



**INVITATION OF BIDS FOR IMPLEMENTATION OF ENTERPRISE
RESOURCE PLANNING SOLUTION FOR SRILANKAN CATERING
LIMITED**

REFERENCE: SLC/PRO/SER/2025/005

**SRILANKAN CATERING LTD
PROCUREMENT & SHIPPING DEPARTMENT
AIRLINE CENTRE
BANDARANAYAKE INTERNATIONAL AIRPORT
KATUNAYAKE
SRI LANKA**

SECTION I. INSTRUCTIONS TO BIDDER (ITB)

A: General	
1. Scope of Bid	<p>1.1 SriLankan Catering Ltd invites you to submit a bid for implementation of Enterprise Resource Planning solution for SriLankan catering limited as specified in Section III - Schedule of Requirements.</p> <p>You are requested to confirm your intention to submit a bid by forwarding the duly filled Bid Acknowledgement Form attached (Annexure A) 01 week prior to the bid closing date.</p>
B: Contents of Documents	
2. Contents of Documents	<p>2.1 The documents consist of the Sections indicated below.</p> <ul style="list-style-type: none">• Section I. Instructions to Bidders• Section II. Data Sheet• Section III. Schedule of Requirements• Sections IV. Bid Submission Form• Section V. General Conditions• Section VI. General Specifications & Compliance• Section VII. Proposal Format• Section VIII. Selection Methodology• Section IX. Evaluation And Selection• Section X. Current System Architecture And Business Process• Section XI. Non-Functional Requirement• Section XII. Technical Specific Requirements• Annexure A: Bid Acknowledgement Form• Annexure B: Compliance sheet format• Annexure C: Price schedule form

	<ul style="list-style-type: none"> • Annexure D: Security Checklist • Annexure E: Clientele Information Form • Annexure F: Draft agreement • Annexure G: Vendor Information form • Annexure H: Format for bid security guarantee • Annexure I: Format for performance guarantee/security • Annexure J: NON-DISCLOSURE AGREEMENT (NDA)
	C: Preparation of Bid
3. Documents Comprisin g your Bid	<p>3.1 The document shall comprise the following: (*Mandatory)</p> <ul style="list-style-type: none"> • Sections IV: Bid Submission Form • Annexure B: Compliance sheet format • Annexure C: Price Schedule Form • Annexure D: Security Checklist • Annexure E: Clientele Information Form • Annexure G: Vendor Information form • Annexure H: Bid Security Guarantee • Annexure J: Non-disclosure Agreement (NDA)
4. Bid submission Form and Technical/ General Specification s & Compliance form	<p>4.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV. This form must be completed without any alterations to its format and no substitutes shall be accepted.</p> <p>All blank spaces shall be filled in with the information requested.</p>
5. Prices	<p>5.1 Unless stated in Data Sheet, all items must be priced separately in the Price Schedule Form. (Annexure C)</p> <p>5.2 The price to be quoted in the Bid Submission Form shall be the total price.</p> <p>5.3 Initial contract period will be five (05) Years. SLC has the authority to extend the contract another two (02) years subject to Management evaluation.</p> <p>5.4 Prices quoted by the Bidder shall be fixed during the five (05) years period and not subject to variation. A Bid submitted with an adjustable price shall be treated as non-responsive and shall be rejected.</p> <p>5.5 After signing the Agreement the contractor is not allowed to change the price for the entire contracting period.</p>

6. Currency	<p>6.1 The bidders shall quote in USD or Sri Lankan Rupees (LKR). If a Local bidder submits a proposal in USD the relevant exchange rate applicable (CBSL) for the payment in LKR should be clearly indicated in the price schedule form (Annexure C).</p> <p>If the proposal is submitted in foreign currency, SriLankan Catering Ltd shall convert all bid prices expressed in foreign currencies into Sri Lankan Rupees using the selling rates as published by the Central Bank of Sri Lanka (CBSL) prevailed at the date of closing of bids for comparison & evaluation purposes. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.</p>
7. Documents to Establish for Conformity of the service	<p>7.1 The Bidder shall submit the following documents along with the bid for evaluation (* Mandatory):</p> <ul style="list-style-type: none"> • Business Registration form • Details of the Board of Directors • Vendor Information form (Annexure G) • Proof of the Bidder having industrial experience in provisioning and managing Enterprise ERP Solutions in the airline catering industry or similar complex manufacturing sectors and complex operation environments. • Proof of the Bidder shall have completed a minimum of one (01) project of 0.5 million USD or above for a reputed company or organization in Sri Lanka or overseas within the last 5 years. • Financial Statement for 03 years - certified by a qualified Chartered Accountant or Audit firm. • Methodologies and Processes: Detailed descriptions of the methodologies, processes, or approaches that will be used to deliver the requested services in this RFP. • Project Management Plans: Detailed project plans that demonstrate the provider's ability to manage and execute the service delivery effectively • Security checklist (Annexure D) • Bid Security Guarantee
8. Period of Validity of the bid	<p>8.1 Bids shall remain valid for a period of hundred and eighty (180) days after the bid submission deadline date. If the full validity period is not properly indicated, SriLankan Catering Ltd reserves the right to obtain re-confirmation from the bidder that the Bid is valid until the date specified above.</p> <p>8.2 In exceptional circumstances, prior to the expiration of the bid validity date, Sri Lankan Catering Ltd may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.</p>

9. Bid Security Guarantee	<p>9.1 Refundable Bid Security Guarantee for LKR 1,000,000 or equivalent foreign currency from a reputed Commercial Bank in Sri Lanka or bidders can deposit the same amount by cash to the Cashier of SLC and should attach the original receipt to the bidding document.</p> <p>9.1 The bidder shall furnish as a part of its bid, a Bid-securing Declaration, using the Bid-securing Declaration form included in Annexure H (Mandatory).</p> <p>9.2 Any bid not accompanied by a substantially responsive Bid securing Declaration, Shall be rejected by Sri Lankan Catering Ltd as non-responsive.</p> <p>9.3 Bid Securing Declaration shall be executed:</p> <p>(a) If a Bidder withdraw its bids during the period of Bid validity specified by the Bidder on the Bid Submission Form, except as provided in 1TB Sub-Clause 8.2</p> <p>(b) If a Bidder does not agree to correct arithmetical errors in pursuant to 1TB Sub-Clause 15.3</p> <p>(c) If the successful Bidder fails to:</p> <p>i) Sign the contract in accordance security with 1TB Sub-Clause 20.5</p> <p>(ii) Furnish a performance Security in accordance with 1TB Clause 20.4</p>
10. Format and Signing of Bid	<p>10.1 The bidding process shall follow the Single Stage Two-Envelope method. Bidders are required to prepare two separate envelopes, as detailed in Section IV - Bid Submission Form, and submit both envelopes simultaneously.</p> <p>10.2 The bid shall be typed or written in ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. Please ensure all documents are duly signed and stamped in the given area when forwarding</p>
D: Submission and Opening of Bid	
11. Submission of Bid	<p>11.1 Bidders shall submit their bids through secure email as specified in the Section II -data sheet.</p> <p>11.2 The sealed envelopes shall bear the specific identification of this bidding exercise as indicated follows:</p> <p style="text-align: center;">“SUBMISSION OF BIDS FOR IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING SOLUTION FOR SRILANKAN CATERING LIMITED REFERENCE: SLC/PRO/SER/2025/005</p> <p>If any bidder wishes to hand-deliver the bids, please contact SriLankan Catering Ltd staff well in advance, for the arrangement of security clearance. Refer to Section II- Data sheet, clause 15.2 for contact details.</p>

12. Deadline for Submission of Bid	12.1 Bid must be received by SriLankan Catering Ltd to the address set out in Section II - Data Sheet, and not later than the date and time as specified in the Data Sheet.
13. Late Bid	13.1 SriLankan Catering Ltd shall reject any bid that arrives after the deadline for submission of bids in accordance with ITB Clause 11.1 above.

14. Opening of Bids	14.1 SriLankan Catering Ltd shall conduct the Bid opening in front of the Bid Opening committee of SriLankan Catering Limited.
E: Evaluation and Comparison of Bid	
15. Non conformity-ties, Errors, and Omission	<p>15.1 Provided that a Bid is substantially responsive, SriLankan Catering Ltd may waive any non-conformities or omission in the Bid that do not constitute a material deviation.</p> <p>15.2 Provided that a bid is substantially responsive, SriLankan Catering Ltd may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities of 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.</p> <p>15.3 Provided that the Bid is substantially responsive, SriLankan Catering Ltd shall correct arithmetical errors on the following basis:</p> <p>(a) If there is 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 Catering Ltd 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 shall be corrected.</p> <p>(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</p> <p>(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.</p> <p>15.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid-Securing Declaration shall be executed</p>
16. Clarifications	<p>16.1 Pre-bid meetings will be held on 4th June 2025 and 19th June 2025, and SriLankan Catering Ltd may, at its discretion, request clarifications from any bidder to assist in the examination, evaluation, and comparison of the bids.</p> <p>16.2 All bidders will be given an equal opportunity to participate in a site visit, should such a request arise during the pre-bid meeting. SLC will communicate the date and time of the visit, and bidders are expected to comply with the specified guidelines. SLC reserves full authority over the coordination and governance of the site visit.</p> <p>16.3 SriLankan Catering Ltd request for clarification and the response shall be in writing at SriLankan Catering Ltd email address specified in the Data Sheet. (Section II). Any clarification submitted by a Bidder in respect to its bid which is not in response to a request by the SriLankan Catering Ltd shall not be considered.</p>
17. Responsiveness of Bids	<p>17.1 SriLankan Catering Ltd will determine the responsiveness of the bid to the documents based on the contents of the bid received.</p> <p>17.2 If a bid is evaluated as not substantially responsive to the documents issued, it shall be rejected by SriLankan Catering Ltd.</p>

<p>18. Evaluation of bid</p>	<p>18.1 The bid will be subjected to an evaluation based on the following criteria:</p> <p>Eligibility Criteria:</p> <p>Bidders must meet all three eligibility criteria listed below to be considered for further evaluation. Any bid that fails to comply with any of these criteria shall be rejected by SriLankan Catering Ltd</p> <ul style="list-style-type: none"> a) The Bidder shall have a minimum of 5 years' industrial experience in provisioning and managing Enterprise ERP Solutions in the airline catering industry or similar complex manufacturing sectors and complex operation environments. b) The Bidder shall have completed a minimum of one (01) project of 0.5 million USD or above for a reputed company or organization in Sri Lanka or overseas within the last 5 years. c) The Bidder must provide proof of financial and economic capacity, demonstrating a minimum turnover per annum of USD 1 million by submitting authorized financial statements for the last three years. <p>18. 2 Further evaluation will proceed with following criteria.</p> <p>All proposals meeting the minimum eligibility requirements (Section 18.1) will be further evaluated using the following weighted criteria. The total evaluation will be scored out of 100 points with a pass percentage of 80%.</p>
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	Evaluation Area	Sub-Criteria	Weight (%)	Scoring Guide (0-5)
	1. Functional Fit	ERP modules coverage, alignment with airline catering / manufacturing operations, customization capability	20%	0 = Not met, 5 = Fully meets with strong alignment (Minimum score should be 4 and above)
	2. Technical Capability	Cloud infrastructure, integrations, performance, backups, hosting, DR, data storage and business continuity	15%	0 = Not addressed, 5 = Fully covered with evidence (Minimum score should be 3 and above)
	3. Bidder's Experience	Relevant ERP project delivery in similar industries (airline catering / complex ops)	10%	0 = No experience, 5 = Strong references in similar domains
	4. Compliance & Standards	ISO 27001, ISO 9001, ISO 20000, local regulatory compliance	5%	0 = No evidence, 5 = Full compliance with valid certifications
	5. Implementation Plan	Clear timeline, ERP scoping, change management, team structure, risk mitigation	10%	0 = Vague or generic, 5 = Detailed and tailored
	6. Human Resources & Skills	Skilled staff across ERP, security, hosting, reports, network services	5%	0 = No named resources, 5 = Fully staffed with resumes
	7. Security & Data Governance	Information security controls, data protection policies, DR planning	5%	0 = Not addressed, 5 = Fully aligned with best practices
	8. Support & Maintenance	SLAs, post-go-live support, escalation processes	5%	0 = Weak or no plan, 5 = Full 24/7 support with SLA commitments
	9. Training & Documentation	User awareness training, technical training, documentation	5%	0 = No plan, 5 = Clear training roadmap
	10. Reporting & Analytics	Reporting tools, dashboards, performance insights for decision-making	5%	0 = Minimal capabilities, 5 = Comprehensive reporting features
	11. Strategic Fit & Innovation	Technology roadmap, innovation (AI, BI, IoT readiness), business process improvement	5%	0 = Not aligned, 5 = Forward-looking and future-ready
	12. Cost Evaluation	Cost clarity (TCO), transparency in licensing, implementation, and recurring costs	10%	0 = Ambiguous or high, 5 = Competitive and transparent pricing

19. SLC' Right to Accept any Bid, and to Reject any or all Bids.	19.1 SriLankan Catering Ltd reserves the right to accept or reject any bid, and to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders.
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F: Award of Contract	
20. Acceptance of the Bid	20.1 SriLankan Catering Ltd will accept the bid of the Bidder whose offer is not necessarily the lowest evaluated bid and is substantially responsive to the documents issued.
21. Notification of acceptance	<p>21.1 SriLankan Catering Ltd will notify the only successful Bidder/s, in writing, that their bid has been accepted.</p> <p>21.2 After notification, SriLankan Catering Ltd shall complete the contract, and inform the successful Bidder to sign it.</p> <p>21.3 Within fourteen (14) days of the receipt of notification of award from the Sri Lankan Catering Ltd, the successful Bidder shall furnish the performance security of 10% of the estimated total value of the contract. This amount could be paid by a cash deposit to the SLC cashier or should be an irrevocable and unconditional bank guarantee drawable on demand from a reputed registered Commercial Bank of Sri Lanka which is registered with central bank of Sri Lanka with the validity period of eighteen (18) Months from the date of commencement of the contract. Format for the Performance Security Form included in Annexure I.</p> <p>21.4 Failure of the successful Bidder to submit the above-mentioned performance security or sign the contract shall constitute sufficient grounds for the annulment of the award and execute the Bid Security declaration. In the event Sri Lankan Catering Ltd may award the contract to the next lowest evaluated bidder, whose offer is substantially responsive and is determined by Sri Lankan Catering to be qualified to perform the contract satisfactorily.</p> <p>21.5 Within thirty to sixty (30 - 60) days of receipt of such information, the successful Bidder shall sign the contract.</p>

<p>22. Standstill Period</p>	<p>22.1 The Standstill Period shall be ten (10) working days from the date which SLC notifies all the bidders on the intention to award the contract.</p> <p>22.2 An unsuccessful bidder who is aggrieved by the recommendation of a Department Procurement Committee (DPC) may appeal in writing, against the recommendation of the said DPC to the Procurement Appeal Committee within the Standstill Period.</p> <p>22.3 Before the expiry of the third (3rd) working day of the Standstill Period, any unsuccessful bidder may request a debriefing from the Procurement Entity. The Procurement Entity shall conclude the debriefing before the expiry of the fifth (5th) working day of the Standstill Period. If any unsuccessful bidder wishes to submit an appeal, such an appeal shall be made before the expiry of the Standstill Period.</p> <p>22.4 Every appeal shall be addressed to the Chairman of the Procurement Appeal Committee.</p> <p>22.5 Each appeal shall be made in writing and shall be accompanied by a non-refundable cash deposit of Sri Lanka Rupees Ten Thousand (LKR. 10,000/=) as indicated in the Procurement Documents. Such deposits shall be made at the relevant entity and a receipt shall be obtained.</p> <p>22.6 The Procurement Appeal Committee shall only consider an appeal if proof of such a deposit is available.</p> <p>22.7 All appeals shall be handed over to the relevant entity and an acknowledgment shall be obtained.</p> <p>22.8 It shall be the responsibility of the appellant to ensure that the appeal submitted shall contain all relevant documents relied on by the appellant to support the grievance.</p> <p>The address for the submission of bid appeals is as follows: Attention: Chairman Address: Procurement Appeal Committee Sri Lankan Catering Ltd Airline Center Bandaranaike International Airport Katunayake, Sri Lanka</p>
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SECTION II: DATA SHEET

ITB Clause Reference	
Pre-bid meeting	First Pre-bid meeting will be held on 4 th June 2025, 10.00 am at SLC conference room and the second Pre-bid meeting will be held on 19 th June 2025, 10.00 am at SLC conference room
12.1	<p>The address for submission of Bids is : Attention : Chief Executive Officer Address : SriLankan Catering Ltd, Airline Center Bandaranaike international Airport, Katunayake. Sri Lanka.</p> <p>Name and NIC number should be provided one day in advance to the contact person in Clause 15.2, to arrange entry passes if the bidder wishes to hand deliver bids.</p>
12.1	Email address to submit bids: tender@srilankancatering.com
12.1	The deadline for submission of bids is on or before 15 th July 2025 at 10.00 am Sri Lankan Time
14.1	Opening of bids will be done by SriLankan Catering Ltd bid opening committee.
15.2	<p>For Clarification/ handing over bids:</p> <p>Contact Person: Bhashith Rathnayake - Executive Planning & Costing Telephone: 077-8636005 E-mail address: bhashith.rathnayake@srilankancatering.com</p> <p>Contact Person: Mr. Pubudu Megodawickrama - Manager Planning & Costing Telephone: 071-0210351 E-mail address: pubudu.megodawickrama@srilankancatering.com</p> <p>Details should be provided one day in advance to arrange security clearance if the bidder wishes to hand deliver bids.</p>

SECTION III - SCHEDULE OF REQUIREMENT

Line Item #	Description of Goods/service	Final Destination	Delivery Date
01	Invitation of bids for implementation of enterprise resource planning solution for SriLankan catering limited.	SriLankan Catering Ltd	Based on the project timelines

SECTION IV - BID SUBMISSION FORM

[Bidders shall submit Section A along with all required documents specified in ITB Clause 7, and Section B separately, each in two sealed envelopes, using the format provided below. The format must be followed strictly, with no alterations permitted and no substitutions accepted.]

Date:

To: SriLankan Catering Ltd
We, the undersigned, declare that:

Section A:

1. Bidder Information

Field	Details
Company Name	
Address	
Contact Person	
Designation	
Phone Number	
Email Address	
Website (if any)	
Registration Number	
Country of Incorporation	
Country of Registration	

2. Proposal Overview

Please provide a summary of your ERP implementation proposal.

4. Compliance Confirmation

Requirement	Yes/No	Comments (if any)
Compliance with scope of work		
Acceptance of terms and conditions		
Technical proposals included (Ref Annexure B)		
Submission of all required documents (Ref 18.1 and Section VII)		

5. Bidder's Previous Key Project Information for three (03) key projects

Project response Format:

Item	Details
Name of Previous Client (ERP Solution Implemented)	
Contact number and Email address of the client	
Project Value (Total Implementation cost without License cost)	

Implemented Modules and Platforms	
Deployment Model (Cloud/On-Premises)	
Project Implementation Timeline	
Project Team Size	
Post-Go-Live Support Duration	
Deployed training Approach	
Remarks	

6. Bidder Financial Summary

Requirement	Complied (Yes/No)	Remarks / Reference
Financial and economic capacity: Turnover per annum of USD 1 million and audited financial statements for the last three years.		

7. Declaration by the Bidder

Requirement	Yes/No	Comments (if any)
We have examined and understood the RFP document in its entirety.		
We understand that our bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.		
We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive		
All information provided in this submission is accurate and complete.		
We agree to abide by the terms and conditions outlined in the RFP.		
This proposal shall remain valid for a period of 180 days from the submission date. (ITB clause 8.1)		

Section B:

1. Financial Proposal

Bidders need to submit their financial proposals using the price schedule format provided in Annexure C (PRICE SCHEDULE FORM).

Authorized Signatory:

Name:

Designation:

Signature:

Date:

Company Stamp:

SECTION V GENERAL CONDITIONS

01. The bidder must either be a Proprietary/Partnership or Pvt Ltd or Limited Company/ Private or Government Agency/limited liability partnership/legally constituted entities eligible to provide ERP solution service.
02. If the bid is accepted, it is mandatory that the Bidder signs a Contract with SriLankan Catering Limited prior to the commencement of the Services.
03. All on-site & off-site expenses including incidental expenses related to the delivery of services sought in this RFP, including and not limited to, Airfare, should be borne by the bidder.
04. Supplier is not allowed to change the price for the entire five-Year period after signing of the contract.
05. The contractor shall furnish at its own cost and expense an irrevocable unconditional performance guarantee from a reputed commercial bank in Sri Lanka or from an Insurance Agency registered under the Insurance Board of Sri Lanka, equivalent to 10% of the annual contract sum valid for 18 months from the date of commencement (refer Annexure I).
06. SLC may terminate the contract if it is found that the service provider is blacklisted on previous occasions by any of the institutions/public sector undertakings etc.
07. SriLankan Catering Ltd, (SLC) may also terminate the contract in the event of non- satisfactory service.
08. Contractor shall be responsible for providing and verification of all documents related to proofs provided to confirm the information provided in the RFQ response.
09. The service provider shall be responsible for accommodation/transport during the evaluation process and implementation.
10. Payment Terms: 45 days Credit for overseas suppliers and 30 days Credit for local suppliers from the date of submitting the Invoice to SLC.
11. Management of SriLankan Catering has the right to negotiate with qualified bidders based on the company budget availability.
12. In the case of Theft/breakage, respective value will be recovered from the supplier.

