17.73 | Vendor system shall maintain countries/currency.   |  |  |
| 17.74 | Vendor system shall maintain IATA aircraft types.  |  |  |

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| 17.75 | Vendor system shall maintain IATA areas.                                     |  |  |
| 17.76 | Vendor system shall maintain secondary currencies.                           |  |  |
| 17.77 | Vendor system shall maintain states for country.                             |  |  |
| 17.78 | Vendor system shall maintain communication IDs.                              |  |  |
| 17.79 | Vendor system shall maintain double signature details.                       |  |  |
| 17.80 | Vendor system shall maintain EDIFACT envelope details.                       |  |  |
| 17.81 | Vendor system shall be able to set default message version from application. |  |  |
| 17.82 | Vendor system shall be capable on CDMP configuration for US customs.         |  |  |
| 17.83 | Vendor system shall be capable on configuration screen for US customs.       |  |  |
| 17.84 | Vendor system shall have AVI 6.2 master and AVI check list capture.          |  |  |
| 17.85 | AVI transport class details  |  |  |
| 17.86 | Vendor system shall capture acceptance check list.                           |  |  |
| 17.87 | Vendor system shall capture DG declaration through IATA DG-elist.            |  |  |
| 17.88 | Vendor system shall maintain IATA DG eList.                                  |  |  |
| 17.89 | Vendor system shall capture special load details.                            |  |  |
| 17.90 | Vendor system shall have dangerous goods details.                            |  |  |
| 17.91 | Vendor system shall define transit permissions.                              |  |  |
| 17.92 | DGR data upload errors.  |  |  |
| 17.93 | Special cargo checklist.   |  |  |
| 17.97 | Vendor system shall view and rectify TACT upload errors.                     |  |  |

**18.0 Messaging-Cargo IMP/ XML for old and latest IATA message versions**

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| 18.1  | Vendor system shall facilitate on all IATA standard IMP, XML, EDI, Industry standard, Customs/state regulatory required message capturing, delivering and processing ( Ex. FFM, FWB, FHL,FSU , CFM, NTM,UWS,CPM,LDM, etc..)         |  |  |
| 18.2  | Vendor system shall support IMP response messages (FNA, FMA, XFNA, XFMA ect.)   |  |  |
| 18.3  | Vendor system shall support mail consignment data message by postal admin - CARDIT  |  |  |
| 18.4  | Vendor system shall support mail consignment status update message by carrier - RESDIT  |  |  |
| 18.5  | Vendor system shall support messages related to Courier Baggage.  |  |  |
| 18.6  | Vendor system shall support on Integration/Messages related to Altea FM & CM.   |  |  |
| 18.7  | Vendor system shall have EDI & FSU messages to integrate with customers/freight forwarders.   |  |  |
| 18.8  | Vendor system shall be able to configure status milestones and for the system to automatically generate messages to the pre-configured group via email and SMS. Availability to maintain pre defaulted schedule for these messages. |  |  |
| 18.9  | AIMS system message integration with cargo handling system including flight creation and status update shall be available.  |  |  |
| 18.10 | Vendor system shall have the ability to update the system at network stations base on GHAs' messages at shipment and flight level.  |  |  |
| 18.11 | Vendor system shall have message integration with ASYCUDA, Altea FM, AIMS, LIDO, Cargo Portal, ONLINE Payment gateway, CCN, Carriers' cargo handling and DCS systems.   |  |  |
| 18.12 | Vendor system shall view and reprocessing of rejected messages.   |  |  |

**19.0 Services offered to customers through Web Portal.**

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| 19.1                  | Vendor system shall have the ability to provide a solution that provides a single window for global freight forwarders/Shippers to carry out reservation, submit AWB and HAWB information. |  |  |
| 19.2                  | Vendor system shall have the ability to perform rate negotiation through the portal. Attach SID/documents.   |  |  |
| 19.3                  | Vendor system shall have the ability track and trace from a common portal (AWB & HAWB wise).   |  |  |
| 19.4                  | Vendor system shall have the ability to submit claims and complaints.  |  |  |
| 19.5                  | Vendor system shall have the ability to publish promotional information.   |  |  |
| 19.6                  | Vendor system shall update customer registration details.  |  |  |
| 19.7                  | Vendor system shall maintain accounting information related to pricing and cargo handling.   |  |  |
| 19.8                  | Vendor system shall define shipper consignee, agent details.   |  |  |
| 19.9                  | Vendor system shall download schedule and view/print AW & barcode labels.  |  |  |
| 19.10                 | Vendor system shall be able to get AWB for stock holding agents.   |  |  |
| 19.11                 | Vendor system shall be able to upload documents.   |  |  |
| 19.12                 | Vendor system shall maintain log-in credentials and password change/resetting facility.  |  |  |
| 19.13                 | Vendor system shall have the possibility of having AI-artificial intelligence& online Chat box for reservations, inquiries, Shipment tracking, information/details.                        |  |  |
| 19.14                 | Vendor system shall be able to bank guarantee details and credit limits for the customer.  |  |  |
| 20.0 Truck Management |  |  |  |
| 20.1                  | Vendor system shall have the ability to upload trucking schedules with tariff.   |  |  |

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| 20.2                                   | Vendor system shall capture Adhoc truck charges if contracts not present for truck provider. Also, system shall have the availability of link with revenue accounting system. |  |  |
| 20.3                                   | Vendor system shall capture truck order details for the truck provider.   |  |  |
| 20.4                                   | Vendor system shall provide Cost report - actual weight.  |  |  |
| 20.5                                   | Vendor system shall provide Cost report - chargeable weight.  |  |  |
| 20.6                                   | Vendor system shall be able to export all details related to an invoice number into .csv, excel files.  |  |  |
| 20.7                                   | Vendor system shall generate invoice and display of breakup of computed charges.  |  |  |
| 20.8                                   | Vendor system shall maintain truck contracts  |  |  |
| 20.9                                   | Vendor system shall send truck order details captured by email to the truck provider.   |  |  |
| 20.10                                  | Vendor system shall provide Truck movement report.  |  |  |
| 20.11                                  | Vendor system shall provide Truck punctuality report.   |  |  |
| 20.12                                  | Vendor system shall provide Truck utilization report.   |  |  |
| 20.13                                  | Vendor system shall provide Trucks ordered report.  |  |  |
| 20.14                                  | Vendor system shall provide Truck monitoring and queuing system with truck docs.  |  |  |
| <b>21.0 Freighter Charter Services</b> |   |  |  |
| 21.1                                   | Vendor system shall provide breakup details of revenue, yield for freighter on what if conditions.  |  |  |
| 21.2                                   | Vendor system shall calculate freighter/charter profit for a flight.  |  |  |
| 21.3                                   | Vendor system shall provide detailed breakup of revenue details.  |  |  |
| 21.4                                   | Vendor system shall able to get quote for charter details provided.   |  |  |
| 21.5                                   | Vendor system shall maintain aircraft lease information for a supplier.   |  |  |

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| 21.6  | Vendor system shall maintain airport charges at each airport for each aircraft type and charge types (landing cost, fixed cost, parking cost, variable cost). |  |  |
| 21.7  | Vendor system shall maintain block hours between origin and destination for an aircraft type.   |  |  |
| 21.8  | Vendor system shall maintain charges based on charge types: catering / positioning / layover).  |  |  |
| 21.9  | Vendor system shall maintain charter contracts - file; Contracts.   |  |  |
| 21.10 | Vendor system shall have the possibility to maintain charter quotations.  |  |  |
| 21.11 | Vendor system shall maintain freighter fields.  |  |  |
| 21.12 | Vendor system shall maintain fuel costs for a station.  |  |  |
| 21.13 | Vendor system shall have the possibility to maintain global charges for charge types - catering, fuel, landing.   |  |  |
| 21.14 | Vendor system shall maintain overflying charges between an origin and destination for an aircraft type.   |  |  |
| 21.15 | Vendor system shall maintain schedules to be excluded for freighter/charter flights, charter quotation.   |  |  |
| 21.16 | Vendor system shall have the possibility to Send quote details to customer via email.   |  |  |
| 21.17 | Vendor system shall have the possibility to View aircraft lease details based on supplier code.   |  |  |
| 21.18 | Vendor system shall have the possibility to View charter contract details for a customer as per status - rejected/ signed off.                                |  |  |
| 21.19 | Vendor system shall view charter flight payment details.  |  |  |
| 21.20 | Vendor system shall view freighter contracts as per status - rejected/signed off.   |  |  |
| 21.21 | Vendor system shall view freighter charter file IDs for a customer.   |  |  |
| 21.22 | Vendor system shall have the possibility to View previous quotes given to customers.  |  |  |
| 21.23 | Vendor system shall provide FCT block hour utilization report.  |  |  |



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| 21.24              | Vendor system shall provide FCT profit watch report  |  |  |
| <b>22.0 Claims</b> |  |  |  |
| 22.1               | Vendor system shall permit to file a damage report   |  |  |
| 22.3               | Vendor system shall permit to file a preliminary claim   |  |  |
| 22.4               | Vendor system shall permit to file a final claim   |  |  |
| 22.5               | Vendor system shall provide the capability to attach documents to the claims such as<br>1. AWB, HAWB<br>2. Copy of survey report<br>3. Delivery order or proof of delivery<br>4. Packing list<br>5. Copy of police report for pilferage or missing content<br>6. Pictures of damages and anomalies |  |  |
| 22.6               | Vendor system shall provide multiple file types for attachments like<br>1. .doc<br>2. .xls<br>3. .jpg<br>4. .pdf<br>5. any other   |  |  |
| 22.7               | Vendor system shall be able to attach pictures of the damages in the damage report for future use and when it matures into a claim.  |  |  |
| 22.8               | Vendor system shall have the ability to raise claims for multiple claims types such as<br>1. Damages<br>2. Missing or lost<br>3. Pilfered<br>4. Delays<br>5. Perished<br>6. List any other.  |  |  |
| 22.9               | A claim shall be able to be raised by any participant on the AWB.  |  |  |

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| 22.10                                  | Shipment data should be able to be reused for claims and not have to reenter information.  |  |  |
| 22.11                                  | Vendor system shall be able to receive claims from any external portal.  |  |  |
| 22.12                                  | Claims UI (user interface) screens shall be able to be exposed through any website.  |  |  |
| 22.13                                  | Claim reviewer shall have a checklist to review all the documents to validate a claim.   |  |  |
| 22.14                                  | Vendor system shall have a multitude of claims communications templates for recurring use. Please list the templates provided.                   |  |  |
| 22.15                                  | Vendor system shall have the possibility on File Claim, complains, fines and upload proof, Images etc.   |  |  |
| 22.16                                  | Vendor system shall have dashboard and Reports for claims.   |  |  |
| <b>23.0 Offer and Order Management</b> |  |  |  |
| 23.1                                   | Vendor system shall have facility for User Registration.   |  |  |
| 23.2                                   | Vendor system shall have the ability for Guest user to access basic features.  |  |  |
| 23.3                                   | Vendor system shall have the ability for system to auto default login station based on registration location.                                    |  |  |
| 23.4                                   | Vendor system shall be able on Offer Management.   |  |  |
| 23.5                                   | Vendor system shall enable Enquire for an offer/Flight Availability with minimum details - origin, destination, commodity, pieces, weight, date. |  |  |
| 23.6                                   | Vendor system shall provide option to sort and filter offer list.  |  |  |
| 23.7                                   | Vendor system shall view summarized offer details as per the user profile.   |  |  |
| 23.8                                   | flights for airline offer, price, journey time, product  |  |  |
| 23.9                                   | Filter the offer result set - product, allowed transit points, departure time, arrival time and others, wide/narrow body                         |  |  |
| 23.10                                  | Sort the offer result set - Shortest, cheapest, min transit time and others  |  |  |

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| 23.11                      | Vendor system shall possible to Convert offer to order   |  |  |
| 23.12                      | Vendor system shall have the ability for agent to do direct booking instead of clicking on Offer All messaging functions for creating booking will get into direct booking |  |  |
| 23.13                      | Order Management   |  |  |
| 23.14                      | Vendor system shall generate order id (system generated)   |  |  |
| 23.15                      | Vendor system shall create UNK bookings  |  |  |
| 23.16                      | Vendor system shall modify/Retrieve order and add additional data elements as required.  |  |  |
| 23.17                      | Vendor system shall Cancel/Delete order  |  |  |
| 23.18                      | Vendor system shall Book with minimal data elements - pieces, weight, commodity description, ship by date/time (optional), origin, destination                             |  |  |
| 23.19                      | Ability to do booking with SHC through normal process for confirmation - configurable  |  |  |
| 23.20                      | Track by AWB, Order ID and JRN No  |  |  |
| 23.21                      | Track multiple shipments at a time (no is configurable)  |  |  |
| 23.22                      | Display latest movement status including intermittent milestones with history available additionally   |  |  |
| 23.23                      | Display all time related information as local time or GMT or my time zone - order of display to consider this e.g. (STD/ETD/ATD)   |  |  |
| 23.24                      | Display part shipments with movement status.   |  |  |
| 23.25                      | View remarks added by agent during offer and order.  |  |  |
| <b>24.0 AWB amendments</b> |  |  |  |
| 24.1                       | AWB information page should have separate sections for AWB number, Participant details, Rating details, Other charges, Revenue, Total charges                              |  |  |
| 24.2                       | System should be able to net rate and prorate each AWB by interline and host proration.  |  |  |

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| 24.3  | System should record the revenue by host currency, origin currency and destination currency.   |  |  |
| 24.4  | A user should be able to print an AWB at any stage of the shipment journey to satisfy eAWB requirements where required.  |  |  |
| 24.5  | Post AWB amendment should result in auto generation of a CCA with the new charges.   |  |  |
| 24.6  | The CCA information should be stored in history and be available in the integrated accounting system immediately.  |  |  |
| 24.7  | Be able to automatically capture or manually insert any type of other charges, terminal charges, taxes at origin and destination as other charges.   |  |  |
| 24.8  | Provision to attach photographs and scan copies of all shipment documents such as commercial invoice, Packaging list, Certificate of origin etc. in the system at any time of the shipment life cycle. |  |  |
| 24.9  | AWB information should be able to be captured from a user interface screen.  |  |  |
| 24.10 | Ability to capture AWB Information through a FWB and XFWB message and also generate the FWB and XFWB as and when required.   |  |  |
| 24.11 | AWB information screen should be able to be exposed to an external portal or a .com page through an API.   |  |  |
| 24.12 | House AWB information should be able to be captured from a user interface screen.  |  |  |
| 24.13 | Does the system have the functionality to tally the HAWB pieces with the master AWB pieces and perform validations and errors?   |  |  |
| 24.14 | Ability to capture a HAWB through FHL or FZB message and where required be able to generate FHL message when required.   |  |  |
| 24.15 | Support mixed payment types such as part prepaid cash and part collect cash. Or transportation charges credit and other charges cash.  |  |  |
| 24.16 | Ability to VOID and UNVOID AWB with higher authority level.  |  |  |

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| 24.17                        | Ability to support various forms of payment such as prepaid cash / prepaid credit / charges collect / no charges / combination of PP and CC, partial prepaid and partial credit etc. Credit card and other payment methods available through payment wallets should also be made available<br>Ability to integrate with online portal which is integrated to local banks for online payments (Lanka online payment gateway). |  |  |
| 24.18                        | Advance payment for charges should be made possible where a customer deposits an amount and uses it for freight and other charges when shipments are transacted.   |  |  |
| 24.19                        | System should be able to support volume calculator and conversion for individual piece dimensions.   |  |  |
| 24.20                        | System should also validate shipment piece dimensions with the aircraft door dimensions. If a piece is incompatible system should either provide options to warn and block accepting the shipment.   |  |  |
| 24.21                        | Permission to amend AWB after verification - to be allowed for specified users<br>Credit control system to be updated accordingly.   |  |  |
| 24.22                        | Adhoc reference No, display in AWB   |  |  |
| 24.23                        | AWB execution date should not be allowed to change by standard users. Changes shall be done carried out with higher authority.   |  |  |
| <b>25.0 Revenue Planning</b> |  |  |  |
| 25.1                         | Setup of targets station wise, flight and route wise in the system using last year Data (yield, tonnage) and user defined data   |  |  |
| 25.2                         | Monitoring of Actual route, flight and station performance against the targets.  |  |  |
| 25.3                         | Dash board view of performance (actual against targets) route wise, station wise, reports  |  |  |
| 25.4                         | Separate details reports and summaries for Airlines, Sectors, Flights, Agents, Commodities, SHCs, ect. for given time and date period.   |  |  |

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| 25.5                            | Handling reports/charts including and excluding transshipments.   |  |  |
| 25.6                            | Airside charges reports/ GHA invoicing  |  |  |
| 25.7                            | Total VAT/SVAT monthly summary with the invoice details   |  |  |
| 25.8                            | Offloaded / Manifested Cargo & Mail reports flight/Airline wise   |  |  |
| <b>26.0 Additional features</b> |   |  |  |
| 26.1                            | Recycling/re-using of AWB<br><br>Customer Airlines' AWB after a period of one year.<br><br>Host carrier SriLankan after a specified time period as per the state law and company procedure  |  |  |
| 26.2                            | Option to archive data and clear when required.   |  |  |
| 26.3                            | Separate dash boards for Sales and Cargo Operations to monitor performance to suit senior Management and Operational level  |  |  |
| 26.4                            | System shall have the ability to monitor system usage at user level. Audit reports for usage of the system based on given rights and modules accessed. System shall provide audit report at user level to identify user performed activity with the details of who did, what, when. |  |  |
| 26.5                            | MIS tool to generate customized reports and Ability to create own dash boards to suit user  |  |  |
| 26.7                            | Shipper and Consignee details to be printed fully on the AWB.   |  |  |
| 26.8                            | Ability to release to clear flown ULDs  |  |  |
| 26.9                            | Use of Various APIs, web services, customize XML for message exchange between Customs and other parties.  |  |  |
| 26.10                           | To park the FHLs received before the corresponding FWB and re-process it after the FWB is processed.  |  |  |
| 26.11                           | Validation on AWB Stockholding Agent city and AWB Issue place belongs to the same country.  |  |  |

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| 26.12 | Allow capture of CN38 and CBV shipments in the Incoming handled carriers.  |  |  |
| 26.13 | AWB execution date should be equal to or less than First flight date   |  |  |
| 26.14 | Flight Schedule to be uploaded from Excel file and through web services.   |  |  |
| 26.15 | Aircraft Registration & Location code to be made mandatory on DEP to avoid conflict in Rapid. There has to be a link between Aircraft Registration numbers defined in masters of reservation system and accounting system.   |  |  |
| 26.16 | The AWB Issue place and City at the AWB Data page needs to be auto populated based on the logged-in User city.   |  |  |
| 26.17 | Possibility to release Manual and Automatic MFM and CFM messages to configured addresses.  |  |  |
| 26.18 | The Shipment Tracking to be enhanced with a tabular view, with details like number of pcs and wt. received, manifested, departed, arrived and located and delivered.   |  |  |
| 26.19 | Split Shipment Reassignment, Split ULD Reassignment and Group Assign to Lying list options to be implemented in the Flight Preparation Workbench screen.   |  |  |
| 26.20 | Export/Import Other Charges should be applied based on the Booking SHCs and not the SHC in the rate line. If the shipment has multiple SHCs and the same charge code applies to two or more of these SHCs, then the highest rate SHC Other Charge should be the one considered. If not explain the system behavior |  |  |
| 26.21 | Possibility to schedule FBLs at pre-configured timings to be delivered.  |  |  |
| 26.22 | Is there any possibility to have SHC level configuration for web by which the Bookings with the defined SHCs will not be queued (NN) for confirmation?   |  |  |
| 26.23 | 'Get Next' feature to be implemented in Web to populate the next available neutral document of the agent.  |  |  |
| 26.24 | There should be a provision to view the Users mapped to each User group and also a report which shows the details on User groups and Users mapping and the screens,  |  |  |

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|       | permissions and reports associated with those User groups and users.  |  |  |
| 26.25 | HAWB level Irregularity management.   |  |  |
| 26.26 | Ability to account Airside charges to the GHA revenue.  |  |  |
| 26.27 | If a shipment has multiple SHCs and the full shipment is arrived and located in a single location and the storage charges is defined for one of the SHCs (can be DG also); this storage charge needs to be collected upon delivery based on the weight of the SHC stored in that particular location.           |  |  |
| 26.28 | A validation to be introduced in UWS screen that the total weight in a ULD should not be more that the Max. Gross weight for that particular-ULD type.  |  |  |
| 26.29 | Possibility to process MFM and CFM messages from handled carriers to enable automatic capture of CN38 and CBV shipments of a flight.  |  |  |
| 26.30 | Data quality of AWB and other required data to be validated at the closure of flight. System to provide a warning to correct missing/incorrect data and then only to allow flights to be closed/departed in system.   |  |  |
| 26.31 | Incoming FBL of Handled Carriers should be processed with the flight status of MAN to facilitate last minute Booking/acceptance.  |  |  |
| 26.32 | The Flight Finalization-Shipments' mismatch/irregularity list to be created with the closure of flights. There should be an option to send this Mismatch list to email/SITA addresses. ( irregularities such as MSCA , FDCA , MSAW , FDAW, MHCA , DMGD preferably with an option to include or not to include . |  |  |
| 26.33 | The 'Reloading' charge type in Airside charges definition to have an option to defined both 'Loaded from' and 'Loaded to' ULD types and charges defined based on this combination.  |  |  |
| 26.34 | If the UWS weight deviation is more than 'x' % ( the required value is 2% , with an option to change this tolerance limit at master level ), this should get  |  |  |



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|       | highlighted and create an alert to the configured email/SITA addresses.   |  |  |
| 26.35 | Possibility to generate barcodes for DS (delivery Slip/Receipt/invoice) and CAN/FAN (Cargo Arrival Notice/freight Arrival notice).  |  |  |
| 26.36 | Apart from 'From Date' and 'To Date', From Time and To Time is required in Exports and Delivery Cashiers Summary reports.   |  |  |
| 26.37 | To get the Waiver detail report with filtering options (Import, Import GHA, Export )  |  |  |
| 26.38 | Need total S-VAT summery (this is a state custom tax ) with monthly invoice details.  |  |  |
| 26.39 | Cargo Off loaded report.  |  |  |
| 26.40 | Transshipment cargo airline-wise statistics report.   |  |  |
| 26.41 | Agent wise report ex CMB total volume for a month.  |  |  |
| 26.42 | Data archive.   |  |  |
| 26.43 | Trigger XML format message.   |  |  |
| 26.45 | Off loaded and accepted and not flown cargo should be separated and consider for demurrage computation.   |  |  |
| 26.46 | Option to default Airside charges under chargeable weight and certain services under gross weight.  |  |  |
| 26.47 | Correct Import charges to be picked at delivery clearance base on the locations. For W/H transfers to validate actual sitting time of such locations.   |  |  |
| 26.48 | System should be web based and compatible for all type of browsers.   |  |  |
| 26.49 | Reservation, Pricing, Flight planning, Warehouse operations should be accessible through TABs and Mobile applications.  |  |  |
| 26.50 | Update Reservation data, WH acceptance base on web service messages of Acceptance system. CCA to be created automatically for FWB data variances against the acceptance web service message and system to update accordingly. |  |  |

| 27.0 Dash Boards                  |   |  |  |
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| 27.1                              | KPI Dashboard for Cargo Sales Management.   |  |  |
| 27.2                              | KPI Dash Boards for Cargo Operational Management  |  |  |
| 27.3                              | Dashboard for Cargo Duty Manager  |  |  |
| 27.4                              | Vendor system shall provide KPI Dashboard to monito individual user performance.  |  |  |
| 27.5                              | Dashboard for overseas Sales Management   |  |  |
| 27.6                              | Dynamic record of Transactions against flight capacity, booking performance, yield, total revenue and remaining availability.   |  |  |
| 28.0 Revenue and Yield Management |   |  |  |
| 28.1                              | Ability to define a Hurdle Rate and perform revenue management control by sector, product, cost etc. for a flight and date. A manual user overwrite should be permitted.  |  |  |
| 28.2                              | To exclude contracts and allotments from revenue management control.  |  |  |
| 28.3                              | Capacity/demand Forecasting.  |  |  |
| 28.4                              | Bid Price Optimization.   |  |  |
| 28.5                              | COST Model  |  |  |
| 28.6                              | Facility to upload cargo load in tonnage and revenue into targets in a central location and configure the allocations flight wise.<br>Summary Report on performance of POS-wise against budgets and last year actuals. Yield, Ratio's, variance and variance %. |  |  |
| 28.7                              | Optimization Options, overbooking etc.  |  |  |
| 28.8                              | Impact on Available Space.  |  |  |
| 28.9                              | Allotment Management.   |  |  |
| 28.10                             | Business Intelligence Dashboard.  |  |  |

**29.0 Revenue Accounting System / Interfacing to existing Revenue Accounting System.**

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|-------|---|--|--|
| 29.1  | Explain how revenue Accounting is done in your system. Do you support built in capability which will provide revenue Accounting capability within the system and enhance sale as proration is taking place within the system. |  |  |
| 29.2  | Does your system have the flexibility to integrate with external revenue accounting system (RAPID).   |  |  |
| 29.3  | If UL need to cutover in phase approach and initially require integrating with Rapid for revenue accounting, do you still have the capability to support proration and revenue management within the system?                  |  |  |
| 29.4  | Please explain how the integration will be done as Rapid is hosted inside UL data Center at CAK.  |  |  |
| 29.5  | Integrate the flown batch record and flown transaction record.  |  |  |
| 29.6  | Ability to send the AWB data along with the rating, Other charges details.  |  |  |
| 29.7  | Sends the CTM batch header and CTM transaction details.   |  |  |
| 29.8  | Send the CCA data   |  |  |
| 29.9  | Sends the charges collected at the destination for AWBs   |  |  |
| 29.10 | Sends the sales batch header and the transaction  |  |  |
| 29.11 | Sends the flight schedule information   |  |  |
| 29.12 | Integrate CBV and, PO Mail-CN38   |  |  |
| 29.13 | Refer attached Annex F for Cargo Revenue accounting requirements.   |  |  |

**30.0 Proration of Revenue**

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| 30.1 | Explain how the Proration Masters are configured? |  |  |
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| 30.2                                | Explain how Cargo flown revenue calculation take place within the system.   |  |  |
| <b>31.0 AWB/Rate Verification</b>   |   |  |  |
| 31.1                                | Explain how verification of AWB takes place in your system?   |  |  |
| 31.2                                | Confirmation of flown and sales data for accounting and billing. Ability to interface cash sales from reservation to revenue accounting system. |  |  |
| 31.3                                | Verification of flown AWB's within a set period, station wise for rates, weight, SHC, other charges, date of issue (all AWB details)            |  |  |
| 31.4                                | After verification CCA should be issued only by Authorized users.   |  |  |
| 31.5                                | Dashboard view of all flown AWB's per station for verification.   |  |  |
| 31.6                                | To generate report to get the details of verified but not downloaded AWBs in Rapid.   |  |  |
| <b>32.0 Interface to Oracle EBS</b> |   |  |  |
| 32.1                                | Station sales. AWB Data to be integrated to Oracle finance in summery form.   |  |  |
| 32.2                                | Please explain how sales invoicing is taking place in your system. (At present, we use Oracle finance for billing).                             |  |  |
| 32.3                                | If Oracle finance is used for Billing, Agent wise payments and invoiced details should be updated into Credit control system real-time.         |  |  |
| <b>33.0 Sales Accounting</b>        |   |  |  |
| 33.1                                | Please explain how the billing and payment settlements take place in your system.   |  |  |
| 33.2                                | Explain how Proration of revenue (freight, fuel and security) take place within cargo system.   |  |  |
| 33.3                                | If the system is not supporting billing, Sales Data need to be integrated to Oracle finance real-time for Billing.                              |  |  |

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|  | Oracle finance is hosted in-house Data center at CAK and please Explain how integration will be done.   |  |  |
| <b>34.0 Business Analytics</b>             |   |  |  |
| 34.1                                       | Vendor system shall provide a BI tool   |  |  |
| 34.2                                       | Explain how Business Analytics is used to provide MIS information to generate more revenue.   |  |  |
| 34.3                                       | Vendor system shall be capable to provide rich analytics and visualization of data for management decisions.  |  |  |
| 34.4                                       | Ability for a user to have a multi-dimensional view and be able to drill down to granular view? E.g. Day of the week or time of the day.  |  |  |
| 34.5                                       | Is it part of the standard packaged price or is there a separate price?   |  |  |
| <b>35.0 Custom Interface</b>               |   |  |  |
| 35.1                                       | Please explain if your system has capability to integrate cargo Export/import Data with overseas customs with country specific interfaces directly. Ex. India, Bangladesh, Europe, China, middle east etc                             |  |  |
| 35.2                                       | Cargo System should be integrated with Sri Lanka Customs to send import/export manifest, SL Custom use Asycuda system, hosted in Colombo to manage import and export AWB Data and send cargo release notices through a XML interface. |  |  |
| 35.3                                       | Ability to update delivery slip status with customs message "cleared", "detain", "inspection required" etc  |  |  |
| <b>36.0 Tracking</b>                       |   |  |  |
| 36.1                                       | Explain how your system support Tracking of end to end delivery of shipments, Online, mobile capability.  |  |  |
| <b>37.0 Accessibility and availability</b> |   |  |  |