SECTION VI - GENERAL SPECIFICATIONS & COMPLIANCE

6.0 GENERAL SPECIFICATIONS & COMPLIANCE

6.1 INTRODUCTION (Overview of the company)

- SriLankan Catering Ltd (SLC) is a government owned enterprise which has entered into an Agreement with Board of Investment of Sri Lanka.
- SLC is a Limited Liability Company registered under companies Act in Sri Lanka and managed & operated independently and is engaged in the supply of meals (Inflight Catering services) and other related services which are directly connected with international transportation provided by airlines services.
- SLC is the Sole Airline Caterer in Sri Lanka for all the airlines including SriLankan Airlines Bandaranaike International Airport Colombo (BIA), Mattala Rajapakse International Airport (MRIA) and Colombo International Airport Ratmalana (CIAR) while providing an array of services for the airport's lounges and restaurants at all airports and fulfilling an important national requirement of earning foreign currency to Sri Lanka. The services provided by SLC are not limited to cuisine but include ancillary services such as Business class Lounges, Restaurants, Transit Hotel, Industrial Laundry, boulangerie & patisserie and range of Frozen Meals available locally and internationally.
- The inflight catering services includes providing meals to aircrafts, miscellaneous services (storage facilities - Chilled & Un-chilled, duty-free handling, Headset Checking, other services provided by stores etc.) catering handling charges (Loading, unloading, washing, transport etc.). SLC provides a full range of customized meals, snacks and beverages including hot meals, cold meals (dinner, lunch & Breakfast) and refreshments from wide spread of different menus. Each meal, starting with the ingredients, is customized based on customer need and budget. The Company takes substantial precautions to maintain very high standards of hygiene and follows strict quality control procedures.
- The Restaurant arm of SLC provides a full range of cuisine and beverages for a variety of lounges that serve all types of customers and passengers at BIA, MRJA and CIAR, all with prompt and gracious service and high standards of safety, hygiene, and presentation that SriLankan Catering is reputed for both on the ground and in the air. The following are the restaurants/lounges which are catered by our airport restaurant division.
- SLC is Sri Lanka's largest export company in processed food and beverage exports.
- SLC is an active member of the International Flight Catering Association (IFCA) and International In-flight Food Services Association (IFSA). The Company operates in accordance with the standard requirements of International Airlines and the International Air Transport Association (IATA) standards.
- SLC maintains a high standard of hygiene and strict quality control throughout the process for the product being of a highly sensitive nature. SriLankan Catering has been awarded with the following quality standards,
 - ✓ ISO 9001:2015 - Quality Management System with UKAS (United Kingdom Accreditation Service) accreditation.
 - ✓ ISO 22000:2018 - Food Safety Management System with UKAS (United Kingdom Accreditation Service) accreditation.
 - ✓ HACCP - Food Safety Assurance with Hazard Analysis and Critical Control Points.
 - ✓ ISO 14001:2015 - Environmental Management System with SAS (Swiss Accreditation System) accreditation.
 - ✓ ISO 45001:2018 - Occupational Health and Safety (OH&S) Management System with UKAS (United Kingdom Accreditation Service) accreditation.
 - ✓ HALAL Certification - Certified by Malaysian Airlines
 - ✓ Food Act, No. 26 Of 1980 As Amended by Food (Amendment) Act, No.20 of 1991 & No.29 of 2011.
 - ✓ World Food Safety Guidelines for Airline Catering, developed by IFSA (International Flight Services Association) & AEA (Association of European Airlines)

6.2 BACKGROUND

SriLankan Catering is seeking proposals from qualified ERP implementation partners to provide a comprehensive solution for the digitization and integration of its business operations.

This solution should achieve the following objectives to help SriLankan Catering improve decision-making, reduce operational costs, and increase revenue, while also ensuring a seamless user experience for both internal teams and external stakeholders.

Proposals should demonstrate the vendor's experience, technical expertise, and understanding of SriLankan Catering's unique business needs, offering innovative solutions that align with the industry's best practices.

6.3 OBJECTIVES AND SCOPE OF WORK

The selected solution provider will be responsible for delivering a fully integrated and comprehensive ERP solution that meets or exceeds the business requirements of the inflight catering operations of SriLankan Catering. The objectives of implementing a fully integrated ERP system are,

- a) To ensure Centralized Data Management to eliminate data silos across departments which will ensure data consistency, real-time updates, and a single source of truth across the organization.
- b) To ensure Operational Efficiency and Process Standardization by automating and streamlining core processes and reducing manual work and redundant data entry by integrating departments and ensuring uniform procedures across departments and locations.
- c) To ensure Demand Forecasting and Resource Optimization to accurately forecast demand based on flight schedules, passenger counts, and historical data which will optimize raw material procurement and minimize waste, improving profitability.
- d) To ensure Real-time Financial Visibility and Control to integrate costing, budgeting, and revenue tracking with operational data which will enhance financial planning, cost control, and profitability analysis per flight, client, or menu.
- e) To ensure Cost Control and Financial Transparency by providing real-time financial information improving budgeting, forecasting, and financial consolidation across departments.
- f) To ensure seamless integration across all functional areas and support strategic business growth.
- g) To ensure Enhanced Traceability and Compliance to enable full traceability of ingredients, suppliers, and production batches which will meet food safety standards (e.g., HACCP) and other compliances.
- h) To ensure Integration with Airline and Airport Systems to seamlessly interface with airline order systems, logistics platforms, and airport systems which will ensure timely and accurate order fulfillment aligned with flight departures and arrivals.
- i) To ensure Scalable and Future-Ready Infrastructure to replace outdated, inflexible systems with a scalable platform that supports growth which will position the company to support new clients, routes, and service offerings as the airline industry grows in Sri Lanka and the region.
- j) To ensure use of AI in core operational requirements, anomaly Detection & Compliance and Chatbots for Internal Support,

Additionally, vendors are encouraged to propose value-added features and innovations that can further optimize the operations and business processes of SriLankan Catering. A modular approach is preferred to allow for scalability, flexibility, and phased implementation as needed.

The selected vendor will be responsible for the design, implementation, and ongoing support of the ERP system across various functional areas, including

1. Menu/Recipe Management Module
2. Procurement Management/ Supply Chain Management including Sample evaluation
3. Material Planning Requirements (MRP)
4. Purchasing/Supply Chain Management Module
5. Inventory Management Module (IMM)
6. Production Planning Module (PPM)
7. Production portion/meal weight control
8. Airline Load Control/Dispatch/Logistics Module
9. Airside logistics control
10. Accounts Receivable (AR) Module
11. Accounts Payable (AP) Module
12. General Ledger (GL)
13. Fixed Assets (FA) Module
14. Cash Management/Treasury Module
15. Budgeting Module
16. Point of Sales (POS) Module
17. Wastage Management
18. Human Resources Information System (HRIS) including Payroll Management
19. Contract Management Module
20. Documents (Archive) Management Module
21. Quality Assurance & Hygiene Module
22. Maintenance Management Module
23. Laundry Module
24. Garbage disposal process

25. Security procedures

The implementation of a fully integrated and comprehensive ERP solution will take place in three stages as given below,

Stage 1 - Needs Assessment & Gap Analysis

The shortlisted vendor must conduct a comprehensive and independent needs assessment to identify the business requirements of SriLankan Catering. This will be followed by a GAP analysis comparing current processes with customer expectations and *the industry's best practices*. The findings must be formally reviewed and accepted by core system users to ensure alignment with operational needs and the objectives.

Stage - Solution Design & Implementation

The selected vendor must design an optimal solution that integrates industry with the best practices in the industry to meet the above objectives. A detailed proposal (to be solution) should be provided, outlining the required manpower, infrastructure, and resource plan. The implementation must be carried out in accordance with agreed-upon requirements and industry standards, ensuring a seamless transition to the new system.

Stage 3 - Training & Testing

The vendor must provide comprehensive training for both administrative and end users to ensure smooth transition and effective system adoption. Additionally, a thorough User Acceptance Testing (UAT) process must be conducted in collaboration with SriLankan Catering to validate system functionality, performance, and compliance with business requirements before full deployment.

6.4 PROJECT MANAGEMENT & SUPPORT

The vendor must provide professional expertise throughout the project lifecycle to ensure timely execution and successful delivery. Post-implementation support should address any concerns to ensure the system aligns with project objectives. Additionally, the vendor must offer annual maintenance and ongoing support under a mutually agreed Service Level Agreement (SLA) to guarantee system reliability and continuous improvement.

SECTION VII - PROPOSAL FORMAT

7.0 PROPOSAL FORMAT

7.1 Bidder's Background and Experience

The bidder must provide a detailed overview of their previous experience that aligns with the requirements of this large-scale ERP implementation project. The experience should focus on the last ten (10) years, with an emphasis on the last five (05) years in ERP system implementation for airline catering systems or similar food processing/manufacturing operations in complex environments.

- 7.1.1 Clientele: Provide a list of past clients, particularly those in the airline catering industry or similar food processing/manufacturing sectors including client names, contact numbers, email addresses, business types, and scope of services provided.
- 7.1.2 Relevant Experience: Describe ERP systems implemented in similar environments, including system functionalities, scale of operations, and outcomes achieved.
- 7.1.3 System Complexity: Highlight your experience working with complex ERP systems, including the challenges faced and solutions provided.
- 7.1.4 Implementation Timeline: Share typical project timelines for similar large-scale ERP implementations, including key milestones and deliverables.
- 7.1.5 Customization and Integration: Provide examples of how systems were customized or integrated with other technologies, especially in food processing/ manufacturing or airline catering operations and their success rate
- 7.1.6 Capacity: Demonstrate your company's capacity to manage large-scale projects, including team size, roles and responsibilities, and ability to manage project scope and deadlines.

7.2 Project Team Experience

Provide detailed information about the project team that will be responsible for the implementation.

- 7.2.1 Key Team Members: Names, roles, qualifications, and relevant experience of the team members, particularly those who will work directly on this project.
- 7.2.2 Relevant Expertise: details on the team's experience in implementing ERP systems in similar industries, particularly in airline catering, kitchen management, and complex food processing/manufacturing operations.
- 7.2.3 Past Projects: Highlight similar large-scale ERP implementation projects where team members were involved and outline the outcomes achieved.

7.3 Methodology

Provide a detailed description of the methodology you will employ for the implementation of the ERP system.

- 7.3.1 Implementation Phases: The approach you will take for the various stages of the project, including requirements gathering, solution design, system customization, integration, testing, and go-live.
- 7.3.2 Project Management Approach: Overview of how the project will be managed, including communication, risk management, and issue resolution strategies.
- 7.3.3 Quality Assurance: Your approach to ensuring the quality of the system implementation, including testing, UAT (User Acceptance Testing), and ongoing validation.
- 7.3.4 Post implementation Approach: Continuing **support** from initial deployment capabilities to **long-term performance, adaptability, and value delivery**.

7.4 References

Provide references from clients who have implemented similar ERP solutions, particularly those in airline catering or similar food processing/manufacturing sectors.

- 7.4.1 Client Name and Contact Information: Names, roles, and contact details of individuals who can speak to the success and outcomes of your previous projects.
- 7.4.2 Project Details: Brief descriptions of the projects you've completed, including the scope, timeline, and any specific challenges faced, or outcomes achieved.

7.5 Financials

Provide a detailed breakdown of the financial proposal for the project.

- 7.5.1 Cost Breakdown: A detailed cost proposal for the ERP system implementation, including licensing, customization, hardware, consulting, and any other related costs.
- 7.5.2 Payment Terms: Outline the proposed payment schedule, including milestones tied to specific deliverables.
- 7.5.3 Ongoing Costs: Any annual maintenance or support costs after the system goes live.

7.6 Project Timeline

Provide a detailed project timeline with key milestones and deliverables.

- 7.6.1 Project Phases: Outline the timeline for each phase of the ERP implementation, from initial planning through to post-implementation support.
- 7.6.2 Milestones: Key deliverables and review points for each phase.
- 7.6.3 Expected Duration: Estimated time required for the entire implementation, with specific timelines for each module or feature.

SECTION VIII - SELECTION METHODOLOGY

8.0 SELECTION METHODOLOGY

8.1 Preliminary Screening:

- a. Verification of bid submission, completeness and compliance with Minimum Eligibility Criteria.
- b. Review of vendor experience and past project references based on submitted documents.

8.2 Technical Evaluation:

- a. Detailed assessment of proposed solution capabilities and compliance with business requirements/functional requirement specification.
- b. Evaluation of system architecture, integration capabilities, security features, and scalability.
- c. Vendor's implementation strategy, project timeline, and change management approach.

8.3 Commercial Evaluation:

- a. Following the evaluation of the technical criteria, the shortlisted bidders were selected for commercial evaluation.
- b. Assessment of total cost of ownership (TCO) for 3 and 5 years.
- c. Evaluation of licensing, implementation, support, and maintenance costs.
- d. Comparison of payment terms, credit facilities, and additional charges.

8.4 Demonstration & Site Visit:

- a. Vendors will be invited for a live demonstration of the proposed ERP solution.
- b. Site visits to reference customers to validate vendor claims and solution performance.

8.5 Final Decision & Contract Negotiation

A. Technical Selection:

A weighted scoring model will be used to select the best-suited vendor by evaluating the proposed solution, security, and integration capabilities while ensuring the vendor can meet project timelines and the implementation roadmap.

B. Financial Selection:

Negotiations will cover pricing, service levels, and long-term support costs, along with a review of payment terms, credit facilities, and total cost of ownership to ensure the financial feasibility of the selected proposal.

C. Contract Award:

The contract will be awarded to the selected vendor after final negotiations, with agreements on service-level commitments, milestones, and future enhancements including performance guarantee

SECTION IX - EVALUATION AND SELECTION

9.0 EVALUATION AND SELECTION

9.1 Minimum eligibility:

- I. The Bidder shall have industrial experience in provisioning and managing Enterprise ERP Solutions in the airline catering industry or similar complex food processing/manufacturing sectors and complex operation environments.
- II. The Bidder shall have completed a minimum of one (01) project of 0.5 million USD or above for a reputed company or organization in Sri Lanka or overseas within the last 5 years.
- III. The Bidder must provide proof of financial and economic capacity, demonstrating a minimum turnover per annum of USD 1 million and audited financial statements for the last three years.

Further evaluation will proceed in the following areas.

9.2 The Bidder's fields of experience:

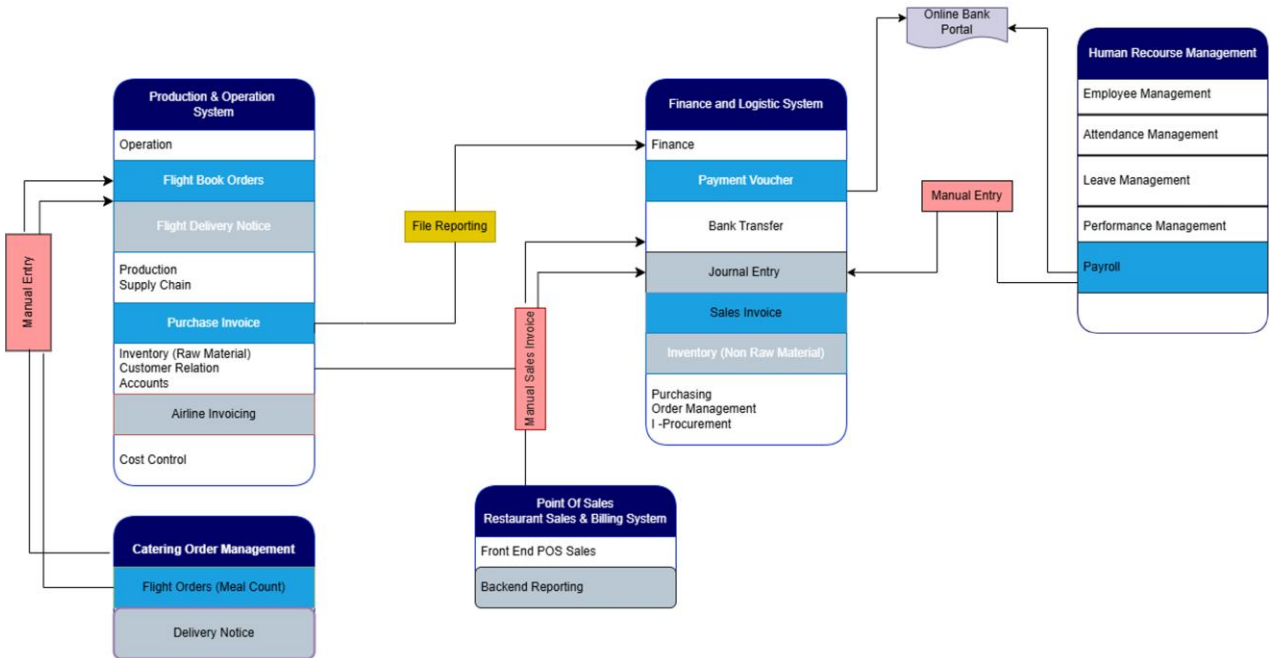
Bidder's fields of experience shall be in the following areas:

- I. ERP scoping and process flow management
 - II. ERP administration management
 - III. Ability to customize the ERP system or to use industry best practices to meet specific business needs (functional requirement) and integrate with other systems
 - IV. Hosting, data storage solutions & backups.
 - V. Internet & network services
 - VI. Information security controls
 - VII. Technological service management
 - VIII. Providing detailed reports and insights to improve decision-making and overall business performance
- Bidder shall have skilled and trained human resources in the areas mentioned above to implement the proposed solution completely within the agreed timeline and deliver services successfully.
 - The Bidder must provide a proposal covering all components of this RFP, including a completed compliance sheet as specified in Annexure B - COMPLIANCE SHEET.
 - The Bidder must provide a signed Non-Disclosure Agreement (NDA) attached to Annexure J.
 - The proposed solution shall comply with ISO/IEC 27001:2013 Information Security Management System (ISMS), ISO 9001:2015 Software Quality Management, ISO/IEC 20000:2018 IT Service Management and other applicable legislative and regulatory requirements of Sri Lanka.
 - The Bidder must provide user awareness & technical training.

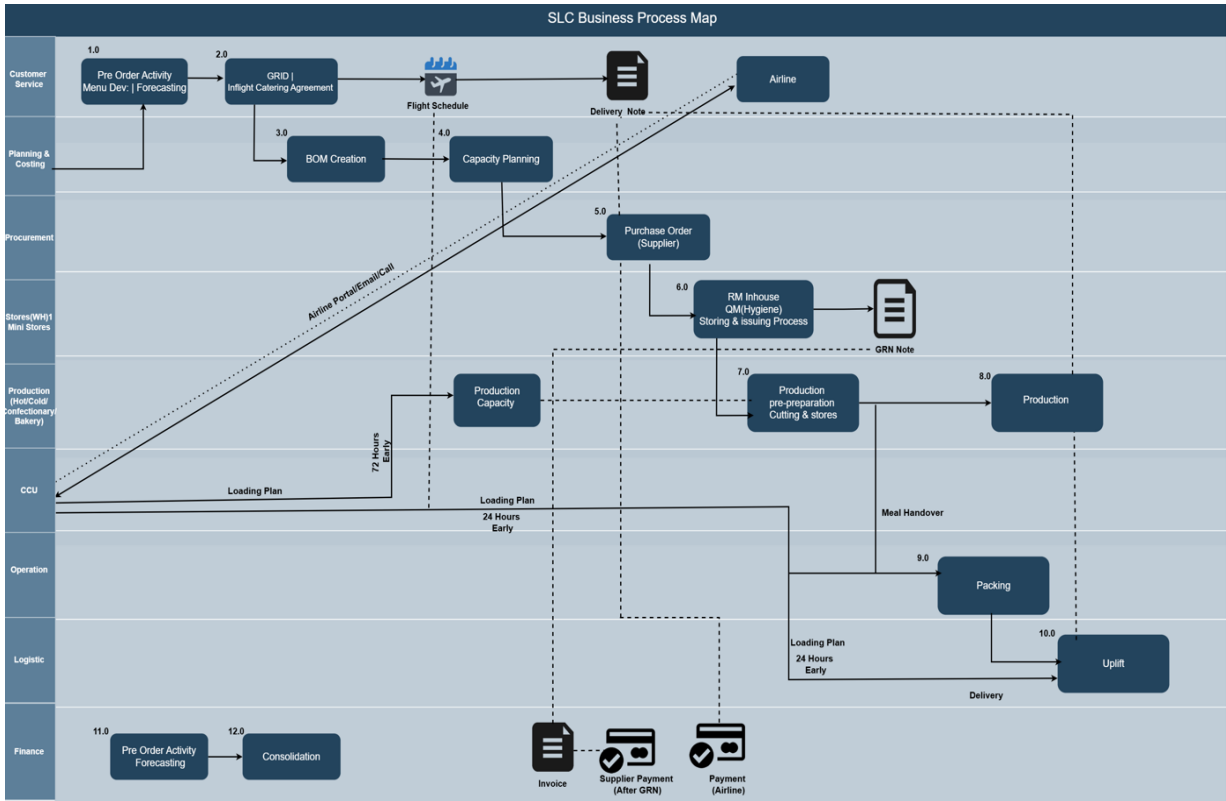
SECTION X - FUNCTIONAL REQUIREMENTS

10.0 CURRENT SYSTEM ARCHITECTURE AND BUSINESS PROCESS

Current high-level System Architecture at SriLankan Catering



Business Process Map at Sri Lankan Catering



10.1 Customer Service Management

The system must be capable of managing the entire sales lifecycle, from quotations and order processing to invoicing and payments, with seamless integration across relevant business functions. The key features include:

10.1.1 Airline Contracts and Pricing

- 10.1.1.1 The system should have a feature to evaluate the profitability of the proposed price of an airline through a pricing grid which shows the net and the gross profit for each class product-wise, given the margin parameters.
- 10.1.1.2 All finalized menu items required by an airline need to be set up.
- 10.1.1.3 This should also facilitate to generate proposed menu plan and cost for prospective airlines with raw material cost locking options with tracking real market prices followed by variances.
- 10.1.1.4 The system should have a feature to set up approved prices with relevant functionalities including copying raw material costs, copying historical price lists, and printing price lists airline-wise wise product-wise.
- 10.1.1.5 The system should automatically include Over Head for a specified date range.
- 10.1.1.6 The cost of sale should include direct costs and indirect costs.
- 10.1.1.7 There should be a workflow for the price approvals and amendments.
- 10.1.1.8 There should be a feature to copy previous airline menus, prices, contracts etc. with an editing option.
- 10.1.1.9 There should be a feature to set an effective date and end date for airline contracts and pricing.
- 10.1.1.10 The system should support contract management capabilities, allowing the creation, versioning, and tracking of service agreements for each airline customer, including pricing, service terms, and expiration alerts. The review of contracts should follow a workflow with track changes of revisions/versions.
- 10.1.1.11 It must enable SLA (Service Level Agreement) monitoring, with configurable KPIs and automated performance reporting to measure compliance with contractual obligations.
- 10.1.1.12 The system should generate automated reports for client review, covering key metrics such as on-time performance, meal uplift accuracy, and service delivery trends, with options for scheduled or ad hoc distribution.

10.1.2 Set Up Airline master

- 10.1.2.1 The system should have a feature to set up the airlines considering the configuration, classes, aircraft type, etc. with provisions to alter/add.
- 10.1.2.2 The system should have a feature to generate delivery notes with a provision to add footnotes to the delivery notes.
- 10.1.2.3 There should be a workflow to approve airlines and amendments.
- 10.1.2.4 The system should generate key reports including the flight schedule, delivery notes, flight setups, etc. for a given date range with the historical data.
- 10.1.2.5 There should be a feature to copy previous set-ups and reuse them.
- 10.1.2.6 There should be a feature to set an effective date and end date for the airline.

10.1.3 Meal Type Structures

- 10.1.3.1 The system should have a feature to set up meal types (all menu items) such as hot meals, breakfast, lunch, and refreshments as defined in the airline contracts.
- 10.1.3.2 There should be a feature to copy previous meal types and reuse them.
- 10.1.3.3 The system should generate key reports including the meal types, airlines etc. for a given date range.
- 10.1.3.4 There should be a workflow to approve/amend meal type structures.
- 10.1.3.5 There should be a feature to set an effective date and end date for meal type structures.