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| 37.1  | Ability to provide a response times of below 1 second.   |  |  |
| 37.2  | Ability to integrate with Active directory for login authentication.   |  |  |
| 37.3  | Maintain user activity logs for all transactions.  |  |  |
| 37.4  | Key user activity logs for user account administrations.   |  |  |
| 37.5  | Please explain if your system support facility to audit individual user activity functional level such as login periods, Screens accessed, functions executed, Transactions completed, period etc.   |  |  |
| 37.6  | Please explain your system availability measure's.<br>99.95% system availability is expected.  |  |  |
| 37.7  | Please explain what level of disaster recovery available.<br>Expect full disaster recovery facility.   |  |  |
| 37.8  | Full compatibility with all major web browsers, such as IE, Chrome, Firefox, Netscape etc  |  |  |
| 37.9  | System Compatibility with all mobile, Tablet devices   |  |  |
| 37.10 | Kiosk compatibility for ADF update, view Warehouse charges, delivery charges and Reservations.   |  |  |
| 37.11 | Please explain how System and functionality uploads, new versions released? Do you need any system down time for feature, product upgrades?  |  |  |
| 37.12 | Please explain how Tariff rates uploaded to the system.<br>The system should be able to provide download and upload capabilities for Tariff Rates, Spot Rates, and Contracts, Aggregates, and Participant Groups support tables using a standard User Interface. |  |  |
| 37.13 | Please explain how the product version is maintained across all customers. Do you provide a common system for all users and share all new features among them without adding cost.   |  |  |
| 37.14 | Please explain how the solution is hosted. It should be offered on a cloud as a SaaS.  |  |  |

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| 37.15 | Vendor should have in built monitoring mechanism to track issues, proactive component level monitoring system to notify system failures and prompt corrective actions.  |  |  |
| 37.16 | Please list down the system monitoring tools available and procedures in place.   |  |  |
| 37.17 | Please describe system capability to eliminate system outages. Vendor should notify the customers proactively of any potential system outages.  |  |  |
| 37.18 | Please list down the last 12 months planned and unplanned system outages and reasons for the outages.   |  |  |
| 37.19 | The Bidder should have at least more than two customers with full end to end cargo services. The bidder shall be the owner of the product offered.  |  |  |
| 37.20 | The vendor should not involve in Air cargo business that has direct or indirect impact to UL business.  |  |  |
| 37.21 | Please provide at least three references where the solution is implemented.   |  |  |
| 37.22 | Vendor must provide data integration capability with existing systems through FTP, Web Service, MQ, DB Link and messaging.  |  |  |
| 37.23 | System should be able to handle over 1500 concurrent users.   |  |  |
| 37.24 | System access should be independent of Desktop OS, Mobile device OS and browser types.  |  |  |
| 37.25 | Database should be archived and still data is to be accessed online. Old AWB's should be able to be used after a year.  |  |  |
| 37.26 | Vendor should have separate Development environment, Testing environment, Training Environment and a Production environment? Please explain how they are managed. All three environments should be identical and periodically synchronized. |  |  |
| 37.27 | Explain the Data backup procedure and it should not have any impact to operations.  |  |  |
| 37.28 | Please provide a schematic and design of all application components, infrastructure, database, middleware, etc. and their relationship.   |  |  |

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| 37.29 | How do you monitor CPU utilization, and do you have any tools to monitor CPU, Host resource utilization?  |  |  |
| 37.30 | How many times unplanned system failure might happen on average year.   |  |  |
| 37.31 | What routine maintenance you do on the system and is there a system outage for the routing maintenance?   |  |  |
| 37.32 | How do you provide technical support? Please explain.   |  |  |
| 37.33 | Explain your full project steps from project initiation to system cut over & estimated lead time of each step. (Requirement study, customization, development, delivery, Integration, implementation, training, testing and acceptance)   |  |  |
| 37.34 | Please provide last five full system implementations and time taken for the implementation.   |  |  |
| 37.35 | Please explain your implementation methodology i.e. big bang or phased.   |  |  |
| 37.36 | The system should offer standard browser based Graphical User Interface (GUI) to access the Integrated Cargo System. System access should not require any download or installation of software at the PC/workstation/Desktop and support latest version of standard browsers. System should be a thin client version. |  |  |
| 37.37 | All third-party software licenses and certificates required for the solution should be included in the offer.   |  |  |
| 37.38 | The vendor must provide the Internet bandwidth requirement for 200 concurrent users and 1500 Named users accessing the system without degrading performance. End user response time of below 1 seconds for standard transactions.   |  |  |
| 37.39 | The system should not have any restriction on the number of users current or future.  |  |  |



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| 37.40 | Vendor must ensure Horizontal and Vertical Scalability of the offered system to meet the airline business requirements and growth. |  |  |
| 37.41 | The system shall be IPv6 complaint   |  |  |
| 37.42 | Vendor must ensure that the data is encrypted in rest and transit.   |  |  |
| 37.43 | System should have a comprehensive online help.  |  |  |
| 37.44 | There should be general system wide help as well as subject and screen-based help.   |  |  |
| 37.45 | System should help users how to perform task.  |  |  |
| 37.46 | All new features and functions should be explained in help and kept online   |  |  |
| 37.47 | Help screens should be downloadable on demand  |  |  |
| 37.48 | Please list the customers using your services  |  |  |
| 37.49 | Do you provide website management services? Please describe the services provided. Cost involved.                                  |  |  |
| 37.50 | Can you provide additional new services such as temperature tracking throughout shipment, cool room etc.                           |  |  |
| 37.51 | Describe in broad outline your approach to determine the cost of upgrades and future releases.                                     |  |  |
| 37.52 | Does the system have a business rules driven capability to write rule changes for the airlines dynamic functional changes?         |  |  |
| 37.53 | Please list down the new innovations your company has introduced to the market.  |  |  |
| 37.54 | Do you use artificial intelligence and machine learning in any of your solutions? Has it been implemented? Please explain.         |  |  |

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| 37.55                           | Do you provide a solution for the transport and tracking of pets and live animals? Please describe.   |  |  |
| 37.56                           | What innovation has been developed for using weather data integration for transport planning?   |  |  |
| 37.57                           | What innovation has been developed for profitability views for sales and planners.  |  |  |
| <b>38.0 User Administration</b> |   |  |  |
| 38.1                            | The system must be integrated to authenticate users through an Active directory.  |  |  |
| 38.2                            | Vendor shall provide a roll-based access control mechanism.   |  |  |
| 38.3                            | The system should be flexible to assign functional roles to individual users. Describe the end user roles and profile and how they are administered.  |  |  |
| <b>39.0 History</b>             |   |  |  |
| 39.1                            | The system should provide history audit trails of all transactions performed by user with details of the change, location, user, time and date.   |  |  |
| 39.2                            | Vendor system shall provide history audit trails for<br>1. Booking<br>2. AWB creation<br>3. Flight<br>4. All messages received on the flight and shipment<br>5. Attached documents<br>6. Piece ID history<br>7. HAWB history<br>8. Goods information history<br>9. Container history<br>10. Pricing |  |  |
| 39.3                            | System shall provide Logs and audit trail of all master data creation and modifications with user ID and date and time. It should include the old value and the new value.  |  |  |
| 39.4                            | System shall provide Logs and audit trail of all dynamic data such as reservations, operations data creation and  |  |  |

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|  | modifications with user ID and date and time. It should include the old value and the new value  |  |  |
| 39.5                                   | All AWBs, participants, attachments, rates etc. shall be stored in history and shall be able to view from a UI on demand.  |  |  |
| 39.6                                   | System administrator shall view the usage details real time and take a report on functional areas accessed by individual users, Groups, transactions done by user for a period and report unusual trends.  |  |  |
| <b>40.0 Ground Handling Operations</b> |  |  |  |
| 40.1                                   | System shall provide cargo ground handling functionality for both exports, import and transit cargo both for host carrier and handled carriers. The functionality shall provide ability to collect different charges applicable for handling services.   |  |  |
| 40.2                                   | Vendor system shall handle and integrate industry and IATA standard messages (ex: CIMP and XML) Please list the message types under vendor response explain.   |  |  |
| 40.3                                   | Vendor system shall provide and support EDI , IGM, EGM , MRN and etc with customs and any other statutory agencies. Please list details under vendor response explain.   |  |  |
| 40.4                                   | Vendor system shall support cash, Pre-deposit cash accounts, credit accounts and advance payments for ground handling services. Cashiering for both Exports and Delivery with relevant state taxes.  |  |  |
| 40.5                                   | System shall provide flexibility for printing manifests in many formats as required by the carriers such as <ul style="list-style-type: none"> <li>• Separate manifest for Express shipments</li> <li>• Print ULDs in separate manifest</li> <li>• Separate manifest for Bulk</li> <li>• Separate page for each station etc.</li> <li>• Thru manifest</li> </ul> |  |  |
| 40.6                                   | System shall support to generate airside charges, Handling Charges, ICH billing based on carrier wise, period wise, charge type wise and total charges in a single report.   |  |  |

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| 40.7                       | Vendor system shall maintain charge types, charges/amounts, Currency for export and imports/delivery including ICH.   |  |  |
| 41.0 Acceptance and Export |   |  |  |
| 41.1                       | Shipment weighing Data including the SHC codes and volume to be captured at Cargo acceptance system (Cargo Portal) to be integrated to the Cargo handling system and change system status to RCS with warehouse acceptance (reservation data to be updated base on weighing system/acceptance message)<br>Creation of reservations based on carriers FBL.<br>Capturing of FFR & FFA<br>Capturing of FWBs & FHL from Customer carriers and shippers/forwarders<br>Creation of reservations and warehouse acceptance manually in the event of message failures.<br>Generate FOH |  |  |
| 41.2                       | Vendor system shall cable on handling of Transshipment, Interline, RFS/Trucks and offloaded cargo shipments.<br>Ability to handle shipper buildup Units and ULD rate cargo.   |  |  |
| 41.3                       | Vendor system shall provide the capability to perform load planning?  |  |  |
| 41.4                       | Vendor system shall capable of handling cargo Build up, manifesting, AWB execution and HAWB Handling.   |  |  |
| 41.5                       | Vendor system shall capable of transferring of ELM, AZFW (Cargo and Mail) UWS, NTM/NOTOC Messages (through web service and direct) to SriLankan Airlines DCS System & other DCS system (ground handling for other carriers)   |  |  |
| 41.6                       | Build-up ULD and Bulk Cargo data to be directly integrated to cargo Handling system through ULD weighing system (Cargo Portal).   |  |  |
| 41.7                       | FFM, FWB, FHL, FSU, eCSD etc. to be generated after removing/adjusting offloaded Cargo and irregularities (with the closure of the flight and base on real-time milestones/movements).  |  |  |

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| 41.8  | <p>Validations;</p> <p>Maximum ULD weight limits to be checked at buildup/manifesting, Aircraft door compatibility to be verified for loose cargo, Embargo Notifications to be checked at acceptance and buildup.</p> <p>Mandatory AVI, DG, perishable checks to be verified at acceptance and build-up.</p> <p>UWS weight variance tolerance limits to be highlighted.</p> <p>Capability of sending UWS/ NOTOC data to specific pre defaulted addresses in airline wise. (For ground handling/to handle other carriers).</p> <p>To maintain IATA DG/NTM e-list to support DG and NTM.</p> <p>To Validate the Data quality of FFM/FWB/FHL before closure of flights</p> |  |  |
| 41.9  | <p>Custom Data integration, (IGM, EGM), CDN - Cargo Dispatch Note for acceptance .</p>  |  |  |
| 41.10 | <p>Generating of Barcode labels as per IATA standards, Generating of Barcoded ULD tags.</p>   |  |  |
| 41.11 | <p>Offloaded, not manifested cargo shipment details to be made available to CAPCON.</p>   |  |  |
| 41.12 | <p>Ability to handle irregularity Shipments withdrawals and damaged cargo.</p>  |  |  |
| 41.13 | <p>To handle freight charges and miscellaneous charges with cancellations and modifications (cashiering).</p>   |  |  |
| 41.14 | <p>Flight handling dash board with flight loads, status, etc.</p>   |  |  |
| 41.15 | <p>To capture live animal (AVI), Perishable (PER) Temperature Control Cargo (TCR) and Dangerous goods (DG) check list and print.</p>  |  |  |
| 41.16 | <p>To generate offload/discrepancy cargo reports per flight, Sector wise or time period.</p> <p>To generate AWB to pdf format</p> <p>To generate manifest to pdf, Excel and xml format</p>  |  |  |
| 41.17 | <p>A flight should be able to be finalized by a user input.</p> <p>At flight finalization system should be able to be automatically</p> <ol style="list-style-type: none"> <li>1. Flight closure</li> <li>2. Generate customs messages</li> </ol>   |  |  |

|                     |  |  |  |
|---------------------|--|--|--|
|                     | <p>3. Generate FFM, XFFM, FWB, XFWB , FHL , XFHL, eCSD</p> <p>4. Generate trucking manifests</p> <p>5. Irregularity report</p> <p>Can flight finalization be performed through messages such as MVT and DEP etc.</p>   |  |  |
| 41.18               | <p>Do you support volumetric scanners at Cargo Acceptance?</p> <p>Does system capable to generate Automated Acceptance Declaration Form/Document (ADF) Generate through the system?</p>  |  |  |
| <b>42.0 Imports</b> |  |  |  |
| 42.1                | <p>Vendor system shall be able to view inbound flight summary and view the incoming loads to plan resources.</p> <p>Reports to be generated to measure the efficiency of operation.</p>  |  |  |
| 42.2                | <p>Vendor system shall be able to arrive the flight/shipment at the destination manually or on automatically and capture A</p> <p>Capturing incoming FFM, FWB, FHL &amp; eCSD to carry out import functions.</p>   |  |  |
| 42.3                | <p>Vendor system shall have ability to generate inbound cargo manifest with host and handle flights including consignee name.</p> <p>De-stuffing and maintain location (RCF)</p> <p>system capable to suggest empty location at RCF.</p>                     |  |  |
| 42.4                | <p>Vendor system shall print of Barcoded Cargo Arrival notice and notify customers through email and SMS.</p>  |  |  |
| 42.5                | <p>Vendor system shall create, print, view discrepancies (such as FDCA, MSCA , FDAW , MSAW , Damaged &amp; surplus ) ) flight and carrier wise ,same to be notified to defaulted addresses.</p> <p>1. by station</p> <p>2. by flight</p> <p>3. by period</p> |  |  |
| 42.6                | <p>Vendor system shall generate manifest for interline transfer and terminal transfer shipments (TRM).</p>   |  |  |
| 42.7                | <p>Vendor system shall able to do shipments segregation ( WH , Transshipment , UPB , Bonded WH transfers &amp; etc ) in the system with available details</p>  |  |  |