10.1.4 Menu Development

- 10.1.4.1 There should be a feature to set up menus for each cycle/ rotation. There could be few cycles for a year and there could be few rotations within the cycle of an airline.
- 10.1.4.2 The system should have the option to copy the existing menus.
- 10.1.4.3 There should be a workflow to approve the menu and amendments.
- 10.1.4.4 There should be a feature to set an effective date and end date for a menu.
- 10.1.4.5 The system should be able to generate key reports including the list of flights where the menu is used, the list of menus in detail, the menu in CSV file, etc.

10.1.5 Airline Specifications

- 10.1.3.1 The system should have a feature to code the menu items automatically separately for each airline.
- 10.1.3.2 There should be a feature to link recipes with menu item codes.
- 10.1.3.3 The system should have an option to copy the existing specification.
- 10.1.3.4 There should be a workflow to approve the airline specification.
- 10.1.3.5 There should be a feature to set an effective date and end date for the airline specification.
- 10.1.3.6 The system should be able to generate key reports including the list of specifications, list of changes, etc.

10.1.5 Set Up Flight Numbers, Schedules and Masters.

This should include all the standard features related to setting up masters with the best practices in the industry, including:

- 10.1.6.1 The system should set up flight masters, incorporating setting up of all masters as stated above.
- 10.1.6.2 The system should have the option to copy the existing flight masters.
- 10.1.6.3 There should be a workflow to approve flight masters.
- 10.1.6.4 There should be a feature to set an effective date and end date for flight masters.
- 10.1.6.5 The system should be able to generate key reports, including the list of flight masters, Detailed flight masters, and Full analysis report of flight masters.
- 10.1.6.6 The system should have facilities to include flight handling charges,

- 10.1.6.7 The system should have a feature to set up the flight schedule for airline customers, followed by a workflow.
- 10.1.6.8 The system should have a feature to enable the desired airline to define the flight schedule or integrate with another system.
- 10.1.6.9 The system should have a feature to copy the existing flight schedule and generate a flight schedule for a given date.
- 10.1.6.10 The system should have a feature of setting up flight numbers with an option to print a list of flight numbers.

10.1.7 Sales Price Manager Module

- 10.1.7.1 The system should have a feature to set sales prices with different sources of information for each airline.

The system should generate prices including the following:

- I. Prices on a specific date for a given airline.
 - II. Prices by airline on a specific date.
 - III. Prices cost basis.
 - IV. Prices and costs by airline and date.
 - V. List Prices and Costs in detail.
 - VI. Prices by airline on a specific date
 - VII. List prices cost basis.
 - VIII. Prices and costs by airline and date.
 - IX. Gross Profit (GP) on Cost for Sales Items in Use.
 - X. GP on Cost for Items per Flight.
 - XI. GP on Cost for Selected Sales Items.
 - XII. GP on Sales Items in Use.
 - XIII. GP on Items per Flight.
 - XIV. GP on Selected Sales Items.
 - XV. A summary of the GP and Net Margin of each airline.
- 10.1.7.2 The system should have a feature to link price lists to airlines.
 - 10.1.7.3 The system should have a feature to export price lists and import.
 - 10.1.7.4 Ability to integrate with different systems and channels to receive orders.
 - 10.1.7.5 Ability to see and apportion other Overheads (Electricity, Labour, etc.) when calculating the cost of production.
 - 10.1.7.6 Price list setup and maintenance based on different customers, locations, points of sales, and seasonality with an effective date.
 - 10.1.7.7 The system should have a feature to define the menus for each airline based on flight-wise, aircraft type-wise, and destination-wise, with the desired portion control charts.
 - 10.1.7.8 The system should have a feature to define the choices preferred combination chart flight wise, aircraft type wise, destination wise with an effective date.
 - 10.1.7.9 At the finalization of the menu, there should be a feature to view the menu development with all the configured details, along with a photo of the finished product.

- 10.1.7.10 Maintain pricing contracts and agreements. Allow versioning and keep logs of special negotiations or terms.
- 10.1.7.11 Show the customers' previous order details and payment information, a Summary.

10.1.8 Sales Management module

This module should include all the standard features related to sale management with the best practices in the industry, including:

- 10.1.8.1 Sales Order and Quotation Management: Ability to create and manage sales orders, quotations, and customer contracts.
- 10.1.8.2 Flexible Pricing Structures: Support multiple pricing structures, including discounts, promotions, and volume-based pricing.
- 10.1.8.3 Inventory Integration: Real-time stock availability checks before order confirmation.
- 10.1.8.4 Multi-Currency and Multi-Tax Support: Capability to handle transactions in multiple currencies and manage tax calculations, including VAT and GST.
- 10.1.8.5 Approval Workflows: Sales order approval workflows with role-based access control.
- 10.1.8.6 CRM Integration (if available): Seamless integration with CRM systems for tracking customer interactions and order history.
- 10.1.8.7 Automated Order Fulfilment: Streamlined processing for order fulfilment, including automated shipping tracking.
- 10.1.8.8 Back-order and Partial Shipment Management: Support for handling backorders and fulfilling partial shipments as per stock availability.
- 10.1.8.9 Automated Invoice Generation: Automatic invoice creation based on sales orders and delivery confirmations.
- 10.1.8.10 Customizable Invoice Templates: Configurable invoice formats with company branding and custom fields.
- 10.1.8.11 Credit and Debit Note Management: Ability to issue credit notes and debit notes for adjustments and returns.
- 10.1.8.12 Tax Compliance Integration: Direct integration with tax compliance systems to handle VAT and other tax obligations.
- 10.1.8.13 Electronic Invoicing (E-Invoicing): Support for digital invoicing in compliance with local regulations.
- 10.1.8.14 Recurring Invoicing: Capability to generate recurring invoices for subscription-based businesses.
- 10.1.8.15 Customer Account Management: Comprehensive management of customer accounts, including credit limits and ageing reports.
- 10.1.8.16 Payment Terms and Due Date Management: Configurable payment terms and automated tracking of due dates.
- 10.1.8.17 Payment Reminders and Dunning Letters: Automated reminders for overdue invoices and dunning letter generation.

- 10.1.8.18 Multiple Payment Methods: Support for diverse payment options, including bank transfers, credit cards, and PayPal.
- 10.1.8.19 Invoice Payment Tracking: Ability to apply payments against invoices and track outstanding balances.
- 10.1.8.20 Bank Reconciliation: Automated reconciliation of payments with bank statements.
- 10.1.8.21 Real-Time Sales Dashboards: Live tracking of sales performance with graphical insights.
- 10.1.8.22 Customizable Sales Reports: Reports on sales revenue, outstanding receivables, and payment history.
- 10.1.8.23 Drill-Down Analytics: Detailed analysis of sales and receivables transactions with drill-down capabilities.
- 10.1.8.24 AI-Driven Insights: Support for AI-powered analytics and predictive cash flow forecasting.

Planning and Costing

10.2 Planning and Costing

This module should include all the standard features related to planning and costing with the best practices in the industry, including:

- 10.2.1.1 Calculate the Costing of available stocks using Weighted Average Costing (WAC).
- 10.2.1.2 Show Price fluctuations based on historical data and consumption patterns, with the names of suppliers and the dates.
- 10.2.1.3 Show optimum resource planning (short-term and long-term) to meet future orders, given the main parameters such as expected production for a specified period.
- 10.2.1.4 The ability to dynamically set the purchasing and production plans by identifying the constrained resources and customizing plans by substituting the available ingredients.
- 10.2.1.5 Cost of production and plans to be determined with different ingredients and combinations to understand the most cost-effective menus and product mixes.
- 10.2.1.6 The system should set the projection of the demand for purchasing based on the current consumption, available stocks, future orders, and wastage.
- 10.2.1.7 The system should calculate the yield of different ingredients based on the actual production by the kitchen for each area, and brands dynamically based on the historical consumption records.
- 10.2.1.8 The system should have a feature to do receipt costing for customer pricing given menus for approval. The approval should be through workflow.
- 10.2.1.9 Project the demand for other resources such as Labour, electricity, packing, logistics, etc.
- 10.2.1.10 The system should have a feature to provide ingredient/material consumption reports for each business unit (SBU)/location based on the final output.
- 10.2.1.11 The system should generate production plans (short-term and long-term) for each menu item and raw material item (pick list), **customer-wise/airline-wise**.
- 10.2.1.12 Key departments should be able to produce output according to these reports.

- 10.2.1.13 The system should display production plans at each location (cold kitchen/hot kitchen/butchery/vegetable/bakery/confectionery, etc.) for daily production.
- 10.2.1.14 The system should have dashboard information for required locations.
- 10.2.1.15 The system should generate key reports, including production plans for specified periods, etc.
- 10.2.1.16 The system should generate a report on the forecast vs actual for a given date period.
- 10.2.1.17 The system should have a feature to generate key reports including material request summary and in detail, labor request summary in detail.
- 10.2.1.18 Labor Requirements and Forecast - (manpower planning) The system should have a set-up to plan labor requirements automatically for each department/location which will be used in calculating productivity and efficiency ratios.

Procurement (Purchasing and Supply Chain Management)

This module should include all the standard features related to procurement with the best practices in the industry, including:

10.3 Suppliers and Quotations

- 10.3.1 Supplier Management & Master Data: The system should have a feature to maintain supplier profiles, including names, types, shipping methods, assigned products, currency, credit periods, payment instructions, and contractual terms, with workflow-based approvals.
- 10.3.2 The system should support tender management, enabling the creation, issuance, comparison, and evaluation of tenders in alignment with internal procurement policies.
- 10.3.3 Product Image Management: The system should have a feature to store and manage product images within the supplier master.
- 10.3.4 E-Procurement Automation: The system should have a feature to support end-to-end procurement activities, including RFQs, RFPs, EOIs, bid opening, evaluation, committee reports, awards, contract management, and purchase orders, integrated into a workflow.
- 10.3.5 It should allow the automated generation of purchase requisitions based on demand forecasts, consumption patterns, and predefined inventory thresholds.
- 10.3.6 Purchase Requisitions & Approvals: The system should have a feature to enable user-friendly requisition creation, automated multi-level approval workflows, and budget validation before purchase approval.
- 10.3.7 Purchase Order (PO) Management: The system should have a feature to generate POs from approved requisitions, electronically transmit them to suppliers, and provide real-time PO tracking and modification controls.
- 10.3.8 Contract Management: The system should have a feature to maintain a centralized contract repository, send automated renewal alerts, track performance against contracts, and integrate with e-signature solutions.
- 10.3.9 Inventory & Warehouse Integration: The system should have a feature to update stock levels in real-time upon procurement, manage goods receipt workflows, and automate replenishment based on inventory thresholds.

- 10.3.10 Compliance & Audit Trails: The system should have a feature to ensure full adherence to procurement policies and regulations, maintain a detailed transaction history, and integrate with risk management modules.
- 10.3.11 Supplier Invoice & Payment Tracking: The system should have a feature to allow suppliers to upload invoices and credit notes through a secure web portal, track pending and completed payments in real time, and generate automated supplier payment statements.
- 10.3.12 Supplier performance evaluation system: The system should provide best industry practices for the evaluation of suppliers' performances.
- 10.3.13 Supplier Rating & Blacklisting: The system should have a feature to list top-rated suppliers, predict suitable suppliers for purchase requisitions, and allow supplier blacklisting with workflow-based controls.
- 10.3.14 Procurement Dashboard & Reports: The system should have a feature to display key procurement activities, historical data, and reports on approved contracts, pending approvals, expired/near-expiry contracts, and rejected contracts.

10.4 Purchase Orders Management

This module should include all the standard features related to purchase order management with the best practices in the industry, including:

- 10.4.1 The purchase requisition (PR) approval process should follow a workflow.
- 10.4.2 The system should automatically generate PRs according to reorder levels and a suitable mechanism for irregular items through alerts/notifications.
- 10.4.3 The system should have a feature to generate Purchase Orders automatically based on PRs, followed by a workflow.
- 10.4.4 The system should have a feature to generate production plans for PRs and requirement analysis with respective due dates.
- 10.4.5 The system should have a feature to edit/delete/cancel/print PRs and POs through a workflow.
- 10.4.6 The system should generate key reports such as pending PR, pending POs, approved PRs, approved POs, etc.
- 10.4.7 There should be an option for reapproval of auto-close POs through a PO.
- 10.4.8 The systems should have a feature for auto-closing of all PR, PO after a specified period through notification.
- 10.4.9 The PO format should include, among others, due dates for deliveries.
- 10.4.10 Multi-currency feature at the point of creation of POs and the payments
- 10.4.11 The system should have a feature to display the above information in the dashboard with historical data.
- 10.4.12 The system should have a feature to generate a single report with the details from PR to the final Payment voucher.

- 10.4.13 The system should be able to generate key reports, including Item order history reports, item-wise, supplier-wise reports, PO summary, Orders Summary, history of POs from PRs, history of PRs from POs, etc.
- 10.4.14 A feature to auto-generate the PO for future effective dates.
- 10.4.15 The system must provide robust vendor management capabilities, including supplier master data, performance tracking, price history, and contract lifecycle management.
- 10.4.16 It should support the handling of bonded store operations, including integration with customs documentation processes, to ensure compliance with regulatory requirements for duty-free and imported items.

Raw material warehouse

10.5 Good Receiving Management

This module should include all the standard features related to receiving goods with the best practices in the industry, including:

- 10.5.1 The system should raise/amend goods received notes (GRNs) and make issues (issue notes) through a workflow.
- 10.5.2 Configure GRN to ensure compliance with food safety regulations and the ability to set conditions and rules based on the compliance guidelines.
- 10.5.3 The System Should automatically read the quantity measured through the weighing scales in generating GRNs/issue notes/return notes/damage notes.
- 10.5.4 The system should be capable of API integrating with seamless weighing scales.
- 10.5.5 Ability to update the quality specifications and send for sample checking for approval to receive goods.
- 10.5.6 Ability to mark and monitor the delayed shipments and next orders in the queue to make decisions on delayed supplies.
- 10.5.7 The system should have a feature to reverse GRNs through a workflow subject to issue of items.
- 10.5.8 The system should generate key reports such as pending GRNs etc.
- 10.5.9 Format of GRN should include, among others, value, item name, and item total.
- 10.5.10 Completion of GRN should follow two steps.
 - Step 1: Receiving goods through a GRN, where the inventory does not get updated
 - Step 2: Receiving staff dispatch goods to the store, where store staff receive goods to store according to the dispatch note. At this point, the inventory will get updated.

- 10.5.11 The system should have a feature to display the above information in the dashboard with historical data.
- 10.5.12 The system should generate key reports, including pending GRN list, reversed GRN list, receipt by the due date, a summary of GRNs, Analysis of GRNs, PO/GRN history, etc.
- 10.5.13 The system should have a workflow for the return of goods by the stored/receiving.
- 10.5.14 The system should generate a key report list of returned GRNs, the ability to generate returned GRNs in detail, analysis of returned GRNs, etc.
- 10.5.15 The system should have a feature to take excess receipts into stocks with zero value subject to approval through a workflow.

10.6 Purchase Invoicing (Payment for GRNs)

This module should include all the standard features related to purchase invoicing with the best practices in the industry, including:

- 10.6.1 The system should process GRNs for payments using 3-way matching.
- 10.6.2 The system should have a feature to cancel or delete a purchase invoice with an authorization workflow.
- 10.6.3 The system should have a feature to upload Invoices in 3-way matching.
- 10.6.4 The system should generate key reports, including a list of Invoices, item-wise, supplier-wise, for a given date range, and a report on price variance with POs.

Inventory Control and Management

The proposed Inventory Management modules should provide a fully automated, structured, and efficient solution that ensures accuracy, compliance, and optimal stock management. The system should include all the standard features with best practices in the industry, including:

10.7 Inventory Management & Tracking

- 10.7.1 The system should have a feature to manage inventory using the FIFO (First-In-First-Out) method, ensuring proper stock rotation.
- 10.7.2 It should offer full batch and expiry tracking capabilities to ensure food safety compliance, traceability, and adherence to FIFO/FEFO (First in First Out / First Expired First Out) inventory management principles.
- 10.7.3 The system should provide robust inventory control for all categories of items, including raw materials, packaging, disposables, and bonded goods, ensuring accurate stock levels and visibility at all times.
- 10.7.4 The system should have a feature to maintain an inventory master with key details, including item name, image, group name, currency, supplier name, and QR code.
- 10.7.5 The system should have a feature to define specific storage locations, including storeroom layout, rows, racks, and bins, and track inventory by batch numbers for receiving and issuance.

- 10.7.6 The system must support detailed receiving and issuing processes, including quantity verification, quality checks, and warehouse bin allocation.
- 10.7.7 The system should have a feature to suggest the best available location for incoming inventory based on storage capacity and batch constraints.
- 10.7.8 The system should have a feature to support the management of sub-stores, allowing decentralized inventory control.
- 10.7.9 The system should have a feature to track real-time stock levels, consumption, usage trends, and movement history.
- 10.7.10 The system should have a feature to maintain batch-wise and item-wise expiry dates, ensuring traceability and reducing waste.

10.8 Inventory Reporting & Analysis

- 10.8.1 The system should have a feature to generate key inventory reports, including (but not limited to):
 - a. Inventory valuation reports (location-wise) for a given period.
 - b. Material consumption reports by location, with recipe details.
 - c. Stock variance reports and stock sheet lists by area and code.
 - d. Inventory ageing reports, including short-expiry, slow-moving, non-moving, and restocking alerts.
 - e. Reports on stock shortages due to dehydration.
 - f. Stock reports with negative balances (date-wise, location-wise).
 - g. Overstock/understock reports and alerts.

10.9 Goods Receipt & Inventory Issuance

- 10.9.1 The system should have a feature to facilitate Goods Receipt Notes (GRNs) and return processing, ensuring seamless reconciliation with supplier invoices.
- 10.9.2 The system should have a feature to process GRN returns in case of damaged or incorrect items, notifying suppliers and updating stock levels automatically.
- 10.9.3 The system should have a feature to create issue notes using the Weighted Average Cost (WAC) method, ensuring accurate valuation of issued inventory.
- 10.9.4 The system should have a feature to support the cancellation of issued notes, with adjustments to stock levels and reporting followed by an approval workflow.

10.10 Inventory Valuation & Costing

- 10.10.1 The system should have a feature to support multiple inventory valuation methods, including Weighted Average Cost (WAC).
- 10.10.2 The system should have a feature to calculate Economic Order Quantity (EOQ) and maintain minimum/maximum stock levels with reorder level alerts.
- 10.10.3 The system should have a feature to enable manual overrides with an authorization workflow for stock adjustments.

- 10.10.4 The system should have a feature to generate stock ledger reports, including ledger balances and movement details (GRN, issue notes, and location-wise transactions for specific periods).

10.11 Supplier & Demand Management

- 10.11.1 The system should have a feature to maintain a comprehensive supplier database, including details on pricing, lead times, and minimum order quantities (MOQs).
- 10.11.2 The system should have a feature to predict demand based on future orders, consumption patterns, and seasonality, optimizing procurement planning.
- 10.11.3 The system should have a feature to store and manage raw material specifications/guidelines, ensuring quality control and consistency.

10.12 Expiry & Stock Disposal Management

- 10.12.1 The system should have a feature to generate automated reports and alerts on expiring inventory, enabling timely action.
- 10.12.2 The system should have a workflow to dispose of damaged, expired, or spoiled inventory, ensuring proper authorization and compliance.
- 10.12.3 The system should have a workflow to handle inventory returns from user departments, ensuring proper stock adjustments and reconciliation.

10.13 Inventory Movement & Transfers

- 10.13.1 The system should have a feature to track material movement using barcode/QR code technology, from receiving to dispatch.
- 10.13.2 The system should have a feature to facilitate stock transfers between locations, including:
 - a. Transfer note creation with detailed reports.
 - b. Copy transfer note options for repeat transfers.
 - c. Approval workflow for transfer notes and return notes.

10.14 Physical Stock Verification & Compliance

- 10.14.1 The system should have a feature to support regular stock counts/physical inventory verification, followed by a workflow for reconciliation.
- 10.14.2 The system should have a feature to track discrepancies between physical stock and system records and generate detailed stock variance reports.
- 10.14.3 The system should have a feature to maintain an audit trail for inventory transactions, approvals, and adjustments, ensuring regulatory compliance.

10.15 Garbage disposal process

The system should provide best industry practice for the disposal of garbage from the stores.

Production Management

This module should include all the standard features related to production with the best practices in the industry, including:

10.16 Meal Assembly Checkouts

- 10.16.1 The system should have a feature to generate key reports including generic meal types, special meal orders, flight meal report as per loading factor aligned with invoicing, complete tray setup, meal segments checkout summary (outbound and inbound, where applicable), and in detail for a given airline in date range.
- 10.16.2 The system should have a consolidated report on meals/load factor fluctuations.
- 10.16.3 The system should support meal forecasting functionality based on flight schedules, passenger loads, and historical consumption trends.
- 10.16.4 The system should have a feature to generate report container labels by flights, date, meal types, etc.
- 10.16.5 The system must support production portioning control, enabling tracking of standard meal weights, portion deviations, and corrective actions.
- 10.16.6 The system should have a report on excess meal wastage (portioned, pre-portioned, post-production, etc.)
- 10.16.7 It should facilitate sample evaluation and yield management processes, including capturing actual vs. standard yields and variance analysis.
- 10.16.8 Real-time production tracking and batch control must be available, with visibility into each production stage, enabling timely interventions and traceability.
- 10.16.9 Food safety and traceability, all CPs (critical control points 1-5) should be captured and monitored.
- 10.16.10 The items manufactured are delivered from section to section (hot kitchen, cold kitchen, chillers, portioning, meal handover unit) through a workflow and with QR-enabled real-time tracking.

10.17 Material Ordering (Market List and Ordering)

- 10.17.1 The system should have a feature to set up requests/order raw materials from stores and auto generate a requirement list (pick list) in detail and summary, and return/transfers (raw material issues).
- 10.17.2 The system should provide tools for Planning Material Requirements (MRP), driven by recipe yields and forecasted meal volumes.
- 10.17.3 The system has an automated mechanism to generate MRP and distribute PR among respective sections on a daily basis (24 hours).
- 10.17.4 Integration with galley loading plans and menu cycles should be supported to ensure accurate alignment between production and airline service requirements.

- 10.17.5 The system should maintain a proper product specification catalogue for food, non-food, utilities etc., and a viewing facility.

10.18 Recipe Management

- 10.18.1 The system should have a feature to configure recipes (including sub recipes, yields, coding, etc.) with an option to copy with a workflow with a future effective and expiry date.
- 10.18.2 It should enable tight integration between menu/recipe management and portion control to ensure consistency in meal production and cost control.
- 10.18.3 The system should generate key reports including a list of recipe summaries and details, and recipe specifications, recipe where use, recipe usage, raw material where used, recipe drill down.
- 10.18.4 The system should have an audit trail report on recipes including changes.