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| 42.8                             | Vendor system shall capable to found cargo (FDCA) creation and handle.   |  |  |
| 42.9                             | Vendor system shall capable to print, download separate arrival manifest consignee/commodity/destination etc.  |  |  |
| <b>43.0 Warehouse Management</b> |  |  |  |
| 43.1                             | Vendor system shall be able to support warehouse stock verification (To view shipments lying in the warehouse with the location and period.  |  |  |
| 43.2                             | Vendor system shall be capable of performing warehouse relocation.   |  |  |
| 43.3                             | Vendor system shall be able to create different terminal locations in the warehouse for storage such as exports, imports, transshipments etc. The solution should be able to be flexible allowing users to define their own local structure. Locations should also be able to be created by the nature of the cargo such as VAL / AVI / HUM / DGR / COLD STORAGE / PER etc and specified charges to be picked cargo clearance/delivery base on the location. |  |  |
| 43.4                             | Vendor system shall be able to generate inventory list shipments location wise or by terminal area. Such lists shall be able to action individually or as a group. System shall be capable to provide warehouse empty location details at any time.  |  |  |
| 43.5                             | Vendor system shall able to assign shipments to the flight or transfer to a flight from location inventory and vice versa.   |  |  |
| 43.6                             | Vendor system shall have the ability to assign shipments to ULD or to a storage location and vice versa.   |  |  |
| 43.7                             | Vendor system shall capable to assign shipments to a work order and perform tasks such as<br>1. Locate freight in a warehouse location<br>2. Load into ULD<br>3. Breakdown imports etc.  |  |  |
| 43.8                             | Vendor system shall able to view and print flight/shipment/location history, notification details, shipments pending for notification, AWB based enquiry.  |  |  |

#### 44.0 Cashiering

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| 44.1 | Vendor system shall accept payment and generate invoice for freight collect and pre-paid shipments.   |  |  |
| 44.2 | Vendor system shall accept payment at delivering cargo and generate Delivery Slips/Receipts.  |  |  |
| 44.3 | Vendor system shall accept payment and generate invoice/receipts for miscellaneous charges.   |  |  |
| 44.4 | Vendor system shall be able to provide functionality to collect cash for non AWB transportation charges such as animal containers, live animal fees, screening fees etc and generate invoices/receipts.   |  |  |
| 44.5 | <p>Cashiering to be carried for cash, credit, &amp; pre-deposit ( Pre-Deposit - Be able to take an advance payment for charge types and when transactions are performed to deduct from the advance payment) .</p> <p>Issues invoices/receipts.</p> <p>Applicable charges to be captured automatically base on the terminal tariff.</p> <p>To allow multiple payments such as cash, pay orders, credit cards, cheques and MCO.</p>   |  |  |
| 44.6 | <p>Online payments - Be able to integrate with banking systems through APIs and able to share the warehouse charges, when payment is done to a bank, System status to be updated with date and amount to release cargo.</p> <p>Be able to print receipts for online payments.</p>   |  |  |
| 44.7 | <p>Cashier reports</p> <p>Individual cashier reports in shift wise for cash and credit separately</p> <p>Total cashiering report (cash, credit, Credit Cards separately and Cash, credit &amp; credit card) in shift-wise and daily, weekly and monthly.</p> <p>Breakdown of charges base on charge types (Documentation, Handling, Storage, VAT &amp; ETC) for any given date parameter.</p> <p>Cancelation summary.</p> <p>Waiver and charges amended reports.</p> <p>Separate report for state taxes ( VAT &amp; SVAT) .</p> |  |  |



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|                      | Delivery summary with number of shipments, pieces, gross & chargeable weight.<br>Credit customer reports for any given date parameter.   |  |  |
| 44.8                 | Delivery cashiering to be carried out MAWB & HAWB level.<br>Cashiering to be carried for detained courier.   |  |  |
| 44.9                 | System should have a bank Deposit Summary function.  |  |  |
| 44.10                | Display payments collected by station for each payment type Cash, credit card, Cheque and MCO.   |  |  |
| 44.11                | Generate invoice for miscellaneous charges.  |  |  |
| 44.12                | Maintain credit card details for a company.  |  |  |
| 44.13                | Maintain credit party details at station level.  |  |  |
| 44.14                | Maintain items for miscellaneous cashiering.   |  |  |
| 44.15                | Calculate other charges.   |  |  |
| 44.16                | Cancel delivery order, delivery slip.  |  |  |
| 44.17                | Capture customs status updates/notifications (delivery release order)  |  |  |
| 44.18                | Credit limit alerts to default for credit customers  |  |  |
| <b>45.0 Delivery</b> |  |  |  |
| 45.1                 | To capture charges related to handling, demurrage, Terminal charges and Taxes. To issue barcoded DO, delivery order, delivery slips under MAWB and HAWB.<br>To handle cash, Credit, pre deposit, online payments and credit card for customers and generate cashier summaries accordingly. Invoice credit customers time specified periods. Custom data integration to release goods. Reports based on breakdown of charges, daily collections, taxes, credit invoices, cancellations, charge waivers and amendments.<br>Delivery Data. POD capture. Bar coded delivery slips. Irregularity capture (attaching images, files) and issue damage and survey report. Detained courier, and HAWB |  |  |

|                    |  |  |  |
|--------------------|--|--|--|
|                    | <p>deconsolidation facility handling, and shipment tracking based on master and house. FSU/RCF, NFD, AWD, DLV, DIS, FAD.</p> <p>Generate terminal messages to operators based on deliveries. To</p> <p>Support and integrate with ASRS systems.</p> <p>Deliveries for full and part shipments covering both MAWB and HAWB.</p> |  |  |
| 45.2               | <p>Ability to perform action on an AWB such as non-deliverable, in customs, on hold, in bond movement, out for door delivery etc. Please list down all action that can be performed on an AWB.</p> <p>Does system support to do this action with RFID/ ASRS solutions?</p>   |  |  |
| 45.3               | <p>System should allow user (with appropriate privileges) to add other charges while delivering AWB.</p> <p>Shipment should not progress (or be delivered) until required charges are collected.</p>   |  |  |
| 45.4               | Maintain broker / credit customers addresses, warehouse in the system.   |  |  |
| 45.5               | Generate and Print delivery slip.  |  |  |
| 45.6               | Cash pre-deposit option for payments   |  |  |
| <b>46. Tracing</b> |  |  |  |
| 46.1               | Old and un-cleared cargo /mail handling.   |  |  |
| 46.2               | MAWB/HAWB level discrepancies and Irregularities handling with sending system generated messages.  |  |  |
| 46.3               | Handling reliability reports.  |  |  |
| 46.4               | Does the system have a mechanism for user to know the progress of the shipment life cycle?   |  |  |
| 46.5               | Does the life cycle tracking tool provide a real time view with color codes to know the status of the shipment?  |  |  |
| 46.6               | <p>Can the system provide tracking of shipments with</p> <ol style="list-style-type: none"> <li>1. An external view - to know what goes out to customers</li> <li>2. Internal view - a more detailed view of all the shipments progress.</li> </ol>  |  |  |

|  |   |  |  |
|--|---|--|--|
| 46.7   | Does the system provide real time tracking capability to any external interface through a<br>1. Message<br>2. API interface                                     |  |  |
| <b>47.0 ULD Management</b>                   |   |  |  |
| 47.1   | Track and Maintain all types of ULD Inventory for host and handled carrier covering total network. OAL local inventory. Maintain the condition of ULD.          |  |  |
| 47.2   | All types of ULD Inventory for handled carrier covering total network. OAL local inventory. Maintain the condition of ULD.                                      |  |  |
| 47.3   | All types of ULD Inventory for host carrier covering total network with the status of ULDs. Maintain only the CMB inventory for OAL including the status of ULD |  |  |
| 47.4   | ULD Movement messages, LUC , SCM ,UCM - in & out  |  |  |
| 47.5   | ULD Stock Control Message (SCM) generate for airline wise.  |  |  |
| <b>48.0 Mobility for Warehouse Operation</b> |   |  |  |
| 48.1   | Accept shipment in ULD / Loose / In house warehouse pallets.  |  |  |
| 48.2   | Accept shipment in part and HAWB level.   |  |  |
| 48.3   | Display shipment details and booking status.  |  |  |
| 48.4   | Display time to departure for first flight.   |  |  |
| 48.5   | Check Regulatory requirement prior to acceptance.   |  |  |
| 48.6   | Display SHC codes and labels.   |  |  |

|       |   |  |  |
|-------|---|--|--|
| 48.7  | Confirm Special cargo checklist capture.                                    |  |  |
| 48.8  | Capture security clearance details.   |  |  |
| 48.9  | Capture shipment dimensions.  |  |  |
| 48.10 | Capture shipment data thru barcode scanners.                                |  |  |
| 48.11 | Capture of location / storage unit information thru scanners or BT beacons. |  |  |
| 48.12 | Capture damage details.   |  |  |
| 48.13 | Upload images for damage records  |  |  |
| 48.14 | Relocate shipment and Relocate Storage unit                                 |  |  |
| 48.15 | Release shipment from storage unit to loose.                                |  |  |
| 48.16 | Capture of location / storage unit information thru scanners or BT beacons. |  |  |
| 48.17 | Display SHC codes and Labels.   |  |  |
| 48.18 | Indicate locations with special colours for DG and other SHC's              |  |  |
| 48.19 | Capture of ULD/ shipment information thru scanners or BT beacons.           |  |  |
| 48.20 | Search by ULD/Bulk to display shipments manifested in ULD/Bulk              |  |  |
| 48.21 | Search by Flight to display manifested ULDs / Shipments.                    |  |  |

|       |   |  |  |
|-------|---|--|--|
| 48.22 | Smart search by AWB number to display associated HAWB.                      |  |  |
| 48.23 | Capture warehouse check-in details under MAWB or HAWB.                      |  |  |
| 48.24 | Capture RCF for single/multiple shipment.                                   |  |  |
| 48.25 | Capture of location / storage unit information thru scanners or BT beacons. |  |  |
| 48.26 | Delete RCF capture.   |  |  |
| 48.27 | Display connection flight with transit time.                                |  |  |
| 48.28 | Display deconsolidation flag for Consolidation.                             |  |  |
| 48.29 | Capture damage/Irregularity details.  |  |  |
| 48.30 | Display Flight Level pending 'ARR' shipments.                               |  |  |
| 48.31 | View flight summary and Display time to departure countdown.                |  |  |
| 48.32 | View the shipments booked and ULDs assigned                                 |  |  |
| 48.33 | View ready and not ready shipments separately.                              |  |  |
| 48.34 | View shipment information, location details and shipment priority.          |  |  |
| 48.35 | Display SHC codes and labels.   |  |  |
| 48.36 | Load/Unload single / multiple shipments.                                    |  |  |
| 48.37 | Load shipment pieces and auto split in ULDs                                 |  |  |
| 48.38 | Indicate shipments with special colours for DG and other SHC's              |  |  |

|                                |   |  |  |
|--------------------------------|---|--|--|
| 48.39                          | Flight manifesting and update UWS.  |  |  |
| 48.40                          | Highlight UWS deviations between manifest and actual.   |  |  |
| 48.41                          | Capture damage/Irregularity details.  |  |  |
| 48.42                          | Display ULD utilisation based on weight and volume.   |  |  |
| 48.43                          | Search by delivery slip or AWB number thru scanners or BT beacons.  |  |  |
| 48.44                          | Capture damage/irregularity details.  |  |  |
| 48.45                          | Capture proof of delivery.  |  |  |
| 48.46                          | Capture e-signature and customer ID image as proof of delivery.   |  |  |
| 48.47                          | Query Shipments details from any screen under AWB.  |  |  |
| 48.48                          | Display SHC codes and labels.   |  |  |
| 48.49                          | View shipment itineraries and query loading details.  |  |  |
| <b>49. Airside ICH Billing</b> |   |  |  |
| 49.1                           | To maintain airline-wise charges.   |  |  |
| 49.2                           | Offloaded cargo report to be validated at calculating offloaded cargo charges.  |  |  |
| 49.3                           | To generate Airside charges with AWB numbers.<br>Airline -wise<br>Charge type wise<br>Total charges with summery report |  |  |

|   |   |  |  |
|---|---|--|--|
| 49.4  | Generate invoices.  |  |  |
| 49.5  | To have an option to integrate airside charges with Revenue and Finance systems.  |  |  |
| <b>50.0 Interface with Airline PSS System( Ex: Amadeus - Altea)</b> |   |  |  |
| 50.1  | UWS, estimate(provisional) UWS messaging to Airline PSS - DCS with multiple intervals with predefined and manual intervals.   |  |  |
| 50.2  | NTM to carry NOTOC details to Airline PSS System (direct - TTY, email / web service message)  |  |  |
| 50.3  | NTM to be integrated with Airline PSS system through web service.   |  |  |
| 50.4  | Capture AGM ,LDM, CPM and LDM messages from Airline PSS system.   |  |  |
| <b>51.0 Other Interfaces</b>  |   |  |  |
| 51.1  | Altea Departure Control System<br>Update Actual weight for Load Sheet   |  |  |
| 51.2  | Weight Bridge System integration<br>Shipments wise -Update actual weight for RCS<br>ULD/BULK to UWS   |  |  |
| 51.3  | Custom Interface<br>Upload Flight Manifest, shipment data and capture Good Release advice.  |  |  |
| 51.4  | Cargo Portal System<br>Share FFM, FWB messages for Cargo acceptance.  |  |  |
| 51.5  | Revenue Accounting System<br>Share cargo sales, verified Data to Rapid  |  |  |
| 51.6  | Oracle finance<br>Share sales data with Oracle finance for invoicing  |  |  |
| 51.7  | Araksha Security charges System<br>Should Share shipment details captured at acceptance.  |  |  |
| 51.8  | The proposed solution in terms of architecture must-have features for integration, using standard mechanisms like REST, SOAP or API. Explain the overall integration philosophy of your solution. |  |  |

|                                  |  |  |  |
|----------------------------------|--|--|--|
| 51.9                             | Describe in detail how the solution can be configured and/or customized to accommodate requirements that are not part of its standard functionality and/or to add on new functionality if required.  |  |  |
| 51.10                            | Oracle Finance<br>Sales Data upload to OF for invoicing and Payment. Sales Data upload to Credit Control System. Explain if you have in built solution for invoicing.  |  |  |
| 51.11                            | Araksha Security Charges System<br>Pass FWB, FHL data to collect security Screening.   |  |  |
| 51.12                            | CCN- Cargo Community Network Interface<br>Share FFM, FWB, FHL data to be sent to overseas Customs as per regulatory requirements for import cargo in India, Bangladesh, China etc.   |  |  |
| <b>52.0 General Requirements</b> |  |  |  |
| 52.1                             | The Project include identification and recommendation of an appropriate Solution, which fits the SriLankan Airlines requirements and allows for future growth.   |  |  |
| 52.2                             | Proposed solutions MUST be "Off-the-Shelf", meaning that each solution is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history.  |  |  |
| 52.3                             | Supply of infrastructure, equipment, installation and testing, including any required interfaces and data connectors are considered integral part of the overall solution.   |  |  |
| 52.4                             | Provision of initial and extended warranties/licenses and technical support services (including detailed initial acquisition costs and   |  |  |
| 52.5                             | SriLankan expect that the Solution to be functional and be fully integrated into existing architecture. The Vendor shall provide sufficient training for a month up to ten SriLankan Trainers and conduct the Training for first batch of key users after the product is ready for deployment. |  |  |
| 52.6                             | Solution and subsequent maintenance and support services shall be valid for a period of 5 years from the agreement start date.   |  |  |



|       |   |  |  |
|-------|---|--|--|
| 52.7  | Vendor must elaborate their overall strategy / vision for supporting proposed solution.   |  |  |
| 52.8  | Vendor must elaborate on their current solution maturity.   |  |  |
| 52.9  | Vendor must elaborate their solution roadmap over the next 2 - 3 years Describe key capabilities that will be introduced with future platform / service releases  |  |  |
| 52.10 | Vendor must provide onsite warranty, technical support at least for 3 months or until the product is fully stabilized for smooth operation.   |  |  |
| 52.11 | The product must provide role-based access control with enough granularities.   |  |  |
| 52.12 | The product must allow administrators to define roles based on job functions and appropriate levels of access to functionality.   |  |  |
| 52.13 | All requirements within this RFP are considered important to SriLankan Airlines and most successful bid to comply majority of requirements will be successful.  |  |  |
| 52.14 | All AWB, HAWB, CN38, CBV, and claims details should be electronically moved to a Document Management system.  |  |  |
| 52.15 | The supplier will deliver meaningful business-related Service Levels appropriate to the operations now and in the future.   |  |  |
| 52.16 | The supplier will maintain all necessary systems and processes to monitor and report on Service Levels for and on behalf of SriLankan IT.   |  |  |
| 52.17 | <p>The Vendor is supposed to provide Service Levels for Incidents Reported, by UL Help Desk, as calls, Tickets raised, or emails generated by SriLankan IT as below;</p> <ul style="list-style-type: none"> <li>• Severity 1 - Response time 5 minutes, Resolution time 20 minutes.</li> <li>• Severity 2 - Response time 10 minutes, Resolution time 40 minutes.</li> <li>• Severity 3 - Response time 15 minutes, Resolution time 60 minutes.</li> <li>• Severity 4 - Response time 15 minutes, Resolution time 180 minutes.</li> </ul> |  |  |

|       |   |  |  |
|-------|---|--|--|
| 52.18 | Repeated failure to meet this Service Level will allow SriLankan IT at sole discretion to terminate the Agreement in part, or in whole.   |  |  |
| 52.19 | The Supplier will perform and deliver to SriLankan IT 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. |  |  |
| 52.20 | In the event of a Service Failure, the Vendor shall in addition to remedies available to SriLankan IT should provide Service Credits.   |  |  |
| 52.21 | All on site expenses related to project implementation, maintenance, and support should be borne by Vendor.   |  |  |
| 52.22 | The Vendor is supposed to carry out comprehensive requirement study at site to identify business requirement and any customization needed and signed off jointly with customer.   |  |  |
| 52.23 | Once the Product is finalized contract will be signed with all functionalities and deliverables attached as annexure.   |  |  |
| 52.24 | How do you monitor cold rooms and Temperature probes in shipments?  |  |  |
| 52.25 | What is the bandwidth requirement for a user?   |  |  |
| 52.26 | Data should be available throughout the period with ability to option to achieve data,  |  |  |
| 52.27 | Data must be protected with full disaster recovery facilities. Please explain how you provide the services.   |  |  |
| 52.28 | Do you provide complaint management system which is accessible through web to manager customer complaints with POS based dash board and reports?  |  |  |
| 52.29 | Please explain how you can track and report cold room temperature with shipment location in cold rooms?   |  |  |
| 52.30 | Can you track and update temperature throughout a shipment? Please explain?   |  |  |
| 52.31 | Do you have a solution to track dolly, trolley and ULD within cargo Terminal, CAK and immediate outside Apron area?   |  |  |

|       |  |  |  |
|-------|--|--|--|
| 52.32 | Please provide all the features already available in the product, even though not listed here as Vendor may have superior product and better way of doing things and we are flexible to adapt to new ways of doing things if that benefits and improve productivity and operational efficiency.  |  |  |
| 52.33 | Vendor shall provide necessary test cases, support to populate master data and provide competent resource personal on site to carry out the User Acceptance tests for the product to be successfully tested and accepted by the user.  |  |  |
| 52.34 | Refer attached Annex D-for IT security compliance & Annex E for IT infrastructure requirements,  |  |  |
| 52.35 | If the Bidder is proposing for any minimum monthly payment commitments, the Bidder is requested to consider the reduced scale of operations of SriLankan Airlines due to the COVID-19 pandemic, and resultant underutilization of the Cargo Management System, which will continue till Dec 2022 |  |  |

## Annex D - IT security compliance/Information Security Checklist

Vendor response should be clearly mention as below.

Existing functionality, New Customization, Not available, Chargeable, Optional Chargeable functionality etc.

| Item No. | Information Security Checklist  | Compliance | Remarks |
|----------|---|------------|---------|
| <b>A</b> | <b>Authentication &amp; Password Compliance</b>   |            |         |
| 1        | Role Based Access & Workflow Approvals (Segregation of Duties)  | Y/N        |         |
| 2        | Active Directory (AD) Integrated (If Yes, please proceed to A-7)  | Y/N        |         |
| 3        | Password age - 60 Days  | Y/N        |         |
| 4        | Minimum password length - 8 Characters  | -Y/N-      |         |
| 5        | Password change at initial login  | -Y/N-      |         |
| 6        | Password Complexity   | -Y/N-      |         |
| 6.1      | At least one 'UPPERCASE' character  | -Y/N-      |         |
| 6.2      | At least one 'lowercase' character  | -Y/N-      |         |
| 6.3      | Mixture of numbers and/or symbols   | -Y/N-      |         |
| 6.4      | Account Lockout   | -Y/N-      |         |
| 6.5      | Lockout after 5 unsuccessful attempts   | -Y/N-      |         |
| 6.6      | 30 minutes lockout duration   | -Y/N-      |         |
| 6.7      | Password History - 8 Passwords  | -Y/N-      |         |
| 6.8      | Availability of multiple-factor authentication (If Yes, please provide information in remarks)                | -Y/N-      |         |
| 6.9      | Transfers authentication information through secure protocols (If Yes, please provide information in remarks) | -Y/N-      |         |
| 6.10     | Ability to display the time and date of last successful login, and any failed login attempts to user          | -Y/N-      |         |
| 7        | Vendor shall support integration of solution with Microsoft Identity Manager for Identity & Access Management | -Y/N-      |         |

| B Backups   |  |       |  |
|---|--|-------|--|
| 8   | Scheduled configuration backups  | -Y/N- |  |
| 9   | Scheduled data backups   | -Y/N- |  |
| 10  | Backup retention period:   | -Y/N- |  |
| 10.1  | Financial data : for 10 years  | -Y/N- |  |
| 10.2  | Other data: 10 years minimum   | -Y/N- |  |
| C Audit & Event Logs (for all user activities, including administrative and privileged user activities, and system configuration changes) |  |       |  |
| 11  | Application Audit Logs (including transaction logs)  | -Y/N- |  |
| 12  | Database Level Audit Logs  | -Y/N- |  |
| 13  | OS Level Audit Logs  | -Y/N- |  |
| 14  | Event Logs (including successful/unsuccessful login attempts)  | -Y/N- |  |
| 15  | Integration with McAfee Enterprise Security Manager for log correlation and management (recommended log format: syslog)  | -Y/N- |  |
| D Encryption  |  |       |  |
| 16  | 256 bit key encryption for data at rest and in transit.  | -Y/N- |  |
| 17  | Application services support enabling a public-key infrastructure (public key cryptography and digital signatures) (If Yes, please provide information in remarks) | -Y/N- |  |
| E Data Validation   |  |       |  |
| 18  | Input & Output Data Validation   | -Y/N- |  |
| F Connectivity and Access Control   |  |       |  |
| 19  | Web applications enabled with TLS 1.2 certificates   | -Y/N- |  |
| 20  | Remote diagnostic and configuration port should be protected.  | -Y/N- |  |
| 21  | Ability to configure inactive Sessions timeout (for Application, Database, OS, Console) (If Yes, please provide information in remarks)                            | -Y/N- |  |
| 22  | Ability to configure a Log-on banner   | -Y/N- |  |

|          |   |       |  |
|----------|---|-------|--|
| <b>G</b> | <b>Dependent Systems and Services (if yes, please provide information on systems/services/ports in remarks)</b>   |       |  |
| 23       | Solution necessitates dependent systems & services  | -Y/N- |  |
| <b>H</b> | <b>Vulnerability Assessment</b>   |       |  |
| 24       | SriLankan Airlines will perform Vulnerability Scans at least annually and findings will be notified to vendor. If any vulnerability is found, vendor shall agree to apply security patches in mutually agreed timeline. | -Y/N- |  |
| <b>I</b> | <b>Service Continuity</b>   |       |  |
| 25       | Availability - 99.95%   | -Y/N- |  |
| 26       | Recovery Time Objective - 1 hour  | -Y/N- |  |
| 27       | Recovery Point Objective - 1 hour   | -Y/N- |  |
| 28       | Vendor agrees to setup a local office or a competent local service provider to assist SriLankan Airlines in support queries or incidents.   | -Y/N- |  |
| 29       | Signed Service Level Agreement including, and not limited to,   | -Y/N- |  |
| 29.1     | Reflect Service Continuity objectives set forth above I-25 to I-27  | -Y/N- |  |
| 29.2     | Defined Response Times and Resolution Times based on defined priorities   | -Y/N- |  |
| 29.3     | Periodic service review meetings between SriLankan Airlines and the vendor  | -Y/N- |  |
| 29.4     | Escalation Criteria for Incident Management to ensure performance of services under the Service Level Agreement   | -Y/N- |  |
| 29.5     | Information about the licensing arrangements (for dependents systems/services), code ownership and intellectual property rights related to the vendor's products/ services  | -Y/N- |  |
| 29.6     | Service Credits, penalties for failing to meet performance of services under the Service Level Agreement  | -Y/N- |  |
| <b>J</b> | <b>Right to Audit &amp; Monitor</b>   |       |  |

|          |   |       |  |
|----------|---|-------|--|
| 30       | Vendor/Service Provider agree that performance of the Services will be subject to monitoring by SriLankan Airlines.   | -Y/N- |  |
| 31       | Vendor/Service Provider agree to keep accurate and complete records and accounts pertaining to the performance of the Services. Upon no less than seven (7) days' written notice, and no more than once per calendar year, SriLankan Airlines may audit, or nominate a reputable firm to audit, records relating to performance of vendor/service provider under the Service Level Agreement, during the agreement period and for a period of three (03) months thereafter. | -Y/N- |  |
| 32       | If Vendor/Service Provider obtains third party services by means of outsourcing or sub-contract, Vendor/Service Provider is required to ensure such activities maintain applicable records to reflect the services agreement with SriLankan Airlines and will be subject to audit/monitor as set forth in J-31 & J-32 above.  | -Y/N- |  |
| <b>K</b> | <b>Licensing Requirements</b>   |       |  |
| 33       | Does the solution necessitate additional licenses for third party components/services? (If Yes, please provide information in remarks)  | -Y/N- |  |
| 34       | If solution necessitates additional licenses for third party components/services, please state if such licenses are included in the proposed solution? (If No, please provide details of additional licenses required from SriLankan Airlines)  | -Y/N- |  |
| <b>L</b> | <b>Legislative, Standards &amp; Regulatory Compliance</b>   |       |  |
| 35       | Proposed solution and service provider is compliant for ISO/IEC 27001:2013 Information Security Management System (ISMS) (if proposed solution is compliant to other standards, legislative and regulatory requirements, please provide details in 'Remarks').  | -Y/N- |  |
| 36       | Vendor agrees to sign a Reciprocal Non-Disclosure Agreement with SriLankan Airlines   | -Y/N- |  |

|    |   |       |  |
|----|---|-------|--|
| 37 | Information shared or services obtained as part of SriLankan Airlines engagement with vendor will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing a Reciprocal Information Security Schedule which will become an integral part of the Service Agreement(s). | -Y/N- |  |
|----|---|-------|--|



## **Annex E - IT INFRASTRUCTURE REQUIREMENT**

### **1.0 NETWORK REQUIREMENT**

Following information need to be provided.

- 1 user and multiple user bandwidth requirement to access the application
- Minimum and maximum latency requirement end to end (Client to server communication)
- Destination IPs to check the latency from UL
- Destination IPs, URLs and ports to be opened from firewall
- The application is a client installation or web browser based?
- Application can be accessed from a proxy?
- Connectivity and session flow diagram need to be provided.
- Application can be accessed via internet or requires site to site connectivity (VPN or MPLS)?
- Compatible with Microsoft Active Directory authentication

### **2.0 WEB HOSTING ENVIRONMENT**

Operating Systems: Redhat Enterprise Linux 6.5 and Above / Windows 2012R2 and Above)

Web servers : IIS 7.5 (.Net framework), ASP .NET 4.5 and 4.7

Set of Web servers are load balanced with Windows IIS load balancing. Majority of the servers are virtualized with VMware or Hyper-V technologies.

### **3.0 RDBMS**

Database Environment uses mainly two RDBMS, Microsoft SQL Editions and Oracle Editions. Oracle version is Oracle 11g R2. MSSQL versions are 2014 SP2 and above.