10.19 Menu Management

- 10.19.1 Customizable structure to define different menus, the combination of menus depending on the customer, customer preferences, point of sale, location, time of serving, and different compliance guidelines.
- 10.19.2 Ability to create and customize menus based on dietary preferences.
- 10.19.3 Support for seasonal and special event menus.
- 10.19.4 Set effective dates or periods for the menus and system to alert users when trying to set orders.
- 10.19.5 Ability to take quotations with pricing for and menu or different combinations of menus.
- 10.19.6 The system should have an ability to change or substitute menu items for the existing menus. It should be effective to all the menus across all portion control charts, menu developments, and menu structures.

10.20 Efficiency Control

- 10.20.1 The system should capture production process efficiency in batch production operations, with alignment to man-hour productivity as defined in the organization's KPIs.
- 10.20.2 The system should maintain a finished product catalogue with visual specifications, product texture, and quality attributes for reference and consistency in production output.
- 10.20.3 A mechanism should be in place to accurately capture effective working hours from multiple data sources such as biometric devices, job cards, and production logs.
- 10.20.4 The system should calculate production efficiency specific to the airline catering industry, where batch production is closely tied to flight schedules and high-volume meal preparation requirements.
- 10.20.5 The system must support industry-specific monitoring tools that allow tracking efficiency across production lines, departments, and work shifts.
- 10.20.6 It should provide real-time visibility into production status to facilitate immediate response and adjustments to any inefficiencies.
- 10.20.7 The system should leverage AI-based automation to:
- I. Continuously analyze operational and production data
 - II. Identify performance gaps and inefficiencies

- III. Predict potential bottlenecks before they occur
 - IV. Recommend real-time, actionable improvements to maintain optimal performance
- 10.20.8 These intelligent automation features must support continuous improvement practices, ensuring productivity, food safety compliance, and cost-efficiency in a time-sensitive and quality-driven environment.

10.21 Garbage disposal process

The system should provide best industry practice for the disposal of garbage from the production.

Operation Management

10.22 Flight Booking

- 10.22.1 The System Should have feature to update catering requirements of flights (e.g.: Pax/Meal count and Special meal types for each airline and each class/each sector/each Service) through manual inputs or system integrated input from the other airline portals and Bulk upload of data /Import.
- 10.22.2 The system should have a feature to pick actual menus based on a monthly cycle and actual upliftment from the system, followed by a workflow.
- 10.22.3 The system should be capable enough to apply multiple logics as per Customer Airline's. E.g.: Flying hours / Aircraft Type, Etc.
- 10.22.4 The System should allow Data Input User - Operations to pick fields from the database already set up in the system based on actual operations. Thereby, users should be able to make the system always represent the actual operations.
E.g: In case of flight delay, depending on the departure time, the menu will be changed into a menu of an existing flight.
- 10.22.5 The system should have a feature to pick up handling chargers depending on the type of aircraft etc., for a given airline as per the customer agreement.
- 10.22.6 The system also should have a provision to update ad-hoc requirements from a regular customer and include them in the Displays/Delivery notes/Invoices, followed by a workflow.
- 10.22.7 The system should have a feature to update/pick up all the changes (e.g, Menu type (Breakfast to Lunch) /ETD/Loads changes) made by airlines and communicate through. Also, should have a provision to update and communicate last-minute Changes, additions/ requirements even if the flight has been closed.
- 10.22.8 The system should also have visibility and identify what has been released from production for changes made by customer airlines being updated by Ops. users.
- 10.22.9 The system must provide a fully customizable alert and notification feature that allows administrators to define which users or customers receive specific notifications, based on

configurable events or changes (e.g., delays, schedule updates). The timing, frequency, and delivery channels (such as email, SMS, or in-app alerts) should also be adjustable. This functionality should be managed through an intuitive interface, enabling non-technical users to configure alert rules and communication preferences without system development.

- 10.22.10 The system should support the assignment of all flights using mandatory fields defined by SLC (configurable) based on pre-established flight schedules in the system. Additionally, it must include a reconciliation feature that compares the initially scheduled catering requirements with the actual requirements updated by Operations users, highlighting any discrepancies for review and adjustment.
- 10.22.11 The system should include a feature to assign tasks and allocate service agents dynamically based on real-time aircraft movements and flight schedules, ensuring timely coordination of catering services in alignment with actual gate arrivals, departures, or delays.
- 10.22.12 The system should monitor real-time aircraft movements and automatically trigger alerts based on defined transit times, including notifications for critical actions such as meal loading, equipment dispatch, and last-mile preparation, ensuring timely service execution in alignment with actual aircraft status.
- 10.22.13 The system should notify data entry users of relevant customer airline restrictions and SLC instructions (configurable) during data input to ensure compliance with established guidelines, such as meal cancellation and special meal (SPML) acceptance.
- 10.22.14 The Catering Order Record module should operate as a user role-based platform, where access and functionality are controlled based on user roles. Administrators or designated users should have the ability to define and manage user rights, including permissions to view, edit, approve, or delete catering order records.
- 10.22.15 The system should include a feature or workflow that provides real-time visibility into the status of Catering Order Records, enabling users to track the progress of each order through stages such as creation, validation, approval, and fulfillment. This should support both order tracking and order validation at any given time.
- 10.22.16 The system should include a feature to capture menus with prices for ad-hoc customers, directly managed by Operations users. Additionally, the system should allow designated Operations users to automatically generate invoices for ad-hoc orders based on the available menus.
- 10.22.17 The system should maintain an audit trail for each field change, capturing details such as the time of change, the user who made the modification, and the specific field updated. This audit trail should be accessible through a display view and reporting functionality for tracking and compliance purposes.

- 10.22.18 The system should provide a provision to store and associate all relevant information and digital copies of documents (e.g., Crew Handover Sheets, Seal Forms, Crew Order Forms, email correspondences) with each flight. These documents should be accessible by designated users (configurable) through a customizable display screen.

10.23 Book orders info

- 10.23.1 The system should be capable of generating key reports, including booking status reports, booked order details, lists of extras booked, and additional items ordered. It should also generate detailed meal count reports, categorized by airline and meal type, for a specified period, with real-time updates. Additionally, the system should be able to predict meal counts based on historical data. Users should have the ability to run customizable reports tailored to specific requirements.

10.24 Load Factors / Charts (Loading matrix charts)

- 10.24.1 The system should support flight loading schedules that are dynamically linked to airline timetables, ensuring accurate alignment with departure times and meal / uplift requirements.
- 10.24.2 It must facilitate equipment and galley planning, including tray setup, galley configuration, and load sequencing per airline specifications.
- 10.24.3 A dedicated Load Control / Dispatch / Logistics Module should be available to manage dispatch operations, route planning, and delivery confirmations for each flight.
- 10.24.4 The system must provide airside logistics control, including vehicle dispatch tracking, tray/galley cart control, and return tracking to ensure accurate inventory movement and compliance with airline turnaround timelines.
- 10.24.5 The system should have the option of copying the existing loading-matrix charts.
- 10.24.6 There should be a feature to set an effective date and end date for loading matrix charts.
- 10.24.7 The system should be able to generate key reports including the list of flights where the loading matrix charts are used, list of loading matrix charts in detail, loading matrix charts in CSV file, etc.
- 10.24.8 The system should have a feature to check the errors in charts automatically according to the defined logic.
- 10.24.9 The system should provide functionality to manage sub-stores linked to the main store, allowing for requisitions and reconciliation of inventory usage based on actual flight operations. It should also permit designated users to order quantities exceeding system-generated requirements, subject to a predefined approval workflow.
- 10.24.10 The system should provide Operations users with the ability to view both actual and forecasted usage of items—including food, beverages, and equipment—for both airline-owned and SLC-managed stock, based on the menus updated in the system. This functionality should be integrated and aligned with the master data defined in sections

10.25 Other Uplifts Additional/Ad-hoc requests of existing Airlines (Where quantity on request Ex, extra dry Ice on request)

- 10.25.1 The system should have a feature to set up other uplifts that are requested by the crew. This needs to be synchronized with the MRP & Sub Inventory feature.
- 10.25.2 The system should have the option to copy the existing uplift masters.
- 10.25.3 There should be a workflow to approve other uplifts.
- 10.25.4 There should be a feature to set an effective date and end date for other uplifts.
- 10.25.5 The system should be able to generate key reports, including the list of other uplifts.

10.26 Operations- MRP and Sub-Inventory Management

- 10.26.1 The system should be capable of calculating dry consumables (e.g., butter, chocolate) and disposable equipment requirements for a selected set of flights based on the packing schedule. This feature should be integrated with the Flight Booking module and derived from master data. Additionally, the system should support the recording, review, reconciliation, and disposal tracking of Operations Sub-Inventory for dry store and disposable items, covering both SLC and airline-owned stocks.

10.27 Dispatch/Ramp Prints

- 10.27.1 The system should generate a comprehensive booking status report of all the items (meal items, service equipment items, standard upliftment, handling chargers, miscellaneous items, etc.) for a given flight, given period etc.
- 10.27.2 The system should generate key reports including flights by selected departure time, Flight Controller Check-out Summary, Flight Controller Check-out in Detail, ramp load report, list special meal orders, flight delay history report, print container labels by flight/date for a given flight and date range.
- 10.27.3 The items manufactured are delivered from section to section through a workflow and with QR-enabled real-time tracking.

10.28 Flight Checklist

- 10.28.1 The system should have the capability to generate detailed reports that include a breakdown of meals, a loading matrix, and associated service equipment, all linked to Galley Management. These reports must consistently reflect the exact item names, weights, and other specifications as defined by the customer airline's requirements, including Menus, Catering Agreements, Galley Loading Plans (GLP), and Standard Uplift Charts.

10.29 Catering Order Display

- 10.29.1 The system should provide a comprehensive and user-friendly order display screen, enabling staff at various workstations (e.g., Operations, Production, Laundry, Stores) to view all relevant catering order information. This should include flight details, menu items, passenger loads, special meal (SPML) requirements, passenger load revision status, and special instructions. The display must be compatible with both LED screens and tablet computers to support real-time operational visibility across departments.

- 10.29.2 Each end user's display should be customizable, allowing users to configure the layout, content, and level of detail according to their specific role, responsibilities, and preferences, ensuring optimal usability and operational efficiency.
- 10.29.3 The system should display real-time updated meal counts on each user's screen, presented in a consistent and easily accessible format—such as a toolbar or banner—ensuring immediate visibility of current meal figures across all relevant workstations.

10.30 Flight delivery notes

- 10.30.1 The system should allow designated users to create delivery notes directly based on data from actual operations, ensuring accuracy and consistency with real-time flight catering activities and recorded transactions
- 10.30.2 The system should also allow users to generate delivery notes for flight catering agents, enabling the capture of crew signatures as part of the handover process. This should be supported by a configurable workflow to ensure proper documentation and accountability.
- 10.30.3 The system should include a feature to capture crew signatures upon the delivery of meals onboard, supporting both electronic and manual signature options, ensuring flexibility and compliance with the delivery process.
- 10.30.4 The system should allow the Catering Control Unit (CCU) to add onboard crew requests to the delivery note, with the ability to link these requests to the sub-store inventory. This integration ensures accurate tracking of requested items and their availability during the meal delivery process.
- 10.30.5 The system should have a functionality to assign a particular delivery note (flight) to the service agent who is assigned to the particular flight.
- 10.30.6 The system should generate key reports including a list of flight delivery notes, a summary in detail, etc.
- 10.30.7 The system should provide all mandatory fields and data in the delivery note as per the requirements set by SLC, ensuring compliance with their specifications for meal deliveries and related documentation.
- 10.30.8 The system should provide the ability to update any changes to fields (e.g., additions, requirements, or modifications) in the delivery note, even after the note has been closed. These changes should be made within the same delivery note, preferably before invoicing, and should follow an approval workflow to ensure proper validation and documentation.
- 10.30.9 The system should include a feature to electronically notify designated customers or users (configurable) about the final upliftment of each flight upon completion of the delivery notes. This notification should be customizable to meet specific user preferences and requirements.

10.31 Close Flights/Amend

- 10.31.1 The system should automatically close delivery notes upon signing digitally onboard by the crew.
- 10.31.2 The system should allow users to alter fields and reopen a delivery note in exceptional cases, with the changes subject to an approval workflow. This ensures that any modifications made to closed delivery notes are properly reviewed and authorized before finalization.

- 10.31.3 The system should provide the capability for users to alter fields and reopen a delivery note in exceptional cases, with all changes subject to an approval workflow. This ensures that any modifications made to closed delivery notes are thoroughly reviewed and authorized before finalization.
- 10.31.4 There should be a provision to close a delivery note in exceptional cases with a workflow.

10.32 Equipment Management

- 10.32.1 The system should have a feature to manage equipment of each airline with relevant reports and other features of a typical inventory management system including issue notes, GRNs (Incomings/returns),
- 10.32.2 The system should have a feature to take stock counts with variance reports, stock sheets, etc.
- 10.32.3 The system should have a feature to set up equipment under its group with a storeroom layout and maximum minimum levels for each airline.
- 10.32.4 The system should have a feature to calculate and account for the onload and offload equipment count and show variance for each airline.
- 10.32.5 The above features should be synchronized with the MRP and sub-Inventory module.

10.33 Garbage disposal process

The system should provide best industry practice for the disposal of garbage from the operation (receiving from flights)

Galley Management

10.34 Set Up Galley Pack Details

- 10.34.1 The system should have a feature to set up the galley loading plan (GLP) and include details such as ovens, FC/BC equipment, blankets, service equipment, waste carts, hollowware, etc.
- 10.34.2 The system should maintain the equipment loading plan (ELP) under the GLP and should include a list of equipment, meals, etc. to be loaded into a cart, container or oven.
- 10.34.3 The system should have controls inbuilt to make sure that GLP and ELP are checked and authorized through the system. Any deviations to be alerted through the system prior to departure of the high loader There should be an option for an authorized officer to check and confirm the GLP.
- 10.34.4 In the system there should be a feature to print container Label which includes information such as Flight Number, Sector, GLP position number, Pax Load, Meal type, Date/time etc. with barcode facility.
- 10.34.5 The system should generate key reports including a list of galley packs, a list of closed flight with galley pack details with a date range.

Daily Manpower Planning and Staff Efficiency Monitoring

- 10.34.6 The system should support staff and fleet assignment and reconciliation for each flight movement, with functionalities presented through a dedicated display screen. This display should be dynamically linked to the daily flight schedule, allowing real-time updates and visibility for efficient resource allocation and operational tracking.
- 10.34.7 System should be able to monitor staff scheduling/ allocation and work output for Daily Efficiency calculation.

Training and E-Learning

- 10.34.8 The system should include an integrated e-learning platform that allows staff to complete courses and assessments, with full traceability of their skill matrix. The platform should maintain a training database and include an alert system to notify managers and supervisors of training progress, upcoming or overdue refresher training requirements, and overall staff competency status.

Finance Module

This module should include all the standard features related to finance with the best practices in the industry, including:

10.35 Cash Management Functions

10.35.1 Bank Account Masters

- 10.35.1.1 Bank Account Setup: Centralized management of all bank accounts including details such as account number, bank name, branch, SWIFT/BIC codes, and other necessary information
- 10.35.1.2 Bank Account Maintenance: Enables easy updating of bank account details, ensuring accurate and up-to-date account information

10.35.2 Cash Budgeting

- 10.35.2.1 Budget Creation: Allows the creation of cash budgets, tracking expected cash inflows and outflows over specified periods (monthly, quarterly, annually)
- 10.35.2.2 Budget Monitoring: Enables real-time monitoring of actual cash flow against planned budget figures for effective financial control
- 10.35.2.3 Bank Reconciliation - Automated matching bank transactions with system records to quickly identify discrepancies, ensuring accurate account balances.
- 10.35.2.4 Transaction Matching: Systems auto-matches transactions based on predefined rules to streamline reconciliation and reduce errors

- 10.35.2.5 Bank Reconciliation -Manual Reconciliation: Provides a manual interface for users to reconcile transactions where automatic reconciliation fails, or manual input is necessary
- 10.35.2.6 Flexibility: Allows users to manually match, adjust, and confirm transactions to ensure accurate cash balance records
- 10.35.2.7 Inter-bank Transfers Management: System allows for seamless transfers between different bank accounts within the organization, supporting multi-currency and cross-bank transactions followed by approval workflow.
- 10.35.2.8 Transaction Tracking: Provides real-time updates on transfer statuses, ensuring timely completion and documentation

10.35.3 Petty Cash Management

- 10.35.3.1 Petty Cash Tracking: Manages petty cash disbursements, approvals, and reconciliations, ensuring transparency in small cash transactions
- 10.35.3.2 Expense Recording: Supports categorization and recording of petty cash expenses for accurate reporting
- 10.35.3.3 The system should have provisions to allow multiple cash floats for each business unit and SBU based reimbursement methods and receipts.

10.35.4 Currency Revaluation

- 10.35.4.1 Automated Currency Revaluation: System supports automatic revaluation of foreign currency balances based on current exchange rates to maintain accurate financial records.
- 10.35.4.2 The currency valuation should take place as per the applicable accounting standard on forex transactions.
- 10.35.4.3 Real-time Updates: Revaluation process takes into account up-to-the-minute exchange rate fluctuations for precise financial statements

10.35.5 Cash Forecasting

- 10.35.5.1 Forecasting Tools: Enables cash flow predictions based on historical data, expected payments, and anticipated income
 - 10.35.5.2 Scenario Analysis: Allows financial planners to simulate different cash flow scenarios, helping prepare for unexpected changes in income or expenses
- Reports Relevant for Cash Management***
- 10.35.5.3 Standardized Reports: Includes pre-configured reports for cash management such as cash balance reports, cash flow statements, reconciliation reports, etc.
 - 10.35.5.4 Customizable Reporting: Users can generate custom reports tailored to specific cash management needs, providing deep insights into liquidity, cash reserves, and forecasting accuracy.
 - 10.35.5.5 Daily/Weekly/Monthly Cash Flow Management
 - 10.35.5.6 Cash Flow Tracking: Provides tools to track and monitor daily, weekly, or monthly cash inflows and outflows.

10.35.5.7 Real-time Visualization: Generates visual representations (charts, graphs) of cash flow patterns, helping stakeholders easily understand liquidity status.

10.35.5.8 Cash Position Forecasting: Offers insights into the organization's cash position over various timeframes for better liquidity planning.

10.35.5.9 The system should auto-generate a report of a 12-month **monthly cash forecast** with corresponding figures as actuals (last month and YTD)

10.35.6 Treasury management.

10.35.6.1 Allows recording of investments such as fixed deposits, Treasury bills etc. and corresponding interest income for a given period. Allows reporting on revenue generated from exchange rate negotiations with the bank.

10.35.6.2 Generates reports including interest income, different types of investment, Bank details.

10.35.6.3 Manage fund transfers between bank accounts.

10.35.7 Cost Object Controlling

10.35.7.1 The system should have a feature to manage and control cost objects such as production orders, process orders, and sales orders.

10.35.7.2 The system should have a feature to track actual vs. planned costs at the cost object level.

Note- Workflow to be followed wherever approvals are needed.

10.36 Fixed Assets Management Module

10.36.1 Fixed Asset Masters

10.36.1.1 Asset Information: Centralized database for all fixed assets, containing critical information such as asset type, acquisition cost, asset location, warranty details, and useful life

10.36.1.2 Asset Categorization: Assets categorized by type (machinery, vehicles, buildings, office equipment, etc.) for easier tracking and reporting

10.36.2 Fixed Asset Module/Register

10.36.2.1 Asset Register: Comprehensive register to record and track details of all fixed assets from acquisition to disposal including images of fixed assets.

10.36.2.2 System Integration: The module integrates seamlessly with other financial systems to ensure accurate accounting of assets

10.36.2.3 Tagging and Labeling: Physical tagging of assets with barcodes or RFID labels for easy identification and tracking. The system should restrict generation of GRNs unless the FA code is not entered in to the GRN for fixed assets purchase.

10.36.2.4 Asset Maintenance: Records maintenance cost / spare parts issues / Maintenance schedules, etc.

10.36.2.5 Inhouse development of assets: This should facilitate the capitalization of fixed assets developed internally.

10.36.2.6 Repair Management: Repair requests may come from the end user and the maintenance department. Detailed reports are to be available for assets.

10.36.2.7 Management of consumables by assets: This should facilitate recording consumables such as chemicals, spares, electricity, water, etc., separately for each asset.

10.37 Asset Capitalization

10.37.1 Capitalization Process: Facilitates the capitalization of assets by recording their purchase cost, installation cost, and other capitalized expenses

10.37.2 Date of Capitalization: Tracks the date when the asset is capitalized to ensure correct depreciation, calculation and reporting

10.38 Fixed Asset Revaluation

10.38.1 Revaluation Process: Supports periodic revaluation of assets to reflect changes in market value, ensuring accurate balance sheet reporting

10.38.2 Valuation Methods: Allows for different asset valuation methods (market, income, or cost) as per accounting standards or internal policies

10.38.3 Real-time Updates: Revaluation results are updated in real-time to ensure accurate financial statements

10.38.4 Availability of original cost of revalued asset in the FA register.

10.39 Fixed Asset Depreciation Process Run

10.39.1 Depreciation Calculation: Automates the calculation of depreciation using various methods (straight-line, reducing balance, etc.)

10.39.2 Scheduled Runs: Depreciation processes are scheduled automatically periodically (monthly, quarterly, etc.)

10.39.3 Customization: Supports customization for different asset types, categories, and depreciation methods as required

10.40 Fixed Asset Transfers

10.40.1 Internal Transfers: Allows tracking and management of asset transfers between departments, locations, or cost centers

10.40.2 Asset Reallocation: Ensures that all asset movements are updated in the asset register to reflect accurate location and responsibility

10.40.3 Tracking History: Maintains a history of all asset transfers for audit purposes

10.41 Fixed Asset Disposal Process

10.41.1 Disposal Management: Facilitates the management of asset disposal, including retirement, sale, or scrapping

10.41.2 Documentation and Approval: Ensures the proper documentation and approval process is followed for asset disposals

10.41.3 Financial Impact: The system automatically calculates and records any gain or loss on disposal in the financial statements

10.41.4 Workflow to be followed for disposing of assets.

10.42 Fixed Asset - Physical Verification Reports

- 10.42.1 Verification Process: Supports periodic physical verification of assets to ensure the accuracy of asset records
- 10.42.2 Reports: Generates detailed reports comparing physical counts with system records, identifying any discrepancies or missing assets
- 10.42.3 Audit Trail: Provides an audit trail for physical verification results, supporting internal audits and compliance checks
- 10.42.4 Workflow to be followed for entering asset variations arising from physical verifications.