### **4.0 FIREWALL**

The security gateway for SriLankan corporate network is the corporate Firewall. All the external connectivity to the corporate network and Internet services must access through the firewall. All web application access is provided through a web application firewall.

### **5.0 MS EXCHANGE SERVER ENTERPRICE**

SriLankan Airlines have hybrid setup in the exchange service. Most users are running on Microsoft O365 cloud platform. However, subset of the users still based on on-premise services which are running on Windows 2012R2 & Exchange 2013(SP1) in cluster Environment.

### **6.0 USER LOGIN AUTHENTICATION**

User logins are authenticated against Microsoft Active Directory set up in SriLankan Airlines Ltd.

### **7.0 SYSTEM INTEGRATION**

The system should have the capability to integrate with the systems at SriLankan Airlines that are hosted outside the company and some deployed internally. The integration process shall be applicable through DB links and web services.

### 8.0 DESKTOP ENVIRONMENT

- Internet Explorer 11.0 and above
- Windows 10 (mandatory)
- Windows 8.1
- Windows 7
- Microsoft Office 2013 and above
- Virtual Desktop Infrastructure. VMware Horizon View Client. (zero client/thin client)
- Java 8 and above
- Standard desktop configurations (CPU : Intel Core I3 /RAM : 3 GB)
- Any hard disk requirement exceeding 300MB shall consider hard disk upgrade for client devices

### Annex F - Cargo revenue accounting requirements

Please find below the existing Cargo revenue Accounting system feature list. Cargo Management System shall have the below features if revenue accounting features are built in to the system.

| Item #               | Functional Requirement  | Compliance Y/N | Vendor Response Explain |
|----------------------|---|----------------|-------------------------|
| <b>1.0 Interface</b> |   |                |                         |
| 1.1                  | Listing of information to be interfaced from the reservation system   |                |                         |
| 1.2                  | Form of interface. (data files or direct population)                  |                |                         |
| 1.3                  | Error Listing   |                |                         |
| 1.4                  | Corrective Action for given Errors                                    |                |                         |
| 1.5                  | Explain the process of Transferring data to Revenue Accounting System |                |                         |
|                      |   |                |                         |

| 2.0 Flight Packet Logging  |  |  |  |
|----------------------------|--|--|--|
| 2.1                        | Is there a tracking system for flight packets receiving from stations? If so please explain.   |  |  |
| 2.2                        | Actions to be taken on missing flight packets.   |  |  |
| 3.0 Cargo Flown Processing |  |  |  |
| 3.1                        | Explain the process of capturing flown revenue in the system   |  |  |
| 3.2                        | Explain how system is tallying flown transactions captured with the flight details   |  |  |
| 3.3                        | Ability to prorate AWBs (both own and other airline) based on Factors, Special Proration Agreements, trucking agreements and Adhoc rates? Explain the process. |  |  |
| 3.4                        | Availability of work list for balancing flight details.  |  |  |
| 3.5                        | Ability to auto capture net Rates for AWBs.  |  |  |
| 3.6                        | Ability to Auto calculate AWB Commission.  |  |  |
| 3.7                        | Listing of Exceptions and the respective corrective actions  |  |  |
| 3.8                        | Ability to capture FOP details   |  |  |
| 3.9                        | Ability to apply taxes. Please explain the process and accounting.   |  |  |
| 3.10                       | Ability to verify and compare Yields of individual sectors.  |  |  |

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| 3.11 | Ability to account Courier Baggage Vouchers. Please explain the process.        |  |  |
| 3.12 | Process of handling Duplicate AWBs.   |  |  |
| 3.13 | Quality checks available for flown accounting.                                  |  |  |
| 3.14 | Availability of Flexi Accounting.   |  |  |
| 3.15 | Ability to account Flown revenue by Point of Origin and point of sale.          |  |  |
| 3.16 | Ability to account Flown revenue by Point of Origin and point of sale           |  |  |
| 3.17 | Ability account Flown revenue on daily, weekly fortnightly and monthly basis.   |  |  |
| 3.18 | Listing of Flown Accounting Exceptions and their respective corrective actions. |  |  |
| 3.19 | Outward Prime Billing generation process on carriers                            |  |  |
| 3.20 | Outward Billing Process.  |  |  |
| 3.21 | Ability to retrieve OBL invoiced amounts carrier wise.                          |  |  |
| 3.22 | Explain the JV generation process   |  |  |
| 3.23 | Please list all the reports available.  |  |  |

| 4.0 Trucking Charges Accounting           |   |  |  |
|---|---|--|--|
| 4.1                                       | Explain the basis of trucking computation.  |  |  |
| 4.2                                       | Ability to define trucking rates on weight breaks.  |  |  |
| 4.3                                       | Ability to capture adhoc trucking rates for AWB proration   |  |  |
| 4.4                                       | Ability to capture zero trucking rates in proration.  |  |  |
| 4.5                                       | Explain the process of trucking accounting and JVs generated.   |  |  |
| 4.6                                       | Work lists available.   |  |  |
| 4.7                                       | Control reports available.  |  |  |
| 5.0 CTM Accounting                        |   |  |  |
| 5.1                                       | Ability to capture Cargo Transfer Manifests in processing.  |  |  |
| 5.2                                       | Ability to auto create CTMs in the system   |  |  |
| 5.3                                       | Processing of CTMs processing and accounting.   |  |  |
| 5.4                                       | Work lists available  |  |  |
| 5.5                                       | Listing of Exceptions and their corrective actions.   |  |  |
| 6.0 GSA commission Payment and Accounting |   |  |  |
| 6.1                                       | Ability to compute GSA commission on revenue (freight and other charges) in the system based on flat rates. |  |  |

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| 6.2                                 | Ability to compute GSA commission on revenue ( freight and other charges) in the system based on conditions. |  |  |
| 6.3                                 | Ability to generate GSA commission credit notes in the system.   |  |  |
| 6.4                                 | Adjustments to the GSA commission already paid   |  |  |
| 6.5                                 | Availability of reports to get details in analyzing the GSA commission payment.                              |  |  |
| <b>7.0 Accounting of Incentives</b> |  |  |  |
| 7.1                                 | Ability to file incentive agreements in the system.  |  |  |
| 7.2                                 | Explain the process of Computation of incentives in the system   |  |  |
| 7.3                                 | Ability to Interface incentive agreements  |  |  |
| 7.4                                 | Ability to generate Incentive credit notes in the system.  |  |  |
| <b>8.0 Handling Fee</b>             |  |  |  |
| 8.1                                 | Ability to file handling agreements in the system.   |  |  |
| 8.2                                 | Ability to interface handling agreements in to the system.   |  |  |
| 8.3                                 | Explain the process of computation of handling charges in the system.  |  |  |
| 8.4                                 | Explain the process of Handling fee accounting and JV generation in the system.                              |  |  |
| <b>9.0 Other charges proration</b>  |  |  |  |

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| 9.1                                | Ability to prorate Other charges at sector level.                        |  |  |
| 9.2                                | Ability to account Other charges revenue route wise.                     |  |  |
| 9.3                                | Ability to do Other charges suspense reconciliation                      |  |  |
| 9.4                                | Ability to Other charges Write Back accounting                           |  |  |
| 9.5                                | Reports available  |  |  |
| <b>10. Import sales processing</b> |  |  |  |
| 10.1                               | Ability to bill charges collect AWBs at destination.                     |  |  |
| 10.2                               | Ability to enter and account import collections manually in the system.  |  |  |
| 10.3                               | Ability to interface Import Collections from CASS or reservation system. |  |  |
| 10.4                               | Listing of Exceptions and corrective actions                             |  |  |
| 10.5                               | Explain the process of Import Collection Accounting                      |  |  |
| 10.6                               | Ability to generated Import Collection Invoices in the system            |  |  |
| 10.7                               | Ability to reconcile Import Collections in the system.                   |  |  |
| 10.8                               | Actions available for import collection not received or short collection |  |  |
| 10.9                               | Explain the process of Import Billing Accounting                         |  |  |

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| 10.10                     | Explain the process of Prime Import Billing Accounting  |  |  |
| <b>11. Export Billing</b> |   |  |  |
| 11.1                      | Ability compute rates in the system.  |  |  |
| 11.2                      | Ability to compute Discount & commission in the system.                                       |  |  |
| 11.3                      | Ability to compute Other charges due carrier in the system.                                   |  |  |
| 11.4                      | Listing of Exception and their corrective actions.  |  |  |
| 11.5                      | Ability to trigger AWB Rate Audit function in the system.                                     |  |  |
| 11.6                      | Ability to auto create Billing Records in the system.   |  |  |
| 11.7                      | Ability to auto create Billing Calendar's in the system.                                      |  |  |
| 11.8                      | Ability to bill and account based on different Form of Payment in the system. Please explain. |  |  |
| 11.9                      | Ability to compute Other charges due agent  |  |  |
| 11.10                     | Ability to compute and process Agent remuneration in the system.                              |  |  |
| 11.11                     | Ability do Tax computation and accounting in the system.                                      |  |  |
| 11.12                     | Ability to create Performa Invoices in the system.  |  |  |
| 11.13                     | Ability to auto Confirm of Billing records in the system.                                     |  |  |



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| 11.14 | Ability to do Manual Actions on billings   |  |  |
| 11.15 | Ability to get details of billing records  |  |  |
| 11.16 | Explain the process for Cancelled shipments and void AWB.  |  |  |
| 11.17 | Explain the process of Service Cargo AWB accounting.   |  |  |
| 11.18 | Ability to auto generate CASS files in the system based on pre-defined parameters.                           |  |  |
| 11.19 | Ability to overwrite AWB Master data in the system. List down the instances.                                 |  |  |
| 11.20 | Ability to adjust Revenue already accounted in the system. List down the instances.                          |  |  |
| 11.21 | Ability to delete billing records in the system.   |  |  |
| 11.22 | Ability to direct Bill non-CASS agents in the system.  |  |  |
| 11.23 | Ability to Format invoices based on different formats.   |  |  |
| 11.24 | Ability generate Non CASS invoices in the system and forwarding the invoices through auto generated e mails. |  |  |
| 11.25 | Ability to generate invoices for Non agents.   |  |  |
| 11.26 | Ability to Hold system generated invoices.   |  |  |
| 11.27 | Ability to Interface invoices.   |  |  |

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| 11.28                   | Ability to Bill CASS agents.   |  |  |
| 11.29                   | Ability to create Audit trails for invoices  |  |  |
| 11/30                   | Ability to Print Invoices /Credit Notes and Jvs with details   |  |  |
| 11.31                   | Ability to process Export Billing for CCAs/DCMs.   |  |  |
| 11.32                   | Ability generate Non CASS invoices in the system and forwarding the invoices through auto generated e mails. |  |  |
| <b>12. Export Sales</b> |  |  |  |
| 12.1                    | Ability to log Sales/Refund reports in the system.   |  |  |
| 12.2                    | Ability to Interface sales from CASS and reservation systems.  |  |  |
| 12.3                    | Availability of Work lists.  |  |  |
| 12.4                    | Ability to do manual Data entry and accounting in the system.  |  |  |
| 12.5                    | Ability to Capture refund data manually.   |  |  |
| 12.6                    | Ability to capture CCA Data. Please explain the process.   |  |  |
| 12.7                    | Ability to get the details of Sales Not reported from the system.  |  |  |
| 12.8                    | Ability to auto generate Auto Sales.   |  |  |
| 12.9                    | Ability to generate Audit trail in the system.   |  |  |

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| 12.10                         | Ability to generated CASS billing file in the system.       |  |  |
| 12.11                         | Ability to Match sales vs Flown data.                       |  |  |
| 12.12                         | Ability to Sales based adjustment to flown revenue.         |  |  |
| 12.13                         | Ability to Overwriting Master data with CCAs.               |  |  |
| 12.14                         | Process and generation of CCA/DCM entries.                  |  |  |
| 12.15                         | Ability to retrieve CCA Details.                            |  |  |
| 12.16                         | Ability to account Changes through CCAs.                    |  |  |
| 12.17                         | Ability to do Sales Tax computation and accounting.         |  |  |
| <b>13. Export Settlements</b> |   |  |  |
| 13.1                          | Ability to Interface the paid data file in to the system.   |  |  |
| 13.2                          | Ability to Manually Capture Settlement details.             |  |  |
| 13.3                          | Explain the Process of Settlement accounting in the system. |  |  |
| 13.4                          | Explain the Actions on Outstanding amounts.                 |  |  |
| 13.5                          | Explain the process of Settlement Accounting.               |  |  |
| 13.6                          | Ability to do Adjustment Accounting in the system.          |  |  |
| 13.7                          | Ability to do Queries on Settlements.                       |  |  |

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| 13.8   | Available Reports on Settlements.                                      |  |  |
| 13.9   | Details of SOA Statement in the system.                                |  |  |
| <b>14. Charges Correct Advises (CCA) Accounting.</b> |  |  |  |
| 14.1   | Ability to create CCAs in the system.                                  |  |  |
| 14.2   | Ability to interface CCAs in the system.                               |  |  |
| 14.3   | Explain the CCA application process.                                   |  |  |
| 14.4   | Explain the CCA Processing and accounting process in the system.       |  |  |
| 14.5   | Ability to do revenue Adjustments on CCAs.                             |  |  |
| 14.6   | Ability to create Outward Interline billing adjustments based on CCAs. |  |  |
| 14.7   | Ability to do Inward Interline Billing Adjustments based on CCAs.      |  |  |
| 14.8   | Exception listing and corrective actions.                              |  |  |
| <b>15. Manual Invoice/ Credit note generation</b>    |  |  |  |
| 15.1   | Ability to create manual invoices/ credit notes and JVs in the system. |  |  |
| 15.2   | Available reports.   |  |  |
| <b>16. System Reconciliations</b>                    |  |  |  |
| 16.1   | List of system reconciliations available in the system.                |  |  |

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| 16.2                         | Explain the process of Reconciliations'                              |  |  |
| 16.3                         | Listing of Reasons for pending items.                                |  |  |
| 16.4                         | Listing of Corrective Actions on pending items.                      |  |  |
| <b>17. Cargo Write back</b>  |  |  |  |
| 17.1                         | Ability to write back open sectors after a given period of time.     |  |  |
| 17.2                         | Explain the basis of identification process.                         |  |  |
| 17.3                         | Explain Write back accounting process and JVs generated.             |  |  |
| <b>18. Write Off Process</b> |  |  |  |
| 18.1                         | Analysis process of suspense account balances.                       |  |  |
| 18.2                         | Explain the basis of AWBs identification for the Write off.          |  |  |
| 18.3                         | Listing of exceptions and corrective actions.                        |  |  |
| 18.4                         | Explain the process of write off accounting.                         |  |  |
| <b>19. Archival Process</b>  |  |  |  |
| 19.1                         | Availability of archival process for AWBs in the system.             |  |  |
| 19.2                         | Explain the basis of identification of AWBs to the archival process. |  |  |