10.43 Reports Relevant to Fixed Assets

- 10.43.1 Asset Register Reports: Detailed reports on asset categories, locations, and values
- 10.43.2 Depreciation Reports: Summarized reports of depreciation calculations for financial reporting and tax purposes
- 10.43.3 Revaluation Reports: Reports on asset revaluation details, including updated market values and adjustments
- 10.43.4 Additions, Disposal and Transfer Reports: Detailed logs of asset additions, transfers, disposals, and any associated financial adjustments
- 10.43.5 Physical Verification Reports: Generates reports for physical inventory verification and reconciliation

10.44 Approval Process

- 10.44.1 Asset Approval Workflow: Automated approval process for asset-related actions, including acquisitions, transfers, and disposals
- 10.44.2 Multi-tier Approval: A configurable multi-level approval system ensures that each action goes through the proper approval channels
- 10.44.3 Audit and Compliance: Keeps a record of all approvals for audit purposes and compliance with organizational policies and regulations

General Ledger Functions

10.45 Central Repository for Accounting Transactions

- 10.45.1 Transaction Recording: Acts as the main source for recording all accounting transactions, consolidating data from various sources to ensure a complete and accurate financial record.
- 10.45.2 Multi-Currency Support: Supports both local currency (LKR) and entered currencies for transactions, ensuring accurate financial reporting across different regions.

10.46 Trial Balance

- 10.46.1 Trial Balance - LKR: Generates a trial balance report in the local currency (LKR), providing a snapshot of the organization's financial status.

- 10.46.2 Trial Balance - Entered Currency: Supports trial balance generation in entered currencies for foreign transactions.
- 10.46.3 Trial Balance - Business Unit Wise - LKR and entered currency: Trial balance breakdown by business unit in LKR entered currency for detailed financial analysis per unit.

10.47 Ledger Account Detail Transaction View

- 10.47.1 Ledger Account Detail - LKR: Provides a detailed view of ledger transactions in the local currency (LKR), allowing for easy tracking and audit.
- 10.47.2 Ledger Account Detail - Entered Currency: Detailed transaction view in entered currency, supporting foreign transactions and analysis.
- 10.47.3 Ledger Account Detail - BU Wise - LKR: Ledger transactions displayed by business unit in local currency (LKR) for enhanced financial oversight.
- 10.47.4 Ledger Account Detail - BU Wise - Entered Currency: Transaction details by business unit in entered currency, aiding in managing multi-currency operations.

10.48 Posting Journal Entries

- 10.48.1 Manual and Automated Journal Entries: Supports the creation and posting of journal entries, including recurring, one-time, and adjustment entries.
- 10.48.2 Real-time Posting: Ensures that journal entries are posted in real-time to the General Ledger, allowing for up-to-date financial records.
- 10.48.3 Payroll related journal entries to be automated through HR module.
- 10.48.4 Certain journal entries are to be created at the point of payment. example: prepayments and accrued expenses, etc.

10.49 Viewing Posted Journal Entries

- 10.49.1 Entire Journal Entries: Allows users to view all posted journal entries for a specific period, providing full visibility into accounting activities.
- 10.49.2 Historical Data Access: View journal entries from prior periods for auditing and financial analysis.

10.50 Chart of Accounts with Child Accounts

- 10.50.1 Comprehensive Chart of Accounts: Provides a flexible chart of accounts structure, including parent and child accounts to support detailed categorization of financial transactions.
- 10.50.2 Account Grouping: Allows for easy navigation between parent and child accounts for comprehensive financial oversight.

10.51 GL Account Creation & Deactivation

- 10.51.1 Account Creation: Facilitates the creation of new General Ledger accounts as needed, with customizable account types (assets, liabilities, equity, revenue, expenses).

- 10.51.2 Account Deactivation: Allows users to mark accounts as inactive when no longer needed, preserving historical data while maintaining a clean chart of accounts.

10.52 Parent Accounts Creation & Deactivation

- 10.52.1 Parent Account Setup: Enables the creation of parent accounts to group related child accounts under broader categories (e.g., all asset types or expense categories).
- 10.52.2 Inactive Parent Accounts: Parent accounts can be deactivated when no longer needed, ensuring that only active categories are reflected in reporting.

10.53 Revenue/Expense Analysis

- 10.53.1 Detailed Analysis: Provides detailed analysis tools to track and report on revenue and expense categories, including trends, variances, and profitability analysis.
- 10.53.2 Customizable Reports: Offers flexibility to customize revenue and expense reports according to user needs.
- 10.53.3 Revenue/expenses to be displayed as a dashboard with the details of the current period, previous period, and budget for a given date range.

10.54 Revaluation of Exchange Gain/(Loss)

- 10.54.1 Currency Revaluation: Automatically revalues foreign currency accounts to reflect current exchange rates, adjusting for any gains or losses due to currency fluctuations.
- 10.54.2 Real-time Updates: The revaluation process is automatically updated in the system, ensuring accurate financial statements.

10.55 Financial Statements

- 10.55.1 Income Statement: Generates income statements together with detailed explanatory notes (profit and loss reports) for a given period, providing insight into the organization's profitability both in local and entered Currency.
- 10.55.2 Balance Sheet: Provides detailed balance sheet reports together with detailed explanatory notes, showing assets, liabilities, and equity at a specific point in time both in local and entered Currency.
- 10.55.3 Equity Statement: Summarizes changes in the organization's equity together with detailed explanatory notes, including investments, withdrawals, and retained earnings both in local and entered Currency.
- 10.55.4 Cash Flow Statement - Direct Method: Generates cash flow statements using the direct method together with detailed explanatory notes, showing cash receipts and disbursements directly both in local and entered Currency.
- 10.55.5 Cash Flow Statement - Indirect Method: Supports the indirect method for cash flow statements together with detailed explanatory notes, reconciling net income to operating cash flow both in local and entered Currency.
- 10.55.6 Notes to the Financial Statements - Allows for the generation of notes and disclosures required to explain key accounting practices, policies, and financial figures in the financial statements both in local and entered Currency.

10.56 Reports Relevant for General Ledger

- 10.56.1 Standard Reporting: The system offers a wide range of GL-related reports, including financial statements, trial balances, journal entries, and variance reports, currency, currency-wise reports, all of which can be customized to meet specific reporting needs.
- 10.56.2 Customizable GL Reports.

10.57 Approval Process

- 10.57.1 Journal Entry Approval Workflow: Ensures that journal entries are subject to appropriate approval processes, maintaining compliance with organizational policies.
- 10.57.2 Multi-level Approval: Supports multi-level approval for high-value transactions, ensuring accuracy and accountability in financial processes.
- 10.57.3 Audit Trail: Keeps a record of all approvals, providing an audit trail for compliance and oversight purposes.

Note: All reports should be downloaded in excel format.

Budgeting and Variance Analysis

- 10.57.4 Budget Management: Allows the creation/preparation and management of financial budgets for different periods, business units, and departments.
- 10.57.5 Variance Analysis: Supports variance reporting between actual and budgeted figures to identify discrepancies and enable corrective actions.

Account Payables

10.58 Invoice Processing & Management

10.59 Invoice Capture & Entry

- 10.59.1 System should support multiple invoice entry methods: manual, scanned, electronic (EDI), and OCR-based invoice recognition for automated data extraction.
- 10.59.2 Shall Accept supplier invoices via email, supplier portal, and direct system integration.
- 10.59.3 Allows for batch invoice processing, reducing manual workload.

10.60 Invoice Matching & Verification

- 10.60.1 Three-way matching: Compares invoices against purchase orders (PO) and goods receipts (GR) to prevent overpayments and fraud.
- 10.60.2 Two-way matching: Validates invoices only against purchase orders when GR is not required.
- 10.60.3 Automatic invoice blocking: Detects discrepancies and holds invoices for review before posting.
- 10.60.4 Tolerance limits: Configurable rules for allowable variances in price and quantity.
- 10.60.5 Should have a feature to drill down a payment up to PR level.

- 10.60.6 Integrated AR module should be available for seamless transaction posting, revenue tracking, and financial reporting.
- 10.60.7 Generate exception reports

10.61 Approval Workflows

- 10.61.1 Configurable multi-level approval workflows for different invoice amounts and types.
- 10.61.2 Automated approval notifications and escalations to ensure timely processing.
- 10.61.3 Role-based access controls for invoice verification, approval, and processing.

10.62 Recurring Invoices & Prepayments

- 10.62.1 Supports recurring invoice processing for contracts such as rent, utilities, and subscription services.
- 10.62.2 Allows advance payment handling, ensuring prepayments are correctly accounted for and deducted from final invoices.

10.63 Payment Management & Processing

- 10.63.1 Payment Processing & Scheduling
- 10.63.2 Automates payment scheduling based on due dates, vendor agreements, and cash flow considerations.
- 10.63.3 Supports multi-currency payments with automatic exchange rate adjustments.
- 10.63.4 Manages partial and instalment payments to align with cash flow strategies.
- 10.63.5 Allow on-hold and scheduled payments to manage payment priorities effectively.

10.64 Payment Execution

- 10.64.1 Supports various payment methods: bank transfers, checks, credit cards, mobile payments, and digital wallets.
- 10.64.2 Automatic notifications of payment (remittance) to the vendors.
- 10.64.3 Facilitates bulk payment processing, reducing manual payment runs.
- 10.64.4 Includes integration with banks for seamless electronic fund transfers (EFT), Host to host (H2H)
- 10.64.5 Manages post-dated checks, ensuring accurate tracking and reconciliation.
- 10.64.6 Work flow is followed in the AP system and payments are released from the bank upon releases based on availability of funds.

10.65 Bank Reconciliation & Cash Flow Management

- 10.65.1 Automated bank reconciliation by matching payments with bank statements.
- 10.65.2 Provides real-time cash flow tracking, improving financial forecasting.
- 10.65.3 Tracks early payment discounts, ensuring businesses capitalize on cost-saving opportunities.

Vendor & Supplier Management

10.66 Vendor Master Data Management

- 10.66.1 Centralized vendor database, storing details like payment terms, tax information, and financial history.
- 10.66.2 Vendor classification is based on geography, product category, or strategic importance.
- 10.66.3 Integration with supplier portals for real-time invoice status updates and dispute resolution.

10.67 Vendor Risk Management

- 10.67.1 Tracks supplier performance through metrics such as delivery reliability, invoice accuracy, and payment timeliness.
- 10.67.2 The system shall integrate with compliance systems to verify vendor tax and regulatory compliance.
- 10.67.3 Blacklist functionality for suppliers with fraudulent or poor business practices.

Financial Compliance & Control

10.68 Audit Trails & Security

- 10.68.1 Comprehensive audit trail for all transactions, including timestamps, user actions, and approvals.
- 10.68.2 Enforces role-based access control, ensuring segregation of duties in AP processing.
- 10.68.3 Enables dual authorization for high-value transactions, reducing fraud risks.

10.69 Tax Compliance & Regulatory Adherence

- 10.69.1 Automated tax calculation for VAT, withholding tax, and other jurisdiction-specific requirements.
- 10.69.2 Generates electronic tax reports for government compliance and audit preparation.
- 10.69.3 Supports multi-country tax regulations, adapting to different global compliance needs.
- 10.69.4 Expense Management: The system should have a feature to facilitate employee expense submission and approval workflows.

Reporting & Analytics (Finance)

10.70 Accounts Payable Performance Tracking

- 10.70.1 Real-time dashboards displaying payables status, outstanding GRNs and invoices, and payment forecasts.
- 10.70.2 Aging reports with detailed due-date analysis, identifying overdue payments.
- 10.70.3 Vendors spend analysis, identifying top vendors and spending patterns.
- 10.70.4 Days Payable Outstanding (DPO) tracking, helping optimize payment cycles.

10.71 Predictive Analytics & AI Insights

10.72 AI-driven cash flow forecasting, predicting future AP obligations.

10.72.1 Risk-based analytics, identifying suppliers with frequent discrepancies or delays.

10.72.2 Anomaly detection, flagging duplicate invoices or unusual payment behavior.

10.73 Customizable Reports & Drill-Down Analysis

10.73.1 Allow users to customize reports based on business needs.

10.73.2 Provides drill-down capabilities, letting finance teams investigate specific transactions within summary reports.

10.74 System Integration & Automation

10.74.1 Seamless ERP Integration

10.74.2 All modules should be available in a single platform and should be fully integrated with the general ledger module.

10.75 Automation & AI Features

10.75.1 Automated invoice posting, reducing manual intervention.

10.75.2 AI-based duplicate invoice detection, minimizing financial risks.

10.75.3 Workflow automation, ensuring smooth processing from invoice capture to payment execution.

10.76 API Connectivity & External System Integration

10.76.1 Open APIs shall allow integration with third-party banking and tax compliance solutions.

10.76.2 Connect with supplier portals for real-time invoice and payment status updates.

10.76.3 Payments through host-to-host communication.

10.77 Post-Payment Reconciliation & Analysis

10.77.1 Reconciliation & Financial Adjustments

10.77.2 Automated reconciliation of payments with invoices and bank statements.

10.77.3 Credit notes processing, handling vendor refunds and payment corrections.

10.77.4 Dispute management, enabling tracking and resolution of invoice discrepancies.

10.77.5 Audit & Compliance Reporting

10.77.6 Generates financial compliance reports for internal and external audits.

10.77.7 Provides detailed transaction logs, ensuring transparency and accountability.

10.77.8 Supports e-invoicing compliance, facilitating smooth regulatory reporting

10.78 Recurring & Subscription Billing

10.78.1 Supports contract-based invoicing, generating invoices based on predefined agreements.

10.78.2 Flexible billing cycles (weekly, monthly, quarterly, annually).

10.79 Taxation & Compliance

- 10.79.1 Automated tax calculation for VAT, and other country-specific taxes.
- 10.79.2 Ensure compliance with tax regulations through built-in tax reporting
- 10.79.3 Supports electronic invoicing (e-invoicing) for regulatory compliance and faster processing.
- 10.79.4 If a new tax is imposed, the ERP should support to adjust it without customization charges.

Accounts Receivable

10.80 Invoice Processing

- 10.80.1 Supports multiple invoice generation methods: manual entry, automated billing, recurring invoices, and electronic invoicing (e-invoicing).
- 10.80.2 Real-time invoice creation from sales orders, contracts, or delivery notes.
- 10.80.3 Batch invoice processing, reducing manual effort for high-volume transactions.
- 10.80.4 Customizable invoice templates with branding, terms, and conditions.
- 10.80.5 Multi-currency support with automatic exchange rate adjustments.
- 10.80.6 The system should support automated invoicing aligned with production, delivery, and service data, minimizing manual intervention and ensuring accuracy in billing.
- 10.80.7 It must provide specialized features for airline billing, including customer-specific pricing rules, contract terms, meal loading factors, and service charges.
- 10.80.8 The system should enable the generation of invoices per flight, per customer, or per billing cycle, with the flexibility to apply surcharges, discounts, or other adjustments based on agreements.
- 10.80.9 The system should have provisions to drill down customer invoices up to delivery notes and individual meal items.

Credit Management & Customer Risk Assessment

10.81 Credit Limit & Risk Assessment

- 10.81.1 Maintain customer credit limits to manage financial risk.
- 10.81.2 Automated credit checks before processing sales orders.
- 10.81.3 Credit scoring models based on historical payment behavior and external credit ratings.

10.82 Dispute & Deduction Management

- 10.82.1 Tracks disputed invoices and deductions, allowing resolution workflows.
- 10.82.2 Reason codes for deductions and dispute handling.
- 10.82.3 Automated approval workflows for credit memos and adjustments.

Payment Processing & Collection Management

10.83 Payment Processing & Settlement

- 10.83.1 Accept multiple payment methods: bank transfers, credit cards, digital wallets, PayPal, checks, and cash.
- 10.83.2 Supports automatic and manual payment application to invoices.
- 10.83.3 On-account payments, allowing prepayments to be applied to future invoices.

10.84 Automated Payment Matching & Bank Reconciliation

- 10.84.1 Auto-matching payments with open invoices, reducing manual reconciliation.
- 10.84.2 Bank integration for real-time payment updates.
- 10.84.3 Automated bank statement reconciliation, ensuring accuracy in financial records.

10.85 Dunning & Collection Automation

- 10.85.1 Automated dunning process, sending payment reminders and overdue notices.
- 10.85.2 Configurable dunning levels (soft reminders, warnings, legal notices).
- 10.85.3 Real-time AR aging analysis, identifying overdue balances.

10.86 Customer Account & Receivables Management

- 10.86.1 Customer Master Data Management
- 10.86.2 Centralized customer records with account details, payment history, and credit terms.
- 10.86.3 Ability to assign multiple billing addresses and contact points for corporate customers.

10.87 Customer Ledger & Aging Analysis

- 10.87.1 Tracks customer balances, outstanding invoices, and due dates.
- 10.87.2 Generate ageing reports to monitor overdue payments.
- 10.87.3 Provides real-time account statements for customer inquiries.

10.88 Financial Compliance & Controls

- 10.88.1 Audit Trails & Security
- 10.88.2 Detailed audit logs tracking all AR transactions, approvals, and modifications.
- 10.88.3 Role-based access control, ensuring segregation of duties in AR processing.

10.89 Dual authorization for high-value transactions reduces fraud risks.

- 10.89.1 Regulatory Compliance
- 10.89.2 Integration with tax reporting systems, ensuring VAT, and local tax compliance.
- 10.89.3 E-invoicing compliance to meet government regulations.

10.90 Reporting & Analytics

10.90.1 Receivables Performance Tracking

- 10.90.2 Real-time dashboards displaying cash inflows, overdue invoices, and collection performance.
- 10.90.3 AR ageing reports, identifying overdue and high-risk accounts.

- 10.90.4 Customer payment behavior analysis, optimizing collection strategies.
- 10.90.5 Days Sales Outstanding (DSO) tracking, monitoring receivables efficiency.

10.90.6 Predictive Analytics & AI Insights

- 10.90.7 AI-based cash flow forecasting, predicting incoming payments and cash flow risks.
- 10.90.8 Risk assessment analytics, flagging customers with potential payment delays.
- 10.90.9 Automated anomaly detection, identifying duplicate or suspicious payments.

10.90.10 Customizable Reports & Drill-Down Analysis

- 10.90.11 Configurable financial reports, including revenue, collections, and disputes.
- 10.90.12 Drill-down functionality, allowing finance teams to investigate transaction details.

10.91 System Integration & Automation

- 10.91.1 Seamless ERP Integration
- 10.91.2 All modules should be available in a single platform and should be fully integrated with the general ledger module.

10.92 Workflow Automation & AI Features

- 10.92.1 Automated invoice generation and distribution, reducing manual workload.
- 10.92.2 Automated payment application, ensuring fast and accurate account reconciliation.

10.93 API Connectivity & External System Integration

- 10.93.1 Open APIs for third-party payment gateways, customer airlines and financial institutions.
- 10.93.2 Integration with e-commerce platforms for real-time invoices and payments.

10.94 Post-Collection Reconciliation & Analysis

- 10.94.1 Reconciliation & Financial Adjustments
- 10.94.2 Automated reconciliation of received payments with invoices.
- 10.94.3 Credit memo and refund processing, ensuring accurate customer accounts.
- 10.94.4 Write-off handling for small balance adjustments.
- 10.94.5 Audit & Compliance Reporting
- 10.94.6 Regulatory reports for tax and revenue authorities.
- 10.94.7 Detailed transaction logs, supporting internal and external audits.
- 10.94.8 E-invoicing compliance, aligning with global digital invoicing standards.

Point of Sales Module

10.95 Restaurant Management (POS Core Features)

The POS system must be a robust, user-friendly, and efficient solution designed to streamline catering/restaurant operations. The system should include but not limited to the following key features:

- 10.95.1 1 Itemized Modifiers: Supports item customization, allowing users to add extras, remove ingredients, or modify orders as needed.
- 10.95.2 Set Menus and Combo Meals: Facilitates predefined meal combinations for ease of ordering and consistent pricing.
- 10.95.3 Kitchen Instructions & Notifications: Sends special instructions or alerts to the kitchen to ensure accurate meal preparation.
- 10.95.4 Item Swap/Substitutions: Allows customers to swap ingredients or substitute items within set menus or combo meals.
- 10.95.5 Multiple Payment Types: Supports various payment methods, including credit/debit cards, cash, and mobile payments.
- 10.95.6 Promotions and Discounts: Handles discounts, promotional offers, and loyalty-based pricing structures.
- 10.95.7 Special Pricing Tiers: Enables custom pricing for corporate clients and staff orders.
- 10.95.8 Integration with HR System: Verifies staff orders against the HR system to apply for eligible discounts and benefits.
- 10.95.9 Role-Based User Approval: Ensures different access levels, allowing actions such as refunds, voids, and bill reprints to follow an approved workflow.
- 10.95.10 Dine-In and Take-Out Management: Manages orders based on service type (e.g., dine-in, take-out, or delivery).
- 10.95.11 Advanced Order Modifications: Supports modifications for advanced orders with defined conditions and timelines.
- 10.95.12 Paperless Billing: Provides digital receipt generation for customer convenience.
- 10.95.13 Real-Time Price Synchronization: Synchronizes pricing in real-time with the ERP system to ensure up-to-date pricing.
- 10.95.14 Exchange Rate Margin Management: Maintains a safe margin for currency exchange rates in transactions.
- 10.95.15 Order Token Management: Generates tokens for order tracking and fulfillment.
- 10.95.16 Self-Ordering Feature: Enables customers to place and pay for orders independently using a self-ordering system (card payments only).
- 10.95.17 Kiosk Ordering: Supports ordering from self-service kiosks.
- 10.95.18 Online Ordering: Includes online ordering capabilities via both a mobile app and a website.

10.96 Outlet Inventory and Procurement Management

- 10.96.1 1Roll-Based User Logins: Custom user access for different functions (e.g., inventory control, procurement).

- 10.96.2 Multiple Stock Locations/Sub-Stores: Tracks inventory across different storage areas or locations.
- 10.96.3 Inventory Control: Manages inventory movement, usage, and levels.
- 10.96.4 Manage Stock Categories/Subcategories: Organizes stock into categories for easier tracking.
- 10.96.5 Outlet Costing: Tracks costs of items and calculates profit margins.
- 10.96.6 Reorder Levels and Stock Levels: Automated stock reorder system based on preset thresholds.
- 10.96.7 Multiple Units of Measure: Handles stock in various units (e.g., kg, litres, boxes).
- 10.96.8 Commissary and Production Management: Manages central production areas (commissary) and tracks the production of items.
- 10.96.9 Finished goods inventory: The system should facilitate inputting finished products into the system through a workflow from the respective outlets via goods receive notes. Afterwards, inventory should be adjusted automatically at the point of sale.
- 10.96.10 Returns: The system should facilitate returning the goods (damaged, unsold, etc.) through an issue note through a workflow.
- 10.96.11 Inter-transfers: The system should facilitate transfers within the system through a workflow.
- 10.96.12 The system should feature seamless tracking of product availability.

10.97 Management of third-party Airline lounge

The system should provide best industry practices for the management of airline lounges in respect of providing catering and other services.

10.98 Food Costing and Recipe Management

- 10.98.1 Manages the cost of food items and ensures consistent preparation of menu items.
- 10.98.2 Food Costing: Tracks the cost of ingredients and helps determine profitability.
- 10.98.3 Recipe Management: Centralized storage and management of recipes, including portions, ingredients, and preparation methods and food costing.
- 10.98.4 There should not be another food costing and recipe management system separately for the POS.

10.99 Kitchen Display System (KDS)

- 10.99.1 Improves kitchen efficiency by displaying orders in real time and offering customizable settings.
- 10.99.2 Order-wise Bumping and Item-wise Bumping: Organizes orders and prioritizes them based on specific items.
- 10.99.3 Later Order Alerts: Alerts kitchen staff on orders that need to be prepared later.
- 10.99.4 Park Orders & Order Recall: Temporary holding and recalling of orders as needed.
- 10.99.5 Customizable Display Settings: Personalizes how orders are displayed on the KDS for efficiency.

10.100 Kiosk Order Taking

- 10.100.1 Self-service ordering kiosk with customization and real-time sync features.

- 10.100.2 Interactive Menu & Customization: Customers can customize their orders directly at the kiosk.
- 10.100.3 Real-Time Inventory Sync: Ensures customers see current stock levels when ordering.
- 10.100.4 Integrated Payment & Receipt Printing: Facilitates order confirmation, payment processing, and receipt printing.
- 10.100.5 Upsell and Cross-sell Suggestions: Recommends additional items to customers based on their selection.

10.101 Loyalty Program Integration

- 10.101.1 Self-Checkout & Mobile Ordering: Quick self-checkout and mobile ordering for staff and customers.
- 10.101.2 Order Routing: Automatically route orders to kitchens or service areas.
- 10.101.3 Category-Based Menu Navigation: Simplified ordering based on product categories.
- 10.101.4 Order-Ready Alerts: Notify staff when orders are ready.

10.102 Report and Analytics

- 10.102.1 Comprehensive reporting features to track and analyze sales, inventory, and other metrics.
- 10.102.2 Standard Reports: Predefined reports for daily operations which should also include following,
- 10.102.3 Hourly sales reports
- 10.102.4 Sales summary Customer type wise
- 10.102.5 Billing Summary Report
- 10.102.6 Bill Detailed Report
- 10.102.7 Shift wise sales summary
- 10.102.8 Payment type wise sales summary
- 10.102.9 Item Wise & Item type wise sales report
- 10.102.10 Bill wise Item wise Sales report
- 10.102.11 Outlet Sales Summary Report
- 10.102.12 Cashier wise sales report
- 10.102.13 Sales, Billing, Void, and Deleted Item Reports: Detailed reports on transactions, voids, and deletions.
- 10.102.14 Stock Balance and Reconciliation Reports: Tracks stock levels and reconciles discrepancies.
- 10.102.15 Cahier & Price List Reports: Detailed financial reports, including item-wise production and price updates.
- 10.102.16 All the reports shall be generated for a shift-wise/specified time range.
- 10.102.17 The system should have a feature to generate reports for each mentioned category [e.g.: Order date-wise, Delivery cycle-wise, Outlet-wise quantity reconciliation, Void report-wise, Void report-wise & etc.]
- 10.102.18 Quantity Reconciliation: The system should generate a report for a given date range/ shift on reconciling items sold. This should include the opening stocks + transfers in + goods received-returns- transfers out = sold quantity which should equal with the sales report.

10.103 Web-Based Ordering System

- 10.103.1 Special Pricing, Order Processing, and Customization: Provides corporate pricing tiers and order customization.
- 10.103.2 Order Tracking and Reporting: Tracks and reports on corporate orders.
- 10.103.3 Mobile Application: Available for Android and iOS for customer orders.
- 10.103.4 Multiple Payment, Language, and Currency Options: Supports various payment methods and language/currency options.

10.104 Customer Information Management

- 10.104.1 The system should be able to track customer behavior and preferences for better targeting. [Registered customer].

10.105 Financial Reports (POS)

- 10.105.1 Tracks the financial performance of the restaurant, including taxes and discounts.
- 10.105.2 Category-Based Financial Reports: Detailed financial reports broke down by category.
- 10.105.3 Price Adjustments and Tax Management: Centralized management of price updates and taxes. [Ex: Planning price (without VAT) should be able to be uploaded to POS, and defined tax rates (VAT, SSCL, Commission fee) should apply to the Before VAT price. These prices should be rounded up or down at a defined level.]
- 10.105.4 Sales and Inventory Reports: Provides detailed sales and inventory tracking.
- 10.105.5 The system should have a feature to download the price listing outlet-wise.
- 10.105.6 The system should facilitate the price updates with a future effective date.
- 10.105.7 The System should facilitate the multi-currency function for a given list of currencies and exchange rates.

Laundry Management

The proposed Laundry Management System should be designed to manage laundry operations efficiently across three distinct modules: Flight Laundry, Restaurant & Hotel Laundry, and Outlet Laundry. Each module should operate independently with a dedicated workflow while integrating into a centralized system for tracking and reporting.

10.106 Laundry Module

- 10.106.1 The system should support three separate modules for Flight Laundry, Restaurant & Hotel Laundry, and Outlet Laundry, each with an independent workflow from initiation to completion.
- 10.106.2 The system should generate unique laundry tags containing item information (including tag numbers) to be physically attached to laundry items for tracking purposes.

- 10.106.3 The system should allow users to select washing and drying options for each laundry item based on specific requirements.
- 10.106.4 A workflow for damaged or stained items should be implemented, including the removal and documentation process.
- 10.106.5 The system should include a document signing workflow at designated stages of the laundry process for approval and compliance.
- 10.106.6 A scheduling feature should be available to prioritize and plan laundry processing based on pre-defined conditions such as urgency, customer priority, or specific airline/hotel requirements.
- 10.106.7 The System should allow to create new outlets whenever company decides to open outlet without new cost.

10.107 Flight Laundry

- 10.107.1 The system should maintain an inventory of received laundry items per airline, with functionality for adding, updating, and deleting records.
- 10.107.2 It should provide real-time tracking of laundry items or batches (airline-wise), displaying status, location, and airline ownership.
- 10.107.3 A clear workflow should be established to handle damaged or stained airline laundry items, including:
 - Identification of the issue.
 - Customer notification (Airline).
 - Decision-making process (repair, discard, or return).

10.108 Restaurant and Hotel Laundry

- 10.108.1 The system should maintain a structured inventory of laundry items specific to restaurants and hotels, ensuring detailed tracking and accurate record-keeping.
- 10.108.2 It should support real-time tracking of laundry items, providing visibility into the status, current location, and associated restaurant or hotel.

10.109 Outlet Laundry

- 10.109.1 A workflow should be implemented to generate, track, update, and manage laundry order receipts, including the ability to record details such as item brand and color.
- 10.109.2 The system should provide an automated and structured communication feature to contact customers and collect feedback as needed.
- 10.109.3 Reports for Laundry outlet module should include Customer wise sales, Item Wise sales, User wise sales, none collected orders, Return Orders, Order status, & Price list reports.
- 10.109.4 The system should have credit management features for laundry customers.
- 10.109.5 The system should have a separate dispatch procedure with dispatch notes.
- 10.109.6 A systematic process should be established to handle laundry items sent to an incorrect outlet, including:
 - Identifying the error.
 - Notifying relevant stakeholders.

- Re-routing the item to the correct outlet with an updated tracking record.
- Logging the incident for performance monitoring and process improvement.

Maintenance Management

10.110 Asset and Equipment Management

- 10.110.1 The system should have a feature to track the complete asset lifecycle, including acquisition, utilization, maintenance history, and retirement.
- 10.110.2 The system should have a feature to manage equipment hierarchy and functional locations efficiently to ensure optimal maintenance scheduling.
- 10.110.3 The system should have a feature to integrate with IoT sensors for real-time asset health monitoring and predictive maintenance, ensuring minimal disruptions to production lines.
- 10.110.4 The system should have a feature to provide detailed tracking of kitchen production machinery, refrigeration units, conveyor systems, and specialized airline catering equipment.
- 10.110.5 The system should have a feature to create a digital twin of critical assets to simulate performance, detect anomalies, and optimize maintenance strategies.
- 10.110.6 Ability to register ~150 machines.
- 10.110.7 Capability to view machine layout by level and access related data.
- 10.110.8 Option to edit machine layouts (Management level).
- 10.110.9 Assign Asset codes and categorize machines by criticality (Critical/Medium/Non-Critical).
- 10.110.10 Assign service frequency based on criticality.
- 10.110.11 Include a spare parts list for each machine.
- 10.110.12 First-time registration done by contractor.

10.111 Preventive and Predictive Maintenance

- 10.111.1 The system should have a feature to allow dynamic scheduling of preventive maintenance tasks based on equipment usage, predefined maintenance plans, and criticality assessments.
- 10.111.2 The system should have a feature to leverage AI/ML algorithms and sensor data for predictive maintenance, forecasting potential failures, and reducing unplanned downtime.
- 10.111.3 The system should have a feature to generate automated notifications and alerts based on threshold values, sensor readings, and historical maintenance trends.
- 10.111.4 The system should have a feature to ensure compliance with aviation food safety standards by tracking hygiene-related maintenance tasks for catering equipment.
- 10.111.5 The system should have a feature to conduct advanced Failure Mode and Effects Analysis (FMEA) to identify potential failure points and recommend preventive measures.
- 10.111.6 Create PM schedules weekly/monthly.
- 10.111.7 PM scheduling based on criticality, time, and equipment condition.

- 10.111.8 Automatic alerts for time-based maintenance due (e.g., Generator service every 6 months).
- 10.111.9 Open service jobs, log used spare parts, and report completion.
- 10.111.10 Dashboard update for pending/completed PM tasks.
- 10.111.11 First-time registration done by contractor.
- 10.111.12 View and update daily breakdowns.
- 10.111.13 Generate reports on breakdowns entered by all departments.
- 10.111.14 Filter pending breakdowns by criticality.
- 10.111.15 First-time registration done by contractor.

10.112 Real-Time Maintenance Dashboards

- 10.112.1 Supervisor's dashboard includes:
- 10.112.2 New jobs received
- 10.112.3 Ongoing jobs
- 10.112.4 Completed jobs
- 10.112.5 Occupied/unoccupied technician status
- 10.112.6 Daily due PM tasks
- 10.112.7 PM tasks not yet completed
- 10.112.8 Dashboard customization as per SLC requirements.
- 10.112.9 Track critical item quantities (e.g., diesel, water tank, gas, WTP chemicals).
- 10.112.10 First-time registration done by contractor.

10.113 User Logins / Privileges / Storage

- 10.113.1 Assign different privileges (operator vs. management).
- 10.113.2 System accessible via LAN and mobile.
- 10.113.3 Mobile notifications for service requests.
- 10.113.4 Archive all reports (PM, breakdown, checklists, job cards, etc.) on the SLC server.
- 10.113.5 First-time registration done by contractor.

10.114 Work Order Management

- 10.114.1 The system should have a feature to support work order creation, assignment, execution, and completion tracking with minimal manual intervention.
- 10.114.2 The system should have a feature to provide mobile access for field technicians to update work order status, capture images, and log issues in real time, ensuring faster response times.
- 10.114.3 The system should have a feature to integrate with procurement to ensure the availability of required spare parts for critical kitchen and logistical equipment.
- 10.114.4 The system should have a feature to provide advanced scheduling tools to align maintenance activities with airline meal production schedules and avoid operational disruptions.
- 10.114.5 The system should have a feature to integrate with augmented reality (AR) tools, allowing technicians to access interactive repair guides via smart glasses or mobile devices.
- 10.114.6 Enter daily inspection data (e.g., cold room temps, meter readings).
- 10.114.7 Upload and tick off service checklists.

- 10.114.8 View completed checklists if needed.
- 10.114.9 Create a complete e-job card with full history for each machine.
- 10.114.10 First-time registration done by contractor.
- 10.114.11 All user departments can create work orders.
- 10.114.12 Supervisors and managers can create, assign, and reassign jobs.
- 10.114.13 Technicians can acknowledge and close jobs.
- 10.114.14 Filter jobs by technician to get pending lists.
- 10.114.15 Generate man-hour reports per technician.
- 10.114.16 Area-specific job pending reports.
- 10.114.17 Mobile notifications for new work orders.
- 10.114.18 First-time registration done by contractor.

10.115 Inventory and Spare Parts Management

- 10.115.1 The system should have a feature to optimize spare parts inventory using real-time tracking, automatic reordering, and usage trend analysis.
- 10.115.2 The system should have a feature to integrate with Material Requirements Planning (MRP) to align spare parts procurement with maintenance schedules.
- 10.115.3 The system should have a feature to support vendor-managed inventory (VMI) for streamlined stock replenishment, reducing excess inventory and minimizing costs.
- 10.115.4 The system should have a feature to categorize spare parts based on criticality, ensuring high-priority parts are always available for mission-critical equipment.
- 10.115.5 The system should have a feature to leverage AI-based optimization for spare parts demand forecasting to reduce excess stock and prevent shortages.

10.116 Compliance and Safety Management

- 10.116.1 The system should have a feature to track compliance with regulatory and industry standards, including ISO 55000 and aviation food safety regulations.
- 10.116.2 The system should have a feature to log incidents, conduct root cause analysis, and manage corrective action workflows to maintain operational safety and compliance.
- 10.116.3 The system should have a feature to provide digital checklists and audit trails to ensure that safety and hygiene protocols are followed in all maintenance activities.
- 10.116.4 The system should have a feature to generate real-time reports on compliance status to meet aviation authority and airline partner requirements.
- 10.116.5 The system should have a feature to utilize blockchain-based tracking for maintenance history, ensuring transparency and compliance with regulatory audits.

10.117 Integration with Other ERP Modules

- 10.117.1 The system should have a feature to seamlessly integrate with Finance, Procurement, and HR modules to enable a holistic maintenance approach.
- 10.117.2 The system should have a feature to support API-based connectivity with third-party tools such as GIS, SCADA, IoT platforms, and airline catering logistics systems.

- 10.117.3 The system should have a feature to provide centralized reporting and dashboards for real-time maintenance KPIs, ensuring better decision-making and operational efficiency.
- 10.117.4 The system should have a feature to monitor and analyze energy consumption patterns for maintenance operations, helping to improve energy efficiency and reduce operational costs.

10.118 Management Reports

- 10.118.1 Maintenance cost
- 10.118.2 Breakdown history
- 10.118.3 Spare parts per machine
- 10.118.4 Technician performance
- 10.118.5 Used spare parts over time
- 10.118.6 Work order summary
- 10.118.7 Machine downtime
- 10.118.8 Preventive maintenance summary

Quality Management

10.119 Food Safety Dashboard

- 10.119.1 The system should have a feature to display a comprehensive dashboard upon system start-up, providing real-time alerts and status updates on critical food safety activities across the organization.
- 10.119.2 The system must provide end-to-end traceability from raw material intake through processing to the finished product, including batch tracking and supplier trace-back capabilities.
- 10.119.3 The dashboard should feature report widgets that show overdue actions and identify responsible individuals, ensuring accountability and prompt action across teams.
- 10.119.4 The dashboard should visually represent accomplishments in food safety management and provide an overall health percentage of the organization's food safety system, offering a quick snapshot of operational compliance.
- 10.119.5 It should support digital checklists for hygiene inspections, sanitation schedules, and monitoring of all Critical Control Points (CCPs) as per HACCP protocols.
- 10.119.6 The system must facilitate non-conformance reporting, with the ability to record deviations, trigger corrective/preventive actions (CAPA), and maintain complete audit trails.
- 10.119.7 It should support compliance documentation and monitoring for various international standards and certifications, including ISO, IATA, and Halal guidelines.

10.120 HACCP Management

- 10.120.1 The system should have a module to manage HACCP plans, including a structured approach for documenting Terms of Reference, Process Flow Diagrams, and Hazard Analysis.

- 10.120.2 The system should include a built-in knowledge database of common hazards, their controls, monitoring procedures, and corrective actions, allowing efficient and consistent hazard analysis.
- 10.120.3 The system should allow templates for hazard analysis to be created and linked to multiple process flow diagrams, ensuring consistency and easy updates to hazard information across the organization.
- 10.120.4 The system should automatically update HACCP studies when hazard analyses are conducted, ensuring real-time synchronization of food safety data.
- 10.120.5 The HACCP plan should be accessible as web pages on the company's network for staff to access and review at their convenience.
- 10.120.6 The system should link monitoring procedures with electronic data capture forms for integrated, real-time documentation and tracking.

10.121 Document Management

- 10.121.1 The system should provide tools for Quality and Food Safety Managers to author, approve, store, and securely distribute essential documents such as quality and food safety procedures.
- 10.121.2 The system should enable version control and approval workflows for document management, ensuring that only authorized versions are in circulation.
- 10.121.3 The system should support collaboration in document creation and approval, streamlining the audit process by ensuring documentation is readily available and up to date.
- 10.121.4 Documents created in HACCP should be directly linked to their relevant levels within the HACCP plan for seamless access and integration.
- 10.121.5 The system should ensure secure document control and comprehensive management of food safety-related documentation.
- 10.121.6 Action Management
- 10.121.7 The system should provide HACCP Action Management tools to capture, track, and resolve corrective actions, preventative actions, and other issues in an intuitive and efficient manner.
- 10.121.8 The system should allow the capture of related information to help identify trends and optimize the resolution process for recurring issues.
- 10.121.9 The Action Management module should be integrated with other HACCP modules, such as Workflow, Tasks, and Risk Management, to automatically initiate workflows and assign tasks to relevant personnel.
- 10.121.10 The system should automate administrative processes, significantly reducing overhead and improving the speed and accuracy of food safety and compliance actions.
- 10.121.11 The Action Management module should integrate with the Audit module, enabling non-conformities from audits to automatically initiate corrective actions and resolutions.
- 10.121.12 The system should ensure that all issues are prioritized and have the necessary visibility to be addressed in a timely manner.

10.122 Workflow Management for Quality Maintenance

- 10.122.1 The system should allow for the definition of workflows for various processes, including corrective actions, preventive actions, and non-conformities.
- 10.122.2 The system should automatically activate workflows based on predefined triggers, such as the need for corrective action or a non-conformity, to ensure timely and consistent execution of food safety protocols.

10.123 Supplier Management

- 10.123.1 The system should support comprehensive food supply chain management, including tools for supplier approval, material approval, supplier auditing, and certification management.
- 10.123.2 The system should allow for the automation of supplier self-assessment questionnaires and facilitate material specification sourcing.
- 10.123.3 The system should enable the creation of corrective actions for suppliers and track these actions through resolution.

10.124 Raw Material Control

- 10.124.1 The system should provide a Supplier Raw Material portal, enabling the collection of detailed information from suppliers regarding raw materials.
- 10.124.2 The system should allow for the automated scheduling of Supplier Raw Material questionnaires and ensure they are sent on appropriate frequencies for ongoing monitoring.

10.125 Non-conformity Reporting

- 10.125.1 The system should enable the logging of various types of non-conformities, including food products, material, and service non-conformances.
- 10.125.2 The system should allow for documentation of decisions related to holding or quarantining non-conforming materials.
- 10.125.3 The system should provide access to rich, built-in reports for non-conformity tracking and decision-making.

10.126 Traceability of Food Management

- 10.126.1 The system should incorporate traceability across the entire food safety management system, allowing for detailed tracking of both products and ingredients throughout the supply chain.
- 10.126.2 The traceability module should enable tracking at each process step, pinpointing where any contamination or issue occurred, to facilitate targeted corrective actions.
- 10.126.3 The system should provide the ability to generate trace-back or forward reports, along with lists of possible causes for any affected batch of product or raw material.

10.127 Product Specification

- 10.127.1 The system should allow for the management of product specifications, ensuring alignment with customer requirements and food safety standards such as ISO 22000.

- 10.127.2 The system should cover all necessary elements of a product specification, including product details, micro and physical standards, recipes, allergen information, and HACCP information.

10.128 Audit Management

- 10.128.1 The system should allow for the creation and management of various types of audits, including checkbox and observational audits, both internal and supplier based.
- 10.128.2 Audits should be scheduled at any required frequency and be automatically assigned to relevant team members for completion.
- 10.128.3 The system should allow audits to be conducted offline using a Windows PC or tablet, with results automatically integrated into the audit report.
- 10.128.4 Non-conformities identified during audits should be automatically raised in the Action Management module for resolution and tracked through the process.

Human Resource Management

10.129 Enterprise Information Management (EIM)

- 10.129.1 Company Profile: Location, hierarchy, cost centers, configurations.
- 10.129.2 Work Structures: Salary grades, corporate titles, designations.
- 10.129.3 Job Profiles: Job descriptions, key result areas.
- 10.129.4 Qualifications & Memberships: Qualification types, memberships, rating methods.
- 10.129.5 Benefits Management: Cash/non-cash benefits, benefit clearance.
- 10.129.6 Employee Categorization: Employee groups, employment types, functional roles.
- 10.129.7 Census & Demographics: Route information, station details, nationality, religion.
- 10.129.8 Extra-Curricular Activities: Activity types, and classifications.
- 10.129.9 Default & Custom Settings: Dynamic fields, configuration management.

10.130 Employee Information Management

- 10.130.1 Employee details, census information, education, and work experience.
- 10.130.2 Memberships, bank and credit card details, passport and attachments.
- 10.130.3 Benefits assignment, contract extensions, uniform management, insurance management, and medical management through workflow.
- 10.130.4 Reporting hierarchy, job specifications, supervisor changes.

10.131 Organizational Structure & Employee Lifecycle

- 10.131.1 Hierarchy configuration and visualization.
- 10.131.2 The system should enable role-based assignment, shift planning, and absence management to support dynamic operational requirements typical in airline catering.

- 10.131.3 It must maintain comprehensive training records for all employees, including food safety, hygiene, and handling certifications, with alerts for renewals and compliance tracking.
- 10.131.4 Employee lifecycle management: movement types, eligibility, application processing.
- 10.131.5 Bulk data uploads, shortlisting, application history tracking.

10.132 Absence & Attendance Management

- 10.132.1 Leave rules configuration, eligibility setup, leave applications, approvals.
- 10.132.2 Holiday calendars, entitlements, team and company-wide leave tracking.
- 10.132.3 Roster and shift administration, attendance tracking, overtime management.
- 10.132.4 Payroll & Financial Services

10.133 Payroll processing and administration.

- 10.133.1 Loan management: entitlement, application, settlement, bulk processing including a loan movement register with detailed breakdown.
- 10.133.2 Benefits (bonus and ex-gratia) application and tracking.
- 10.133.3 Vendor to update applicable APIT/PAYEE tax tables as and when required.
- 10.133.4 Performance Assessment & Appraisals.
- 10.133.5 Competency framework, goal planning, evaluations, assessments.
- 10.133.6 Self and team performance review dashboards.
- 10.133.7 Moderation, ranking, and appeal handling.

10.134 Recruitment & Talent Acquisition

- 10.134.1 Job requisitions, vacancy processing, interview management.
- 10.134.2 Application tracking, shortlisting, background checks and ability to be integrated with the recruitment portals.

10.135 Disciplinary & Grievance Management

- 10.135.1 Incident reporting, corrective actions, appeals handling.
- 10.135.2 Grievance logging, classification, and resolution tracking.

10.136 Training & Development

- 10.136.1 Training needs assessment, course creation, and scheduling.
- 10.136.2 Training attendance, evaluations, budget allocation, utilization tracking.
- 10.136.3 Supervisor and employee training applications.