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| 19.3             | Availability of details of AWBs identified for archival process. |  |  |
| 19.4             | Options available to Force Identification.                       |  |  |
| 19.5             | Ability to Delete identified data.                               |  |  |
| 19.6             | System checks available.   |  |  |
| 19.7             | Ability to view archived data.                                   |  |  |
| 19.8             | Ability to recapturing Data for archival process.                |  |  |
| 19.9             | Facility to transfer and retrieval data.                         |  |  |
| 19.10            | Identification and Blacklisting unutilized AWBs                  |  |  |
| 19.11            | Archival of Blacklisted AWBs                                     |  |  |
| <b>20.Stocks</b> |  |  |  |
| 20.1             | Stock Creation Process   |  |  |
| 20.2             | Stock Transaction process (Issue/Transfer/Return)                |  |  |
| 20.3             | Blacklisting/Voiding stocks                                      |  |  |
| 20.4             | Stock check at controlling location level                        |  |  |
| 20.5             | Handling of duplicated AWBs                                      |  |  |

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| 20.6                | Stock Check  |  |  |
| 20.7                | Reports and queries  |  |  |
| 20.8                | Managing Sub locations for a territory   |  |  |
| <b>21. P.O mail</b> |  |  |  |
| 21.1                | Is there a tracking system for flight packets receiving from stations? If so please explain? |  |  |
| 21.2                | Actions to be taken on missing flight packets.   |  |  |
| 21.3                | Ability to enter transaction data manually.  |  |  |
| 21.4                | Availability of an interface from reservation system.  |  |  |
| 21.5                | Explain how system is tallying flown transactions captured with the flight details           |  |  |
| 21.6                | Ability to prorate P.O mail documents Explain the process.                                   |  |  |
| 21.7                | Availability of work list for balancing flight details.                                      |  |  |
| 21.8                | Listing of Exceptions and corrective actions.  |  |  |
| 21.9                | Explain the Mail Accounting Process  |  |  |
| 21.10               | Availability of GPA Billing function   |  |  |
| 21.11               | Ability to verify billing records.   |  |  |

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| 21.12                        | Explain the process of handling Mail Bags rejections.          |  |  |
| 21.13                        | Explain the Mail Inward Billing process.                       |  |  |
| 21.14                        | Ability to Inward Billing File Loading                         |  |  |
| 21.15                        | Ability to Inward Billing Detail Capture                       |  |  |
| 21.16                        | Ability to Capture Rejection Transactions                      |  |  |
| 21.17                        | Availability of Inward Billing Work list.                      |  |  |
| 21.18                        | Ability to Confirm Accepted and rejected values in the system. |  |  |
| 21.19                        | Ability to Confirm Accepted and rejected values in the system. |  |  |
| 21.20                        | Ability to generate Rejection Invoices.                        |  |  |
| 21.21                        | Ability to reconcile control accounts.                         |  |  |
| 21.22                        | Explain the process of accounting of open sectors.             |  |  |
| <b>22. Dashboards</b>        |  |  |  |
| 22.1                         | Dashboards required to view MIS information's                  |  |  |
| <b>23. Interline Billing</b> |  |  |  |
| 23.1                         | Interface Requirements.  |  |  |
| 23.2                         | Download cargo IS IDEC files to the Revenue Accounting System  |  |  |



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| 23.3               | IATA Form 3 File Upload to the Revenue Accounting System.   |  |  |
| 23.4               | Ability to manually evaluate coupon/rejection memo/billing memo/credit memo wise billing from other airlines.   |  |  |
| 23.5               | Interline EMD handling (i-EMD).   |  |  |
| 23.6               | Auto Batch Creation for inward billings made by the other airlines.   |  |  |
| 23.7               | System evaluation of AWB/rejection memo/billing memo/credit memo wise billing from other airlines based on reference data filed in the Revenue Accounting System. |  |  |
| 23.8               | Create Cargo Prime & Rejection IS IDEC file weekly in order to submit to SIS.   |  |  |
| 23.9               | Ability to create batches manually for non ICH invoices.  |  |  |
| 23.10              | Ability enter coupons manually for batches.   |  |  |
| 23.11              | Ability to raise billing memos & credit memos manually.   |  |  |
| 23.12              | Ability to file cargo Special Prorate Agreements, Trucking Agreements & Ad-hocs.  |  |  |
| 23.13              | Ability to have tri-party settlements (uplifted AWB owned by one carrier & invoice to be raised to another 3rd party)   |  |  |
| 23.14              | Ability to see AWB utilization & sequence of rejection stages of the AWB (billing history)  |  |  |
| 23.15              | Ability to manually evaluate coupon/rejection memo/billing memo/credit memo wise billing from other airlines  |  |  |
| <b>24. Reports</b> |   |  |  |
| 24.1               | List of dates to which import CC accounting to be done.   |  |  |
| 24.2               | Flown Accounting exception report.  |  |  |
| 24.3               | Reconciliation reports for suspense accounts.   |  |  |
| 24.4               | Interline provision report.   |  |  |
| 24.5               | CC AWBs awaiting for transfer details.  |  |  |
| 24.6               | List of CC AWBs for which CTMs not logged/CC bill not done.   |  |  |

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| 24.7  | Hanging master Data Details of interface.                |  |  |
| 24.8  | Listing of pending AWB details                           |  |  |
| 24.9  | Cargo sales control reports                              |  |  |
| 24.10 | CCAs with credits to agents                              |  |  |
| 24.11 | CCA AWBs collection made requiring manual action         |  |  |
| 24.12 | AWBS with CC collection variance exceed tolerance        |  |  |
| 24.13 | CC Collection statements not accounted.                  |  |  |
| 24.14 | Listing of CC AWBS billed but not collected, by month.   |  |  |
| 24.15 | Report to track manual action on CCAs having exceptions. |  |  |
| 24.16 | List of AWBs with amended Billing records.               |  |  |
| 24.17 | List of CC AWBs which collection made but not invoiced.  |  |  |
| 24.18 | CCAs logged for change in MOP.                           |  |  |
| 24.19 | Mismatch Report between CCA and CCA sales.               |  |  |
| 24.20 | Manual action on CC Billing adjustments.                 |  |  |
| 24.21 | Detail on agent revenue performance                      |  |  |
| 24.22 | AWB stock query.   |  |  |
| 24.23 | Invoice/Credit note/Receipt printing                     |  |  |
| 24.24 | Journal voucher printing                                 |  |  |
| 24.25 | List of manual financial documents                       |  |  |
| 24.26 | List of unposted financial documents                     |  |  |
| 24.27 | List of accounting entries                               |  |  |
| 24.28 | Listing of Currency Rates Master                         |  |  |
| 24.29 | Report on Cargo revenue by country of sales              |  |  |
| 24.30 | Route wise flown revenue report                          |  |  |
| 24.31 | Cargo yield monitoring                                   |  |  |
| 24.32 | Agent performance –incentives report                     |  |  |
| 24.33 | List of AWBs uplifted for a flight/Airport               |  |  |

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| 24.34 | Sales transaction for a range of AWBS                     |  |  |
| 24.35 | Service AWBs uplifted                                     |  |  |
| 24.36 | Cargo Flown revenue with origin and destination details   |  |  |
| 24.37 | List of CC AWBS   |  |  |
| 24.38 | List of CC AWBs that have to be reported in CASS/CNS      |  |  |
| 24.39 | CCAs raised in EB period on sales period AWBS             |  |  |
| 24.40 | Cargo Correction advise report                            |  |  |
| 24.41 | CCA sales vs Flown  |  |  |
| 24.42 | Excel download for AWB other charges due carrier          |  |  |
| 24.43 | Listing of other charges provision                        |  |  |
| 24.44 | Cargo flown sector revenue yield report-excel download    |  |  |
| 24.45 | Service AWBs Revenue yield report- Excel download         |  |  |
| 24.46 | Service AWBs Revenue Summary                              |  |  |
| 24.47 | Summary of uplifted AWBs by flight                        |  |  |
| 24.48 | Agent wise cargo sales statistics                         |  |  |
| 24.49 | AWBs uplifted on specific sectors and point of sales      |  |  |
| 24.50 | Listing of selling location masters                       |  |  |
| 24.51 | AWBs manifested but master data not captured              |  |  |
| 24.52 | Cargo Revenue yield report document level- excel download |  |  |
| 24.53 | Cargo Sales reconciliation age analysis report            |  |  |
| 24.54 | Cargo Sales Write Back identification report              |  |  |
| 24.55 | Sales batched pending batch level accounting              |  |  |
| 24.56 | Sales batches without transactions                        |  |  |
| 24.57 | Mismatch between sales batch header and transaction       |  |  |
| 24.58 | Sales batches pending for accounting                      |  |  |
| 24.59 | Unbalanced batches committed for transaction accounting   |  |  |
| 24.60 | Summary of Cargo sales/refund batches                     |  |  |

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| 24.61 | Revenue adjustments/ exchange difference details |  |  |
| 24.62 | Documents outstanding report/aging report        |  |  |
| 24.63 | Provision Jvs for which reversals not passed     |  |  |
| 24.64 | Cargo outstanding document history               |  |  |
| 24.65 | GST on agent billing                             |  |  |
| 24.66 | ISS-TAX report                                   |  |  |
| 24.67 | CASS download error list                         |  |  |
| 24.68 | CASS agent exception report                      |  |  |
| 24.69 | Sales not accounted for utilized documents       |  |  |
| 24.70 | Sales reports not received                       |  |  |
| 24.71 | Sales batches not closed                         |  |  |
| 24.72 | Sales batches without transactions               |  |  |
| 24.73 | Listing of batches marked as nil sales           |  |  |
| 24.74 | AWB Form of payment details                      |  |  |
| 24.75 | AWBs issued with staff discount                  |  |  |
| 24.76 | Void AWBs  |  |  |
| 24.77 | List of AWBs sold during the period              |  |  |
| 24.78 | AWBs accounted under specific account codes      |  |  |
| 24.79 | Flown OCDC and Sales OCDC comparison             |  |  |
| 24.80 | CCAs issued more than 6 months after AWB issue   |  |  |
| 24.81 | CCAs logged for which CCA sales has not captured |  |  |
| 24.82 | CCA issue details                                |  |  |
| 24.83 | Blacklisted AWBs                                 |  |  |
| 24.84 | Sales not reported AWBs                          |  |  |
| 24.85 | Cargo flown quality report                       |  |  |
| 24.86 | Cargo Yield report                               |  |  |
| 24.87 | Listing of trucking rates                        |  |  |

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| 24.88  | Cargo flight packets received but not logged  |  |  |
| 24.89  | Mismatch between flown batch header and transactions  |  |  |
| 24.90  | Summary of cargo flown batches  |  |  |
| 24.01  | Cargo Flight packets received but not batched   |  |  |
| 24.92  | List of AWBs pending for proration  |  |  |
| 24.93  | AWBs on which special rates applicable  |  |  |
| 24.94  | AWBs which gross rate mismatch  |  |  |
| 24.95  | AWBs with invalid location code   |  |  |
| 24.96  | List of documents in a flown batch  |  |  |
| 24.97  | Team performance in a proration activity  |  |  |
| 24.98  | AWBs with trucking charges  |  |  |
| 24.99  | Audit trail report  |  |  |
| 24.100 | Cargo Prime IB Transaction Accounting JVs   |  |  |
| 24.101 | IB Knock off Values Report  |  |  |
| 24.102 | Cargo Rejection IB Accounting JVs   |  |  |
| 24.103 | Cargo Outward Charge Memos JV Audit Trail   |  |  |
| 24.04  | Rejection Billing - Rejection Memo (Inward)   |  |  |
| 24.105 | Outward Charge Memo Report  |  |  |
| 24.106 | Correspondence Memo   |  |  |
| 24.107 | Cargo Inward Billing Control Report – Report to Indicate status of cargo inward billings in different stages of workflow for a period |  |  |
| 24.108 | Cargo Batches Created, But Not Accounted  |  |  |
| 24.109 | List of Special Prorate Agreements with Effective Dates   |  |  |
| 24.110 | Blocked invoice Report  |  |  |
| 24.111 | Statement of Invoices Raised for Non-ICH Airlines   |  |  |
| 24.112 | Reconciliation Report for Outward Billing Suspense  |  |  |
| 24.113 | Inward Billing JV Document Level Report   |  |  |

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|--------|---|--|--|
| 24.114 | Financial Transaction Audit Trail Report Account Wise   |  |  |
| 24.115 | Cargo Inward Billing Incoming Invoice Report  |  |  |
| 24.116 | Cargo Reconciliation Age Analysis   |  |  |
| 24.117 | Inward Billing Provision  |  |  |
| 24.118 | Cargo Inward Billing Rejection Invoices vs. Memo Comparison   |  |  |
| 24.119 | Cargo Inward Billing Prime & Rejection Mismatch Report – Form 3 vs. Form 1  |  |  |
| 24.120 | Cargo Inward Billing Prime & Rejection Mismatch Report – Form 1 vs. Batch Header  |  |  |
| 24.121 | Cargo Inward Billing Prime & Rejection Mismatch Report – Batch Header vs. Transactions  |  |  |
| 24.122 | Rejection Memo Outgoing   |  |  |
| 24.123 | Rejection Memo Outgoing Listing   |  |  |
| 24.124 | List of Trucking Agreements with Effective Dates  |  |  |
| 24.125 | <ol style="list-style-type: none"> <li>1. Cargo flown detail report (including Month of Uplift, Flight Date, Flight No, Flight Type, Route Code/Product Code, Aircraft Type, Aircraft Reg. Number, Closing Month, From Sector, To Sector, Flight Applicability, Truck indicator, Carrier, Document No, Gross Weight in Kgs, Chargeable Weight in Kgs, No of Pieces, Part shipment No, Origin Station, Destination Station, MOP Freight, MOP others, AWB Type, Original Issue (Sale) City, Original Issue (Sale) Country, Original Issue (Sale) Region, Original Issue (Sale) Date, Original (Sale) Location, Original (Sale) C/L, Issue Country, Issue city, Region, Issue Date, Location code, Controlling Location, Route, Currency, Gross Revenue, Discount, Net, Commission, Net-Net, ORC, Amounts under all Other charges codes, Total Other charges, Nett Due to UL (Nett+OCDC), Sale Currency/USD for OAL, Exchange Rate, Rate Applied, Rate ID, Proration Type, SPA/Proviso Number, AWB Yield, Sector Yield, Source Type (Flown / Adjustment), Adjustment Type, Revenue Product Group Code(GEN1120), Cost Centre, Flight Region Code, Gross Revenue(Sale Currency), Net(Sale Currency), Commission(Sale Currency), Net Net(Sale Currency), ORC(Sale Currency), NET NET NET(Sale Currency), Total</li> </ol> |  |  |

|                   |  |  |  |
|-------------------|--|--|--|
|                   | OCDC(Sale Currency), Nett Due to UL (Nett+OCDC) in Sale Currency, International/Domestic Indicator, Unit, Dimension, Volume, Commodity Code, Commodity Description, Special Handling Codes, Origin Flight Date, Shipper Name, Consignee Name, Air Distance (KM), Air Distance (Miles), RTKM, RTM, Freight/Express, Check Digit, Create Date) |  |  |
| P. O. Mail Report |  |  |  |
| 24.126            | Listing of open/unbalanced/closed mail batches   |  |  |
| 24.127            | Error report for mail  |  |  |
| 24.128            | Statement of weights   |  |  |
| 24.129            | List of mail bags not yet billed/ route not completed  |  |  |
| 24.130            | Mail document detailed account   |  |  |
| 24.131            | List of documents for an invoice   |  |  |
| 24.132            | Listing of invoices generated  |  |  |
| 24.133            | Mail invoice printing  |  |  |
| 24.134            | List of AV 7 for a flight  |  |  |
| 24.135            | Mail document detailed account-UPU format  |  |  |
| 24.136            | Mail integrity check   |  |  |
| 24.137            | Mail revenue with origin and destination details   |  |  |
| 24.138            | Mail night batch commit error report   |  |  |
| 24.139            | Billing error report   |  |  |
| 24.140            | List of duplicated documents   |  |  |
| 24.141            | Invoice/Credit note/Receipt printing   |  |  |
| 24.142            | Consolidated invoice printing  |  |  |
| 24.143            | List of GPAs not billed  |  |  |
| 24.144            | List of mail interline provisions  |  |  |
| 24.145            | List of mail packets logged but not batched  |  |  |

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|--------|--|--|--|
| 24.146 | List of batched closed not accounted                         |  |  |
| 24.147 | Mail accounting audit trail                                  |  |  |
| 24.148 | Mail billing suspense reconciliation report                  |  |  |
| 24.149 | Mail billing audit trail                                     |  |  |
| 24.150 | Mail exchange difference audit trail                         |  |  |
| 24.151 | Billing history of GPAs                                      |  |  |
| 24.152 | Mail flight packet status report                             |  |  |
| 24.153 | Rejected inward billing listing                              |  |  |
| 24.154 | Mail inward billing Audit trails                             |  |  |
| 24.155 | Mail bags billed but not flown accounted                     |  |  |
| 24.156 | List of mail bags not yet billed/route not completed report. |  |  |





Section VII - Draft Contract/ Performance Security form

**AGREEMENT FOR PROVISION OF SERVICE/SOLUTION**

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

Between;

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

And

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

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

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

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

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

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

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

**1. OBLIGATIONS OF THE CONTRACTOR:**

1.1 The Contractor shall:

- 1.1.1 Deliver Service/solution as more fully described in the Schedule ..... in quantities ordered by SriLankan Airlines within the time frame as more fully described in Schedule ....., to the locations more fully described in Schedule .... hereto according to the specifications

provided in Annex ... (such schedules and annexes to be part and parcel of this Agreement) on non-exclusive basis on the terms and conditions set out herein.

- 1.1.2 Be deemed to have appraised itself fully of the provisions of this Agreement.
- 1.1.3 Ensure that Service/solution provided under this Agreement shall:
  - a) be in accordance with the specifications set out in Annex .....;
  - b) conform with any sample provided by the Contractor during the selection process or thereafter and approved by SriLankan Airlines;
  - c) be fit for the purposes envisaged under this Agreement and suitable for Airport Ground Operations;
- 1.1.4 Ensure that it has the necessary/required licenses, approvals and authorizations to provide Service/solution to SriLankan Airlines envisaged under this Agreement.
- 1.1.5 Deliver the Service/solution on CFR-CMB basis (defined as per INCOTERMS latest version) to the locations set out in Schedule ..... in quantities mentioned in Annex .... The Contractor shall be responsible for providing all transportation necessary for the safe movement of Service/solution to the locations as specified in Schedule ..... of the Agreement.
- 1.1.6 At its own cost comply with all requirements of any Governmental or local Governmental regulations (particularly with those pertaining to Board of Investment of Sri Lanka, Customs in Sri Lanka or any other country, safety, health, labour, clearing and security) and shall indemnify and hold harmless SriLankan Airlines against any loss, damage or claim that may arise due to the non-compliance with any such regulations.
- 1.1.7 Invoice SriLankan Airlines for the Service/solution at the rates and in the manner specified and described herein (particularly as set out in Clause .... and Schedule .....).
- 1.1.8 Not assign, transfer or sublet its rights or obligations under this Agreement without the prior written approval of SriLankan Airlines. Provided that the Contractor shall not be relieved of responsibility under this Agreement for such portion of its obligations as are assigned, transferred or sublet.
- 1.1.9 Not at any time, during or after the term of this Agreement, divulge or allow to be divulged to any person any confidential information relating to the business and operations of SriLankan Airlines unless duly authorized in writing by SriLankan Airlines or required under any law.
- 1.1.10 Pay liquidated damages as stipulated in Schedule ..... if the Contractor fails to deliver the Service/solution on time or SriLankan Airlines rejects the Service/solution pursuant to Clause 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.
- 1.3 In the event of any item of the Service/solution being damaged at any stage prior to the handing over of the Service/solution to nominated freight forwarder at the port of dispatch or if any item of the Service/solution are lost during transit from the Contractor's warehouse to the locations as set forth under Schedule ..... or if any item of the Service/solution are wrongly supplied, the Contractor shall replace the said damaged, lost or wrongfully supplied item of Service/solution with new ones and shall ensure that supply and delivery of same is affected speedily and no later than Four (04) weeks from the date of notification by SriLankan Airlines ("Replacement") at its own cost. SriLankan Airlines shall not be liable for any damage or deterioration caused or occurring to the wrongly supplied items under Clause..... while in the custody of SriLankan Airlines. In the event the Contractor fails to provide any of the item of Service/solution within a reasonable period of time, SriLankan Airlines shall be at liberty to purchase such items of Service/solution from another source and the Contractor shall reimburse SriLankan Airlines' for any cost incurred in respect of same.
- 1.4 The contractor shall arrange commissioning of the Service/solution and training for relevant SriLankan Airlines staff once the Service/solution are received to SriLankan Airlines stores through a qualified representative engineer of the manufacturing company. All applicable expenses of commissioning and training must be borne by the contractor.
- 1.5 The contractor shall provide a comprehensive unconditional warranty of ..... years from the date mentioned in the Commissioning and Acceptance Form in Annex ..... for manufacturing defects of the Service/solution except ware and tare.
- 1.6 The contractor shall guarantee the spare parts availability of the purchased Service/solution for minimum of 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 C.
- 2.2 SriLankan Airlines shall have the right to charge liquidated damages against the Contractors 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.
- 2.5 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 ..., SriLankan Airlines will settle the invoices submitted by the Contractor for Service/solution under this Agreement within ..... days from the date of Commissioning and Acceptance in Annex ... . The invoice will be raised at the time of departure of the Service/solution from the warehouse of the Contractor. A copy of invoice will be emailed to SriLankan Airlines at the time, the invoice is raised.

- 3.4 SriLankan Airlines shall inform any dispute on any invoice within 5 working days of receipt of the invoice from the Contractor and proceed to settle the undisputed amount within the payment period referred to in Clause 3.3 hereof. The Parties shall endeavor to resolve the dispute on the invoice amicably within 30 days of notification or any other period mutually agreed and where the Parties fail to resolve the dispute amicably, Parties shall resort to the dispute resolution mechanism provided in this Agreement as a mean to resolve the dispute. If the dispute is resolved in the Contractor's 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 willful misconduct of the Contractor, its servants, agents' employees or representatives;
  - c) acts of theft, pilferage, damage of property caused by the Contractor or its servants, agents' employees or representatives;
  - d) any losses, damages, injuries, illness or death incurred due to manufacturing defects, nonperformance and or malfunction of the Service/solution procured under this agreement by SriLankan Airlines;
  - d) if the Service/solution provided to SriLankan Airlines are not suitable for the use intended and/or does not meet the specifications set out in this Agreement including alleged illness, injury, death or damage as a result of the use of any the Service/solution produced, packaged, stored or shipped by Contractor;
  - d) violation of any laws, regulations or intellectual property rights of any party;
  - e) breach of any obligations, representations, warranties or covenants in the Agreement by the Contractor;
- 4.2 SriLankan Airlines shall indemnify and hold harmless the Contractor free and clear from and against any and all losses, costs, expenses, claims, damages and liabilities that may arise pursuant to the death or injury of a worker of the Contractor or damage to the Contractor's (or its workers) property caused by SriLankan Airlines' negligence or willful misconduct.

**5. INSURANCE:**

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

a) 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 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 always 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 ....., as an irrevocable and unconditional bank guarantee drawable on demand in Sri Lanka from a bank acceptable to SriLankan Airlines, in a form and substance satisfactory to SriLankan Airlines as security for the due and proper performance by the Contractor of its obligations under this Agreement. All applicable bank charges (including any charges at the time of encashment) on such bank guarantee shall be borne by the Contractor). The said bank guarantee shall remain in force for the duration of this Agreement and 90 days thereafter.

8.2 The proceeds of the Bank Guarantee shall be payable to SriLankan Airlines as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Agreement.

8.3 The Bank Guarantee will be discharged by SriLankan Airlines and returned to the Contractor within 90 days of the expiry of this Agreement or within 90 days following the date of completion of Contractor's obligations under the Agreement, whichever is later, less monies due to SriLankan Airlines and/or as SriLankan Airlines is entitled to deduct/set-off under this Agreement.

8.4 In the event, that the Contractor fails to pay any monies due to SriLankan Airlines (or any part thereof) as and when the same become payable under this Agreement, SriLankan Airlines shall be entitled to adjust or deduct any monies due to SriLankan Airlines from the Bank Guarantee accordingly. In the event of an adjustment or deduction of the Bank Guarantee by SriLankan Airlines against any sums due from the Contractor, the Contractor shall immediately submit to SriLankan Airlines the amount adjusted or deducted by SriLankan Airlines and restore the Bank Guarantee to its original amount.

8.5 SriLankan Airlines shall not make any payments under this Agreement to the Contractor until SriLankan Airlines has received the Bank Guarantee as stipulated under Clause 8 hereof.

8.6 SriLankan Airlines' rights with respect to the Bank Guarantee shall be in addition to any other rights or remedies available to SriLankan Airlines.

**9. GOVERNING LAW:**

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

**10. FORCE MAJEURE:**

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

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

10.3 In the event the force majeure event relates to delivery of Service/solution by the Contractor, unless otherwise directed by SriLankan Airlines in writing, the Contractor shall continue to perform its obligations under the Agreement as far as is reasonable and practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event. In case of delays in the completion of delivery in accordance 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 authorized 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 authorized in writing by SriLankan Airlines and the Contractor shall not have any right, title or interest in the said Intellectual Property Rights of SriLankan Airlines other than the right to use it for purposes of this Agreement for the Term hereof only with the express written consent of the SriLankan Airlines.
- 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 authorized by this Agreement to be served or given by either party to the other shall be deemed to have been duly served or given if in writing and
- (a) left at or sent by prepaid registered post to the last known place of business of that; or
  - (b) sent by fax or e-mail to such place of business and confirmed by prepaid registered post, similarly addressed, within 24 hours of the dispatch of such fax or e-mail.

In the case of SriLankan Airlines to –  
SriLankan Airlines Limited

Commercial Procurement,  
Bandaranaike International Airport,  
Katunayake  
Sri Lanka  
Fax :  
E-mail:  
Attention:

In the case of the Contractor to -

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

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

For and on behalf of

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

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

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

Name:  
Designation:

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

Name:  
Designation:

**Section VII - Annex H: Performance Security**

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

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

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

Date: -----

PERFORMANCE GUARANTEE No: -----

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

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

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

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

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

## Section VIII - Vendor Information Form

| Section A - <i>Basic information of the vendor</i>             |                     |
|--|---------------------|
| 1. Registered Name of the Vendor :                             |                     |
| 2. Date of Incorporation:                                      |                     |
| 3. Country of Incorporation:                                   |                     |
| 4. Nature of business :  | 5. Company type :   |
| 6. Telephone & Fax numbers :<br>Tel:                      Fax: | 7. E-mail address : |
| 8. Registered address :  |                     |
| 9. Other contact details (if any) :                            |                     |
| 10. Registered Name and address of the agent (if any)          |                     |

| <b>Section B - <i>Details of Directors, Shareholders and related parties</i></b>                 |  |
|--|--|
| 1. Name(s) of Directors  |  |
| 2. Name(s) of Shareholders   |  |
| 3. If the Shareholders are incorporated entities, please state the shareholders of such entities |  |
| 4. If the Shareholders are equity funds, please state the owners of such funds                   |  |
| 5. Name (s) of Directors of Parent/Subsidiary who are also Directors of SriLankan Airlines       |  |
| 6. Name(s) of Directors of Parent/Subsidiary who are also Employees of SriLankan Airlines        |  |
| 7. Names of Close Family Members who are either Directors/Employees of SriLankan Airlines        |  |

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

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

Details of vendor’s authorized signatory:

Name:

Designation:

Date:

Signature & Company Rubber Stamp:

|  |  |
|--|--|
| <b>Section C -Business verification : Duly signed and stamped copy of above document to be supported by the following documents</b>                                  |  |
| ✓ Tick the appropriate boxes   |  |
| <input type="checkbox"/> A copy of the Certificate of Incorporation certified by the Company Secretary of the vendor Company   | <input type="checkbox"/> A copy of Form 15 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the shareholding. |
| <input type="checkbox"/> A copy of Form 20 (Sri Lankan Companies) certified by the Company Secretary or a letter from the Company Secretary confirming the directors | <input type="checkbox"/> For Partnerships, list of partners confirmed by one of the partners, preferably by the most senior partner.                                     |
| <input type="checkbox"/> For partnerships and sole proprietorships, certificate of business registration   | <input type="checkbox"/> Audited financial statements of the vendor Company for the last three years   |
|  | <input type="checkbox"/> Others (specify)  |