10.137 Workflow & Enterprise Security

- 10.137.1 Approval workflows, impersonation, access control.
- 10.137.2 Mobile and web-based HR services.

10.138 Medical Module

- 10.138.1 System based submission of medical documents

- 10.138.2 Approval of medical bills through a workflow starting from the medical center to HR.
- 10.138.3 Test files to be uploaded automatically for payment.
- 10.138.4 Status of medical bills to be checked online.

10.139 Staff ticketing Module

- 10.139.1 Tickets to be booked through this module.
- 10.139.2 To be integrated with HR modules with entitlements and usage.
- 10.139.3 Application to be submitted through the system through workflows.

10.140 Reports & Audits

- 10.140.1 Report generation, scheduling, security, and user access control.
- 10.140.2 Data import/export, on-demand reporting.

10.141 Technical & Integration Requirements

- 10.141.1 Compatibility with existing systems and third-party applications.
- 10.141.2 Role-based access control, and security compliance.
- 10.141.3 Mobile access and self-service portals.
- 10.141.4 API integrations, and data migration capabilities.

10.142 Security procedures

The system should provide best industry practices for the management of gate passes and vehicle inspection process.

- 10.142.1 Ability to “vehicle pass” management
- 10.142.2 Ability to “equipment pass” management

SECTION XI - NON-FUNCTIONAL REQUIREMENT

11.1 Performance Requirements

The system must support up to 500 concurrent users without performance degradation.

- 11.1.1 Critical transaction response times must not exceed 3 seconds (order processing, report generation).
- 11.1.2 The database must support high-speed queries for real-time data retrieval (e.g., inventory and flight updates).

11.2 Scalability Requirements

- 11.2.1 The solution must be scaled to accommodate 20% YOY growth in orders/locations.
- 11.2.2 Must support multi-location operations (e.g., Transit Hotels, Vanilla pods, Restaurants, remote kitchens) without latency.
- 11.2.3 Cloud-based deployments must allow auto-scaling during peak demand (e.g., holiday seasons).

11.3 Availability & Reliability

- 11.3.1 Uptime SLA: Equal or above 99.95% (excluding scheduled maintenance).
Automated failover: Max 5-minute downtime during outages.
- 11.3.2 Backup & recovery: Daily encrypted backups RTO: ≤30 minutes | RPO: ≤15 minutes.

11.4 Security & Compliance

- 11.4.1 Data encryption: AES-256 (at rest) | TLS 1.2+ (in transit).
- 11.4.2 Access controls: Role-Based Access Control (RBAC) | Multi-Factor Authentication (MFA) for sensitive modules.
- 11.4.3 Compliance: GDPR, HIPAA, HACCP, ISO 22000 (food safety), SOC 2 Type II.

11.5 Usability Requirements

- 11.5.1 User-friendly UI: ≤2 days of training for end-users.
- 11.5.2 Role-based dashboards: Custom views for chefs, logistics, finance, etc.

11.6 Maintainability & Support

- 11.6.1 Modular updates: Patch without downtime (max 1-hour maintenance window/month).
- 11.6.2 Comprehensive documentation: Technical + user manuals (digital, searchable).
- 6.6.3 Support SLA: 24/7 helpdesk. ≤1-hour response for critical issues.

11.7 Interoperability Requirements

- 11.7.1 API-first architecture: RESTful APIs for integrations with airlines (Amadeus, Sabre), payment gateways, and RFID tracking.
- 11.7.2 Data formats: Support CSV, XML, and JSON import/export.

11.8 Mobile & Remote Access

- 11.8.1 Mobile apps: iOS/Android for drivers/warehouse staff.
- 11.8.2 Offline mode: Sync data when connectivity resumes.
- 11.8.3 Secure remote access: VPN + zero-trust authentication.

11.9 Disaster Recovery & Business Continuity

- 11.9.1 DR plan: Geographically redundant data centers ($\geq 500\text{km}$ apart).
- 11.9.2 RTO: ≤ 1 hour | RPO: ≤ 15 minutes.

11.10 Specialized Airline Catering Features

- 11.10.1 Electronic Data Capture: Dynamic forms for meal preferences/allergies.
- 11.10.2 Real-time alerts (e.g., last-minute flight changes).
- 11.10.3 Training & Compliance: E-learning platform with training matrices (HACCP, safety).
- 11.10.4 Risk Management: Supplier/food safety risk scoring (AI-driven).
- 11.10.5 Quality & Compliance: ISO 9001/14000/45001 integration.
- 11.10.6 Maintenance & Calibration: Auto-schedule equipment checks (e.g., refrigerators).
- 11.10.7 Analytics & Business Intelligence
- 11.10.8 Real-time dashboards: Meal demand forecasting, supplier KPIs.
- 11.10.9 Predictive analytics: Waste reduction, flight delay impact.
- 11.10.10 Custom reports: Nutritional compliance (halal/kosher tracking).

11.11 Training & Compliance

- 11.11.1 Annual Refresher Training: Vendor must provide online training modules updated yearly, covering:

- New ERP features
- Changes in food safety regulations (HACCP, ISO 22000)

Tracking: The system must auto-log completions and send expiry alerts.

- 11.11.2 Cost Structure: The vendor must disclose all costs with clear breakdowns for:

- Initial training
- Annual refreshers
- Travel expenses (if on-site sessions are required)

11.12 Reference verifications

References must verify the following through interviews, demos, and documentation:

A. System Performance & Reliability

Uptime Compliance: Confirm the current system's uptime over the past 12 months matches the vendor's SLA (e.g., $\geq 99.95\%$).

Provide logs/reports for independent validation.

Disaster Recovery: Evidence of successful DR drills (e.g., RTO ≤ 1 hour, RPO ≤ 15 minutes).

B. Implementation & Support

Go-Live Experience: Timeline adherence (e.g., completed within 6-12 months).

Major challenges faced (e.g., data migration, airline integration).

Post-Launch Support: Average response time for critical tickets (e.g., ≤ 1 hour).

Resolution effectiveness (e.g., % of issues fixed within SLA).

C. User Adoption & Training

Training Effectiveness: Time taken for staff to achieve proficiency (e.g., ≤2 weeks).

Feedback on refresher training modules (quality, relevance).

Mobile/Offline Usability: Real-world feedback from drivers/warehouse staff on offline functionality.

D. Airline Catering-Specific Capabilities

Meal Order Handling: How the system manages last-minute flight changes (e.g., +500 meal swaps/day).

Integration with airline systems (e.g., Amadeus, Sabre).

Compliance Tracking:

Proof of HACCP/ISO 22000 audit support (e.g., auto-generated reports).

E. Vendor Accountability

Contractual Promises vs. Reality:

11.13 Pricing Transparency Requirements

Mandatory Cost Disclosures: Vendors must provide a complete breakdown of all costs in USD/LKR, including:

11.13.1 Implementation Costs

- License fees (per module/user)
- Data migration (historical data volume: specify TB/records)
- Custom development (hourly rates + estimated hours)
- Integration with airline systems cost (E.g. CAT360, Amadeus, Paxia etc.)

11.13.2 Recurring Costs

- Annual maintenance fees (% of license cost)
- Cloud hosting fees (compute/storage tiers)
- SLA premium costs (e.g., 99.9% vs 99.95% uptime)
- Training refreshers (per user/year)

11.13.3 Hidden Cost Safeguards

- Data egress fees (if changing vendors)
- Future upgrade surcharges
- Penalty clauses for missed milestones

11.13.4 Pricing Model Requirements

TCO Comparison Table covering Years 1-5 showing:

- Capex vs Op-Ex options
- On-premises vs Cloud cost differentials

11.13.5 Airline-Specific Discounts

- Volume pricing for multiple hubs
- Seasonal flexibility (off-peak credit system)

11.13.6 Compliance & Audit Rights

- Annual True-Up Clause
 - Vendor must reconcile actual vs projected costs

- Credits for overestimations >5%
- Benchmarking Rights
- Customers may audit pricing against:
 - Vendor's other airline catering clients
 - Industry benchmarks

11.13.7 Cost Control Mechanisms

- Change Order Governance
 - Maximum 10% variance on quoted SOW items
 - Freeze periods for price increases (min 36 months)
- Termination Economics
 - Data repatriation cost caps
 - Knowledge transfer hourly rate ceilings

11.14 Functional reports and MIS dashboards

The system should be capable of generating standard reports related to all functional areas under mentioned in Section X (Functional requirements).

Suppliers should agree to provide and facilitate additionally a minimum of ten (10) customized reports as per operational/ management requirements.

The system should be capable of providing MIS dashboards for each functional area to real-time monitor the running operation.

A list of dashboards available shall be provided with the bid submission.

A list of available reports shall be provided with the bid submission.

Any AI assisted function shall be clearly stated and provided with the bid submission.

The report generated time shall be an acceptable level for both parties.

SECTION XII - TECHNICAL SPECIFIC REQUIREMENTS

12 Technical Specification Requirements

The suitable vendor should provide the infrastructure specifications and details of the hosted environment. The ERP solution should be hosted in a cloud environment on a SaaS model, ensuring compliance with ISO 27001:2013 standards.

12.1 System Architecture

12.1.1 Innovative and Scalable Design:

The Supplier shall propose a comprehensive, cloud-based ERP solution that addresses all functional requirements specified in this RFP.

The preferred approach is a fully integrated ERP system covering all business modules without reliance on external applications.

The Bidder must propose optimal licensing models based on the complexity variant, ensuring a cost-effective approach. Additionally, Bidder is open to proposing alternative hybrid solutions in which core ERP modules remain within the system and other functions are integrated via middleware solutions.

The proposed solution must ensure seamless interoperability between the ERP system and any third-party applications, with APIs or middleware facilitating real-time data exchange.

The Supplier must outline:

- Total Cost of Ownership (TCO) for a fully-fledged ERP and additionally any hybrid integration solutions.
- For a fully-fledged solution with a phase-wise approach, the 1st phase (go-live) must include the following seven (07) core modules:
 - Customer Service
 - Planning and costing
 - Procurement
 - Inventory and stores
 - Production
 - Operation and logistics
 - Finance
- As part of the fully-fledged solution, the 2nd phase shall cover the following four (04) modules:
 - Quality
 - Maintenance
 - Human Resource Management
 - Point Of Sales
- For a hybrid solution proposal, the core ERP system shall cover the seven (07) modules outlined in Phase 1, while the remaining four (04) modules shall propose through integration with a certified provider.
- The scalability and long-term viability of proposed middleware or integration methods.

- The impact on system performance, security, and supportability when using middleware for non-core functions.

12.1.2 Complete System Design:

The response shall include all system components with a network diagram and required integrations, ensuring clarity in system setup.

System capacity shall include provisions for additional locations and expansions beyond the current operational scale. (minimum five (05) additional geographical locations)

12.1.3 High Availability and Redundancy:

- The system should be designed for reliability with failover mechanisms ensuring rapid recovery in case of failures.
- Full redundancy supports WAN links, network devices, applications, and data to eliminate single points of failure.
- The ability to perform isolated repairs and component replacements without disrupting operations.

12.1.4 Remote Monitoring and Multi-Location Support:

- Enable system administrators and authorized users to monitor systems remotely.
- Support for seamless operations across multiple locations.

12.1.5 Third-Party Integration:

The system shall support integration with any external systems such as payment platforms, inventory management solutions, Attendance Management systems, and any other industry-specific applications through APIs.

12.1.6 Data Accessibility:

Ensure online access to historical data for reporting and analysis for a minimum period of two (02) years.

Application Deployment

12.1.7 Infrastructure (Cloud Solution)

- 12.1.7.1 A separate environment for Development, Testing, and Production needs to be created via multi-tenancy architecture.
- 12.1.7.2 The proposed solution/platform should have various deployment options, including On-Premises and Cloud.
- 12.1.7.3 The proposed solution should support both Linux and Windows installations.
- 12.1.7.4 The solution should offer a SaaS model instantly upon signup.
- 12.1.7.5 The system should support a locked screen automation option for unattended automation.

12.1.8 The Supplier shall provide a detailed list of infrastructure requirements, including hardware, software, and network specifications.

- 12.1.8.1 Deployment Timeline: A comprehensive deployment plan shall be submitted, ensuring completion within the agreed timeframe.
- 12.1.8.2 Disaster Recovery: The solution shall include an integrated disaster recovery facility, ensuring minimal downtime and data protection in case of failures.
- 12.1.8.3 Staging Environment: A staging environment must be provided for pre-deployment testing to ensure smooth implementation.
- 12.1.8.4 System Integration: The system must integrate seamlessly with existing applications and include APIs for third-party connectivity.

12.1.9 Compatibility with Integration:

- 12.1.9.1 The proposed solution should be integrated seamlessly with existing airline catering-specific peripheral systems.

- 12.1.9.2 It should support multiple server product deployments and configure integrations with enterprise systems for authentication and user management.
- 12.1.9.3 The solution should have the capability to build connectors with existing applications through APIs.

12.1.10 Software

- 12.1.10.1 Latest Software Versions: All software, including operating systems, must be the latest stable versions with up-to-date patches at the project award.
- 12.1.10.2 Patch Management: Suppliers must provide a robust patch management solution, ensuring the system remains secure and up to date.
- 12.1.10.3 Licensing and Updates:
- 12.1.10.4 All software licenses must remain valid throughout the contract period.
- 12.1.10.5 Free updates and upgrades must be provided within the contract period.
- 12.1.10.6 Cross-Platform Support and Customizability:
- 12.1.10.7 The system must be compatible with Android, iOS, and web-based platforms.
- 12.1.10.8 Software modules must be configured to adapt to operational requirements across different locations.

12.1.11 Interfaces

- 12.1.11.1 Cross-Platform Compatibility: The system interfaces must support Android, iOS, and web-based platforms.
- 12.1.11.2 Interactive UI: A responsive and intuitive user interface must be provided for ease of use.
- 12.1.11.3 Offline Mode Support: The system must support offline functionality with automatic data synchronization upon reconnection.
- 12.1.11.4 Reporting Dashboard: Provide interfaces for detailed reporting on sales, inventory, and system performance.

12.1.12 Hardware

- 12.1.12.1 Servers & Network Equipment: The Supplier shall provide a hosting platform evaluated by independent market research organizations as an industry leader. (Documents shall be provided by the bidder)
- 12.1.12.2 Warranty & Support:

The hosting environment shall be available for a minimum contract period of 5+2 years.

A back-to-back warranty from the OEM covering software subscriptions and upgrades must be provided.

12.1.13 Network

Network Assessment:

- 12.1.13.1 Suppliers shall assess the current infrastructure and provide recommendations for necessary upgrades, including ILL / MPLS link bandwidth requirements for the system to run smoothly.

Security and Reliability:

- 12.1.13.2 The network must meet security standards and reliability requirements, ensuring continuous monitoring and audit compliance.
- 12.1.13.3 The proposed system should comply with information security standards and impose necessary controls to mitigate security threats and data loss.
- 12.1.13.4 Support for logging critical activities, including administrative changes, data duplication, removals, privileged access, changes to data protection controls, and unauthorized access attempts.
- 12.1.13.5 The solution should support integration with other authentication systems.
- 12.1.13.6 The system should support 2048-bit certificates and encryption at rest and in transit.
- 12.1.13.7 Activity logs should be generated and accessible across the platform.
- 12.1.13.8 Support for fine-grained authorization and integration with Active Directory.

Vulnerability Management.

- 12.1.13.9 The proposed system should include built-in vulnerability scanning and mitigation measures.
- 12.1.13.10 Regular security patches and updates should be provided to address potential threats.
- 12.1.13.11 The solution should support integration with third-party vulnerability management tools.
- 12.1.14 Performance
 - 12.1.14.1 Order Processing Speed: Transactions must be processed within 15-30 seconds in a high-demand environment.
 - 12.1.14.2 System Failover: Failover mechanisms should ensure minimal service disruptions, with transitions completed within five minutes.
- 12.1.15 Availability:

The proposed solution must guarantee 99.95% uptime, with single incidents not exceeding 20 minutes of full-system downtime.

- 12.1.15.1 User Management: Role-Based Access Control (RBAC):
- 12.1.15.2 The system shall support granular user roles and permissions with Active Directory integration.
- 12.1.15.3 User Authentication:

Secure authentication through usernames, passwords, or biometric verification.

Support for Single Sign-On (SSO).

User Login Authentication should be authenticated against the Active Directory set up in SriLankan Catering.

12.1.16 System Security and Data Protection.

- 12.1.16.1 Data Protection and Privacy: Ensure compliance with industry security standards (ISO 27001, ISO 20000) and data protection laws (GDPR, Personal Data Protection Act).
The proposed solution should adhere to data protection regulations, including GDPR (General Data Protection Regulation) and industry-specific standards.
Data classification, retention, and disposal policies should be enforced.
Secure data masking and anonymization capabilities should be included for sensitive information.
Protection against unauthorized data access and leakage through role-based access control.
- 12.1.16.2 Incident Investigation Cooperation: Full cooperation must be provided for any security-related investigations.
- 12.1.16.3 Quarterly Audits: The system must support quarterly audits with full access granted for security evaluations.
- 12.1.16.4 Service Provider/Solution shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as more fully set out in [<https://gdpr.eu/tag/gdpr/>] in relation to any Personal Data of customers, employees, and the Board of Directors of SLC.
- 12.1.16.5 The Service Provider/Solution shall process any Personal Data solely for the purposes identified by the relevant Agreement.
- 12.1.16.6 Solution and the Service Provider shall be certified with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard.
- 12.1.16.7 The Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default, and security in deployment in accordance with the applicable external standards, regulations, and requirements.
- 12.1.16.8 The Solution should be capable of integrating with Microsoft Active Directory, or The Solution shall use Role-Based Access & Workflow Approvals (Segregation of Duties) within the solution, along with the password policy as required by the SLC.
- 12.1.16.9 The Solution should provide Multi multi-factor authentication for user authentication and access control.
- 12.1.16.10 The Service Provider shall use industry-standard encryption to encrypt Data in transit and Data at rest.

- 12.1.16.11 The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan Catering data.
- 12.1.16.12 Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize, and log all access attempts pertaining to SLC information and information systems, including administrative and privileged user activities, and system configuration changes.
- 12.1.16.13 Service Provider shall agree to transmit collected audit, security, and transaction logs to SriLankan Catering on demand in a compatible log format with commercial log analysis and reporting tools.
- 12.1.16.14 The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Catering.

12.1.17 Audit Logs and Activity Logs:

- 12.1.17.1 Admin users should be able to view activity logs, error logs, and exception logs for troubleshooting.
- 12.1.17.2 The log format should be compatible with commercial log analysis and reporting tools.
- 12.1.17.3 The proposed solution should centrally manage user credentials, ensuring security at rest and in transit.

12.1.18 Notifications and Alerts

- 12.1.18.1 Mobile App Notifications: Real-time notifications (push, email, SMS) must be enabled for staff and customers.

12.1.19 Backup and Restore Procedure

- 12.1.19.1 The solution should include daily backup and archival process schedules.
- 12.1.19.2 Disaster Recovery (DR) features must be enabled, guaranteeing 99.95% availability.
- 12.1.19.3 Support for source rollback to previous versions in case of development phase failures.
- 12.1.19.4 Data Recovery Plan: The Supplier must provide a documented backup and restore procedure to ensure data integrity and availability.
- 12.1.19.5 A solution should be available to transfer data to offline data storage with a standard readable format for analysis and reporting purpose.

12.2 Service Level, Service Credits, and Maintenance

12.2.1 Service Level

- 12.2.1.1 The award of the contract for implementation and support services shall be conditioned on the execution of a formal written Services Contract. The Service Level Agreement (SLA) shall be finalized as part of this contract.
- 12.2.1.2 Suppliers shall propose expected service levels in the SLA, including industry-standard compliance components and penalties for non-conformity. Finalizing the SLA with Sri Lankan Catering (SLC) is the supplier's responsibility, ensuring meaningful business-related service levels appropriate for current and future operations.
- 12.2.1.3 Suppliers shall guarantee system availability of 99.95%, incorporating sufficient redundancies and high-availability measures at the design stage. Suppliers must clearly explain how their design meets these requirements.
- 12.2.1.4 The supplier shall implement necessary systems and processes to monitor and report on service levels, generating reports for the SLC IT Help Desk Team.
- 12.2.1.5 A maintenance window of up to one (1) hour per month, at a pre-agreed convenient time slot, may be utilized for scheduled maintenance with prior consent from SLC. This window will be excluded from availability calculations.

System unavailability is defined as:

- Complete unavailability of the system.
- Major impact on critical business operations.

- Hampering more than 50% of active users from using the application/s.

Availability calculation:

Availability (%) = [Total Time in Period - Unscheduled Downtime) / Total Time in Period] x 100

- 12.2.1.6 The supplier shall appoint an account manager for implementation-related communications and establish a 24x7 global support team. Multiple problem-reporting methods must be supported, including telephone, email, and a web portal (preferred).
- 12.2.1.7 Remote support procedures should be clearly defined to ensure smooth workflows. The supplier shall provide incident logs, reports, and necessary access to the SLC IT Help Desk.

12.3 Preventive maintenance activities shall include:

- Patch updates and version upgrades.
- Quarterly health checks.
- Periodic optimization reviews.
- Monthly service reviews with operational statistics.
- Standard and comprehensive incident reports with resolution and preventive actions.

12.4 Incident severity levels:

- Severity 1 (Critical): Service unavailability affecting more than 50% of users, preventing critical business functions.
- Severity 2 (High): Service issues affecting 10%-50% of users, impacting a major functional area with available workarounds.
- Severity 3 (Low): Minor transaction failures, validation errors.
- Severity 4 (Cosmetic): Non-critical service degradation with minimal impact.

12.4.1 Service Level Targets:

Severity	Reporting Window	Response Time	Resolution Time
1 (Critical)	24x7	15 min	30 min
2 (High)	24x7	20 min	40 min
3 (Low)	24x7	45 min	60 min
4 (Cosmetic)	24x7	24 hrs	2 days

Service Availability: 99.95% measured over a calendar month

12.4.2 Change Request Timelines:

- Critical Business Impact: Completed within 2 days.
- Normal Requests: Completed within 5 days.

Fault Escalation & Notification Procedures

Severity	Reporting Window	Supplier Response Time	Supplier Resolution Time	Fault Resolution Time
1 (Critical)	24x7	15 min	45 min	1 hr
2 (High)	24x7	30 min	1 hr	1 hr 30 min
3 (Low)	24x7	60 min	2 hrs	3 hrs
4 (Cosmetic)	24x7	24 hrs	3 days	4 days

The supplier must provide a draft SLA before the final evaluation. Unplanned outages must be reported to the SLC IT Help Desk immediately, and a root-cause analysis must be performed for Severity 1, 2, or 3 incidents that breach service levels.

12.4.3 Service Monitoring

- 24x7 proactive monitoring.
- Tools provided to SLC IT Help Desk for service monitoring.
- Alerts configured for critical failures.

12.4.4 Change Management

- Supplier to provide an industry-standard change management procedure.
- SLC to request modifications via a Change Request Form or electronic system.

12.4.5 Maintenance and Planned Outages

- Planned outages require a 7-day prior notice (except in emergencies).
- All downtime requests will follow the agreed process.

12.4.6 Unplanned Outages

- Immediate notification to SLC IT Help Desk.
- Adequate disaster recovery and business continuity measures are required.

12.4.7 Warranty

- Begins upon site acceptance.

Service Credits A service credit scheme should be included in the SLA:

A service credit scheme should be included in the SLA:

- USD 1500 per 0.1% drop below 99.95% system availability.
- USD 750 for the first hour and USD 150 per additional hour for a Severity 1 incident.
- USD 300 for the first hour and USD 75 per additional hour for Severity 2 incidents.

Repeated SLA breaches grant SLC the right to terminate the agreement.

12.4.8 Maintenance

- The supplier shall maintain all hardware and software throughout the contract period (if provided).
- The maintenance period begins with the successful User Acceptance Test (UAT).

12.5 Training, Acceptance, and Documentation

12.5.1 Training Suppliers must provide comprehensive training for:

- 12.5.1.1 Application users (restaurants, laundry staff).
- 12.5.1.2 Operational users (Help Desk, Onsite Support Officers).
- 12.5.1.3 Technical staff (Network, Database, and Infrastructure Administrators).
- 12.5.1.4 Trainers (Super Users/User Champions).

Training materials must be updated with system upgrades and include incident logging, escalation, and service reporting.

- 12.5.1.5 The training system is identical to production.
- 12.5.1.6 Training documents are provided at least one month before training.
- 12.5.1.7 Supplier to provide administration training at an accredited center for at least four users at no additional cost.
- 12.5.1.8 "Train the Trainer" program with supplier-certified certification.
- 12.5.1.9 Online training package and CBT platform provided.

12.6 Acceptance

- 12.6.1 Supplier to test all services before delivery.
- 12.6.2 SLC will only accept solutions that meet the RFP requirements.
- 12.6.3 Supplier proposed detailed UAT procedures for SLC approval one month before UAT.
- 12.6.4 The supplier must incorporate and test necessary modifications at no additional cost.
- 12.6.5 SLC reserves the right to retest.
- 12.6.6 Testing must minimize operational disruptions.
- 12.6.7 Repeated UAT failures may result in project termination.
- 12.6.8 Post-Cut-Over review within 90 days (about 3 months).

12.7 Documentation Supplier must provide and maintain electronic documentation, including:

- 12.7.1 Functional specifications and workflow diagrams.
- 12.7.2 User guides for all user groups.
- 12.7.3 System administration and configuration guides.
- 12.7.4 Incident escalation forms / Service Desk Ticketing portal.
- 12.7.5 System Architecture Diagrams.
- 12.7.6 Technical documentation for installation, deployment, API integrations, and backup/disaster recovery.
- 12.7.7 All documentation must be updated with system changes.

ANNEXURE A: Bid Acknowledgement Form

All bidders shall confirm your intention to submit a bid by forwarding the duly filled Bid Acknowledgement Form, 01 week prior to bid closing date.

Invitation for submission of bids for the implementation of Enterprise Resource Planning solution for SriLankan Catering Limited 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 :

Seal :

ANNEXURE B : COMPLIANCE SHEET FORMAT

All sections must be fully completed with accurate and truthful details as required. The information provided should align precisely with the specified requirements. The format must adhere strictly to the defined structure as below.

Detailed Requirements Specification Compliance Sheet Format.

(This sequence below shall continue from 9.1.1 to 12.7.7)

10. Customer Service Management	Compliance (YES / NO / Not Applicable)	Default ERP Module - Covered By (Module Name)	Provider Certified Add-ons are used to cover by (Name Cert. Detail)	Remarks Customization Level [Major / Minor] Estimated Man-Hour
10.1. Inflight Catering Module				
10.1.1. Airline Contracts and Pricing				
10.1.1.1 – 10.1.1.11 (Each Item should be explained and comply)				
10.1.2. Set Up Airline master				
10.1.2.1 – 10.1.2.6 (Each Item should be explained and comply)				
10.1.3. Meal Type Structures				
10.1.3.1 – 10.1.3.5 (Each Item should be explained and comply)				
10.1.4. Menu Development				
10.1.4.1 – 10.1.4.5 (Each Item should be explained and comply)				
10.1.5. Airline Specifications				
10.1.5.1 – 10.1.5.6 (Each Item should be explained and comply)				
10.1.6. Set Up Flight Numbers, Schedules, and Masters				
10.1.6.1 – 10.1.6.10 (Each Item should be explained and comply)				
10.1.7. Sales Price Manager Module				
10.1.7.1 – 10.1.7.10 (Each Item should be explained and comply)				
10.1.8. Sales Management module				
10.1.8.1 – 10.1.8.24 (Each Item should be explained and comply)				

ANNEXURE C: PRICE SCHEDULE FORM

Price Schedule Phase – 01

Refer to Section XII – Technical Specific Requirements - System Architecture – Phase breakdown

[illegible]

9	Hardware & Infrastructure	Servers (Cloud/On-Premises)											
10		Other Hardware (Specify) /											
Total Project Cost													
Include Service Level Agreement Support Cost (Yearly for 5 Years)													
TOTAL Project Cost for 5 Years (Including TAX)													
Payment Terms			Payment shall be made in USD or Sri Lankan Rupees (LKR) for the presentation of the documents from the Purchaser declaring that the product and services have been delivered and that all other contracted Services have been performed.										
			A) Upon successful UAT on deployment (System requirement study, Design, creation, customization, and user training): a maximum of Thirty (30) percent Price of the contract, shall be paid on submission and acceptance of the UAT report.										
			B) Upon successful OAT on deployment (System requirement study, Design, creation, customization and user training): a maximum of Seventy (70) percent Price of the contract, shall be paid upon submission and acceptance of the OAT report.										
			C) Warranty, Support & Maintenance costs (Monthly) should include 24*7*365 telephone, remote and monitored support										

Price Schedule Phase – 02

Refer to Section XIII – Technical Specific Requirements - System Architecture – Phase breakdown

[illegible]

10	Infrastructure	Other Hardware (Specify) /											
Total Project Cost													
Include Service Level Agreement Support Cost (Yearly for 5 Years)													
TOTAL Project Cost for 5 Years (Including TAX)													
Payment Terms				Payment shall be made in USD or Sri Lankan Rupees (LKR) for the presentation of the documents from the Purchaser declaring that the product and services have been delivered and that all other contracted Services have been performed.									
				A) Upon successful UAT on deployment (System requirement study, Design, creation, customization, and user training): a maximum of Thirty (30) percent Price of the contract, shall be paid on submission and acceptance of the UAT report.									
				B) Upon successful OAT on deployment (System requirement study, Design, creation, customization and user training): a maximum of Seventy (70) percent Price of the contract, shall be paid upon submission and acceptance of the OAT report.									
				C) Warranty, Support & Maintenance costs (Monthly) should include 24*7*365 telephone, remote and monitored support									

Name of the Bidder :

Address :

Contact details :

Signature :

Company Rubber Stamp :.....

ANNEXURE D: SECURITY CHECK-LIST

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

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
1	Privacy Policies		
1.1	Service Provider shall comply with the obligations under the EU General Data Protection Regulation (GDPR) as more fully set out in [https://gdpr.eu/tag/gdpr/] in relation to any Personal Data of customers, employees, and the Board of Directors of SriLankan Catering.		
1.2	Service Provider shall process any Personal Data solely for the purposes identified by the relevant Agreement.		
1.3	Service Provider shall have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing of Personal Data, such measures shall be appropriate to protect against accidental or unlawful destruction, loss, alteration, or unauthorized disclosure of or access to Personal Data.		
1.4	Service Provider shall notify SriLankan Catering promptly and without undue delay and in any event within 24 hours of becoming aware of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data ("Personal Data Breach") of the existence, nature and scale of the Personal Data Breach and shall comply with its obligations under the EU GDPR in respect of the Personal fine; and co-operate with SriLankan Catering to make any reasonable changes to its processes or procedures to prevent a reoccurrence of the Personal Data Breach.		
1.5	Service Provider shall not engage any third-party provider or non-employees to process Personal Data unless SriLankan Catering has expressly consented in writing in advance to the use of such service. The Service Provider shall ensure that any person acting under its authority in relation to Personal Data, including a Data Processor, is obligated to Process the Personal Data only on the instructions of SriLankan Catering and have in place appropriate technical and organizational measures to ensure a level of security commensurate with the risks associated with the Processing.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
2	Security Governance		
2.1	Solution and the Service Provider shall be at least compliant (preferably certified) with the latest ISO/IEC 27001 Information Security Management System (ISMS) standard.		
2.2	Service Provider shall designate a named individual or a team with overall accountability for Information Security, to review compliance and enforce information security requirements in the agreement with SriLankan Catering and liaise with the SriLankan Catering Information Security team as required.		
3	Security Risk and Compliance		
3.1	Service Provider shall perform Information Security risk assessments on a periodic basis and maintain a register of security risks related to the provision of its services to SriLankan Catering and to the processing of SriLankan Catering information and/or information systems.		
3.2	Service Provider shall comply with all applicable Sri Lankan Catering corporate and Information Security policies, standards, and procedures.		
3.3	Service Provider shall notify SriLankan Catering where a subcontractor is engaged to provide services and shall ensure that the subcontractor also abides by this policy.		
3.4	Service Provider shall abide by the contractual agreements put in place with respect to SriLankan Catering requirements, which include, but not limited to, data ownership and intellectual property rights.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
3.5	<p>The Service Provider agreed that SriLankan Catering may perform periodic assessments of the Service Provider's publicly visible security posture, where necessary, and the results will be:</p> <p>Shared with the Service Provider, and the Service Provider shall take reasonable action to fix the anomalies/vulnerabilities within an agreed timeline by both parties.</p> <p>Considered in future engagement with the Sri Lankan Catering.</p>		
4	Personnel and Physical Security		
4.1	Service Provider shall implement all applicable physical and environmental security controls to provide adequate protection to SriLankan Catering information & information systems.		
4.2	Service Provider shall maintain a formal employee separation process which includes but not limited to revocation of access, return of assets, exit interview.		
5	Security in Applications, Systems and Networks		
5.1	Service Provider shall ensure that SriLankan Catering information and/or information systems are physically or logically segregated from other customers.		
5.2	Service Provider shall design, implement, and operate suitable controls to ensure continuity of services in accordance with system uptime and performance requirements, Recovery Time Objective and Recover Point Objective.		
5.3	Service Provider shall maintain an established process to provision, review access rights of, de-provision user and service accounts. Periodic access review reports shall be submitted to SriLankan Catering.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
5.4	Service Provider shall implement and operate robust network, system, and application access controls to authenticate, authorize and log all access attempts pertaining to SriLankan Catering information and information systems. This applies to access attempts made by users, services, and devices.		
5.5	Service Provider shall not process or store SriLankan Catering information on end user systems like laptops, desktops, mobile devices, etc. Where this is a legitimate requirement, adequate security controls including but not limited to encryption, access control, Mobile Device Management shall be implemented and operated.		
5.6	Service Provider shall conduct annual vulnerability assessments and/or penetration tests on applications, systems and networks that transmit, process or store SriLankan Catering information. Reports shall be shared with relevant stakeholders in SriLankan Catering. The Service Provider shall apply security patches in mutually agreed timeline without any cost escalation.		
5.7	SriLankan Catering may perform Vulnerability Scans at least annually and findings will be notified to The Service Provider. If any vulnerability is found, The Service Provider shall agree to apply security patches in mutually agreed timeline without any cost escalation.		
5.8	Service Provider should provide to SriLankan Catering on request, the status of the closure of high vulnerabilities.		
6	Security in System Delivery Lifecycle		
6.1	Service Provider shall have an established Software/Systems delivery Lifecycle process embedding adequate security at all stages, including but not limited to secure by design, secure by default and security in deployment in accordance with the applicable external standards, regulations and SriLankan Catering requirements.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
6.2	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders in SriLankan Catering.		
6.3	Service Provider ensures that access to program source code is restricted and strictly controlled.		
6.4	Service Provider shall conduct security code reviews for all versions of the application prior to release. Reports shall be shared with relevant stakeholders on request basis.		
7	Data Security		
7.1	Service Provider shall design, implement, and operate adequate security controls to protect confidentiality, integrity, and availability of SriLankan Catering data and/or information in accordance with the classification levels in liaison with SriLankan Catering.		
7.2	Security controls for adequate protection shall include but not limited to access control, cryptography, data backups, Data Loss Prevention, Digital Rights Management, Anti-Malware.		
7.3	Service Provider shall retain SriLankan Catering data and/or information based on SriLankan Catering data retention policy which is 12 years as per Right to Information Act, No. 12 of 2016.		
7.4	Scheduled data backups should be available within the solution and the backup retention period should be 12 years for all SriLankan Catering /service-related data.		
7.5	The Service Provider must operate a Layered Security model at the perimeter, core network, systems, application, and data layers to adequately protect SriLankan Catering data.		
7.6	SriLankan Catering data and application environment must be segregated from other entities' environments.		
8	Authentication & Password Compliance		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
8.1	The Solution should be capable of integrating with Microsoft Active Directory or The Service Provider shall use Role Based Access & Workflow Approvals (Segregation of Duties) with in the solution. The Service Provider shall apply following minimum the Password Policy rules with in the solution; Password age - 90 Days, Minimum password length - 8 Characters, Password change at initial login, Password Complexity (at least one 'UPPERCASE' character, at least one 'lowercase' character, mixture of numbers and/or symbols), lockout after 5 unsuccessful attempts, 30 minutes lockout duration, password history - 8 passwords)		
8.2	The Service Provider shall transfer Authentication information through secure protocols.		
8.3	The solution should be able to display the time and date of last successful login, and any failed login attempts to user.		
9	Audit & Event Logs		
9.1	Application Audit Logs (including transaction logs), Database Level Audit Logs, and Event Logs (including successful/unsuccessful login attempts) should be available within the solution.		
9.2	The solution should be capable of keeping logs for all user activities, including administrative and privileged user activities, and system configuration changes.		
9.3	Solution and/or Service Provider(s) shall agree to transmit collected audit, security, and transaction logs to SriLankan Catering on demand.		
10	Encryption & Anonymization		
10.1	The Service Provider shall use industry standard encryption to encrypt Data in transit and Data at rest.		
10.2	Data anonymization minimizes the risk of information leaks. Service Provider shall deploy Data Anonymization technologies to personally identifiable data and any other applicable data set.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
11	Connectivity and Access Control		
11.1	The solution should be enabled with current TLS version certificates.		
11.2	The Service Provider shall protect Remote diagnostic and configuration ports.		
11.3	The Service Provider shall configure inactive Session timeout (for Application, Database, OS, Console)		
12	Service Continuity (Following values are expected minimum and this is subjected to change based on the criticality of the solution)		
12.1	Availability - 99.97% or higher		
12.2	Recovery Time Objective - 1 hour or less		
12.3	Recovery Point Objective - 1 hour or less		
13	Right to Audit & Monitor		
13.1	The Service Provider shall agree that performance of the Services will be subject to audit and monitoring by SriLankan Catering.		
14	Legislative, Standards & Regulatory Compliance		
14.1	The Service Provider shall agree to sign a Reciprocal Non-Disclosure Agreement with SriLankan Catering		
14.2	Information shared or services obtained as part of SriLankan Catering engagement The Service Provider will be governed by requirements set forth in ISO/IEC 27001:2013 Information Security Management System (ISMS) and subjected to signing this policy which will become an integral part of the Service Agreement(s).		
14.3	In the event the Solution and/or Service Provider(s) handle payment card information, the Solution and/or Service Provider(s) should be compliant for PCI DSS (Payment Card Industry Data Security Standard) standard and the certification should be up to date.		

#	Check List	Compliance (Yes/No/Not Applicable)	Remarks
14.4	Solution and/or Service Provider(s) shall comply with acts, regulations, circulars, guidelines are related to eLaws and policies of Sri Lanka government (published on https://www.icta.lk/act/), including and not limited to, Sri Lanka Computer Crime Act No 24 of 2007 and Information and Communication Technology Act No.27 of 2003.		
15	Evaluation of The Service Provider/Cloud Service Provider (CSP)		
15.1	Service Provider agrees that SriLankan Catering may perform periodic assessment of the CSP's security posture where necessary with advance notice.		
15.2	The Service Provider/CSP hosting SriLankan Catering data shall maintain certification in good standing with an approved Information Assurance Framework. The certification by an independent and recognized third-party may be required to get a reasonable assurance that security controls are planned and properly implemented.		

ANNEXURE E: Clientele Information Form

Company Name		Company Representative's Contact Details (Please state name, official email address and telephone number)	Client Since	Service Provided
1				
2				
3				
4				
5				

ANNEXURE F: DRAFT AGREEMENT

Sample Agreement to be shared with shortlisted bidder.

ANNEXURE G: Vendor Information form



VENDOR INFORMATION FORM

SRILANKAN CATERING LIMITED

SECTION A – BASIC INFORMATION OF THE VENDOR

1	Registered Name				
2	Registered Address				
3	Check Delivery Address				
4	Date of Incorporation				
5	Business Registration Number				
6	Country of Incorporation				
7	Nature of the Business				
8	Business Type				
9	Currency				
10	Telephone & Fax Number	Telephone		Fax	
11	Email Address				
12	Other Contact Details (if Any)				
13	Registered Name and Address of Local Agent (If Any)	Name			
		Address			

SECTION B – BANK DETAIL OF THE VENDOR

14	Name of the Bank				
15	Address of the Bank				
16	Account Number				
17	SWIFT/SORT Code				
18	Payment Terms				
19	Registered for SVAT/ VAT	<input type="checkbox"/> Yes <input type="checkbox"/> No			
		If YES, SVAT/VAT Registration Number			
		SVAT		VAT	

SECTION C – DETAILS OF THE DIRECTORS, SHAREHOLDERS & RELATED PARTIES

20	Name(s) of the Directors				
21	Name(s) of the Shareholders				
22	Name(s) of the Directors of the parent/subsidiary who are also Directors of SriLankan Catering Limited				
23	Name(s) of the Directors of who also Employees of SriLankan Catering Limited				

24	Names of Close Family Members who are either Directors/employees of SriLankan Catering Ltd.	
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SECTION D – CONFLICT OF INTEREST

25	I hereby certify that to my knowledge, there is no conflict of interest involving the vendor name below:	
	Yes	No
I.	Are there any employees or SLC employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.	
II.	Is there any SLC employee who has been retired or separated from the SLC for less than one (1) year has an ownership interest in vendor's company.	
III.	Is there any SLC employee contemporaneously employed or prospectively to be employed with the vendor.	
IV.	Vendor hereby declared it has not and will not provide gifts or hospitality of any monetary value or any other gratuities to any SLC employee to obtain or maintain a contract.	
V. Please note any exceptions below: Name of SLC employees, elected officials, or Immediate family members with whom there may be potential conflict of interest		
a.	Name	
b.	Relationship to the employee	
c.	Interest in vendor's company	
d.	Other	

SECTION E – SUPPORTING DOCUMENTS

26	Please attach copies of:	
	I.	Business Registration
	II.	Form 20 (Name of the Directors)
	III.	VAT/SVAT Registration Details
	IV.	Attach a copy of Bank Statement/Bank Book/Bank details printed on a Company Letterhead
	V.	Three years audit statement signed by an approved Accountant

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

Details of the Vendor's Authorized Signatory Name:

Designation:

Date:

Signature & Company Rubber Stamp:

OFFICIAL USE ONLY

SECTION F – VENDOR REGISTRATION DETAILS			
27	System	<input type="checkbox"/> ORACLE	<input type="checkbox"/> INFLAIRNET
28	Supplier Selection Criteria		
29	Supplier Code		
30	Estimated Value of the Contact (Based on the Estimated Consumption)		
Approval		Approval	
Manager – Procurement and Shipping		Manager - Finance	

ANNEXURE H : FORMAT FOR BID SECURITY GUARANTEE

FORMAT FOR BID SECURITY GUARANTEE
--

[this bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]

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

Beneficiary: ----- [insert (by PE) name and address of Employer/ Purchaser]

Date: ----- [insert (by issuing agency) date]

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

We have been informed that ----- [insert (issuing agency) name of the bidder; if a joint venture, list complete legal names of partners] (hereinafter called "the bidder") has submitted to you its bid dated ----- [insert (issuing agency) date] (hereinafter called "the bid") for the execution/supply [select appropriately] of [insert name of contract] under invitation for bids No. ----- [insert IDB number] ("the IFB").

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

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

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

This Guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ----- (*insert date*)

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date ----- [*signature(s) authorized representative(s)*]

ANNEXURE I

FORMAT FOR PERFORMANCE GUARANTEE/SECURITY

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

Beneficiary: _____ [Name and Address of Employer]

Date: _____

PERFORMANCE GUARANTEE/SECURITY No.: _____

We have been informed that _____ [name of Contractor/supplier]
(hereinafter called 'the Contractor') has entered into Contract No. _____ [reference

number of the contract] dated _____ with you, for the

_____ [insert "construction / "supply"] of _____ [name
of contract and brief description of Works or supply] (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 Contractor, we _____ [name of Agency] hereby
irrevocably undertake to pay you any sum or sums not exceeding in total an amount of

_____ [amount of figures] (_____) [amount in words], such sum bring
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 28 days
beyond the schedule contract completion date]. and any demand for payment under it must be
received by us at this office on or before that date.

signature(s)]

ANNEXURE J: NON-DISCLOSURE AGREEMENT (NDA)

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

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

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

All Confidential Information received by Receiving Party from the SriLankan Catering Ltd Limited (hereinafter referred as 'Disclosing Party') shall remain the exclusive property of the Disclosing Party and no title to or other interest in the Confidential Information is granted or transferred to the Receiving Party by this Agreement

To return promptly to the Disclosing Party, or to destroy any copies of such Confidential Information in written, graphic, or other tangible form at the Disclosing Party's request including all copies and notes thereof and including Confidential Information incorporated into analyses, compilations, studies or other documents prepared by the Receiving Party with destruction being certified in writing by an officer of the Receiving Party.

The Recipient agrees not to disclose the confidential information obtained from the Disclosing Party to anyone unless required to do so by law.

This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.

This Agreement shall commence on the date first written and signed below and shall continue thereafter for a period of 2 years, unless and until terminated by providing 30 days' notice in writing to the Disclosing Party. Notwithstanding the termination, the obligations and limitations with respect to protection, use, disclosure and return or destruction of Proprietary Information shall survive such termination and shall continue until such time the Parties hereto mutually agree in writing that such treatment is no longer warranted.

This Agreement shall be construed in accordance with the laws of Sri Lanka and shall be subject to the exclusive jurisdiction of the Courts in Sri Lanka.

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

Recipient of Confidential Information

Organization Name :

Business Registration :

Organization Address :

Authorized Signatory :

Designation :

Signature :

Date :