



GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA
MINISTRY OF TOURISM

SRILANKA TOURISM DEVELOPMENT AUTHORITY

Development of License Management Software for SLTDA

Contract No: SLTDA/ICT/IS/NCB/LMS/2021/01

SRILANKA TOURISM DEVELOPMENT AUTHORITY

No.80, Galle Road, Colombo 03

October 2021

MINISTRY OF TOURISM
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Contract No: SLTDA/ICT/IS/NCB/LMS/2021/01

INVITATION FOR BIDS (IFB)

1. The Chairman, Departmental Procurement Committee of Sri Lanka Tourism Development Authority invites sealed proposals from the eligible & qualified bidders for **Development of License Management Software for SLTDA**
2. The successful bidder shall not have been blacklisted and shall have Business Registration and eligibility criteria mentioned in the in the Bidding Document.
3. Pre Proposal meeting will be held on **26th Oct 2021 at 10.00 a.m.** through online (Zoom meeting). Interested Bidders are advised to send a request to join the Pre Bid Meeting to email address to amilam@srilanka.travel.
4. A complete set of Proposal Documents in English language may be downloaded from the SLTDA Website (<https://sltda.gov.lk/tender>) by interested bidders from **18th Oct 2021 to 08th Nov 2021**. The payment of **non-refundable fee 10,000 /=** should be deposited to the Bank AC No. **7119413 Bank of Ceylon, Corporate Branch, Sri Lanka Tourism Development Authority** (*Note: Please Fill the Depositors Details and Purpose of Deposit in the Deposit Slip as “Non Refundable Tender Fee” and it is mandatory to submit the aforesaid cash Deposit slip with the Bid. The payment should be made in cash & other payments are not allowed*).
5. Sealed proposals with the duplicates may be dispatched either by register post or hand delivered to Chairman, Departmental Procurement Committee, Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 on or before **2.00 p.m. on 08th Nov 2021**. It should be written as **“Development of License Management Software for SLTDA”** at the left-hand corner of the Envelop.
6. **Late Proposals will be rejected** and Technical Proposals will be opened soon after closing at the Lobby Area of SLTDA, No.80, Galle Road, Colombo 03 in the presence of Bidder’s representatives who choose to attend.
7. Proposals shall be valid up to **119 days** from the date of closing of bids.
8. Proposals shall be submitted with a Bid guarantee for a value of **Sri Lankan Rupee Five Hundred Forty Thousand (LKR 540,000.00)** with a validity not less than Twenty-Eight (28) Days from the date of Bids validity. The Bid Security should be issued from a Commercial Bank operating in Sri Lanka approved by the Central Bank of Sri Lanka.
9. Interested bidders may obtain further information from Assistant Director (Procurement) Sri Lanka Tourism Development Authority, Contact No.0112426800 (Ext: 305,277), Electronic mail address: amilam@srilanka.travel and inspect the bidding documents at the SLTDA Web site (<https://sltda.gov.lk/tender>).

10. All bids shall be accompanied a certificate of registration of the bidder issued by the registrar of Public Contracts in Sri Lanka according to the Public Contract Act No.03 of 1987 of the government of Sri Lanka and subsequent gazette notifications (PCA3 from).
11. An employee or a firm and/or an individual that has a close family relationship with an employee of the Ministry of Tourism & Civil Aviation, Sri Lanka Tourism Development Authority and any other institution under the control of the Ministry shall not be eligible for award.
 12. The Departmental Procurement Committee decision will be the final decision. Further, SLTDA has the right to accept or reject any Bid without adducing any reasons and SLTDA will not be responsible for any costs or any expenses incurred by the prospective bidders in connection with the preparation or delivery of Bids.

**Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority**

ACRONYMS AND ABBREVIATIONS

SLTDA	- Sri Lanka Tourism Development Authority
SQA	- Standard and Quality Assurance
OTBLS	- Online Tourism Business Licensing Service
LMS	- License Management System

SECTION I
INSTRUCTIONS TO BIDDERS

A. General

1. Scope of Bid
 - 1.1 The Employer, as defined in the Bidding Data, invites Bids for the Services, as described in the Invitation for Bids. The name and identification number of the Contract is provided in the Bidding Data.
 - 2.1 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the Bidding Data.
2. Qualification and Experience of the Bidder
 - 2.1 All bidders shall provide in Forms of Bid and Qualification and Experience Information, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
 - 2.2 If not stated in the Bidding Data, all bidders shall include the following information and documents with their Bids.
 - (a) List of Services performed for each of the last five (05) years;
 - (b) Evidence to prove of three (03) large-scale enterprise grade web based software systems for each of the last five (05) years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts. The value of each project shall be more than 22.5 Mn.
 - (c) Experience in Services of a similar nature (Registration/Licensing) for each of the last three years, and details would be an advantage;
 - (d) Work plan and methodology
 - (e) qualifications and experience of key staff proposed for the Contract;
 - (f) any other if listed in the Bidding Data.
3. Cost of Bidding
 - 3.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
4. Site Visit
 - 4.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

B. Bidding Documents

5. Content of Bidding Documents
- 5.1 The set of bidding documents comprises the documents listed below:
- a) Invitation for Bid
 - Section I. Instructions to Bidders
 - Section II Bidding Data
 - Section III Forms of Bid & Qualification Information
 - Section IV Schedule of Requirement
 - Section V Functional Requirements & Specifications
 - Section VI Conditions of Contract
 - Section VII Contract Data
 - Section VIII Price Schedule
 - Section IX Annexures
6. Clarification of Bidding Documents
- 6.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing at the Employer's address indicated in the invitation to bid.

C. Preparation of Bids

7. Language of Bid
- 7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English Language.
8. Documents Comprising the Bid
- 8.1 The Bidder shall submit the Bid under two separately sealed envelopes as follows:
- (a) The first envelope shall be clearly marked **“ENVELOPE 1 – QUALIFICATION AND EXPERIENCE INFORMATION”**; and
 - (b) The second envelope shall be clearly marked **“ENVELOPE 2 – FINANCIAL BID”** and warning **“DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE BIDDERS”**.
- 8.2 The Envelope 1, marked as **“QUALIFICATION AND EXPERIENCE INFORMATION”** shall include the originals of the following:
- (i) Volume 1 of the Bidding Document
 - (ii) Bid security
 - (iii) Duly filled **“Qualification and Experience Information”**;
 - (iv) Other information listed in Bidding Data; and
 - (v) Any other information, bidder may wish to include

8.3 The Envelope 2, marked a “ORIGINAL OF FINANCIAL BID” shall include the originals of the following:

- (i) Duly filled and signed Price Bid Submission Form;
- (ii) Duly filled Activity Schedules

8.4 The two covers shall then be sealed in an outer Envelope All inner and outer envelopes/covers shall:

- (a) be addressed to the Employer at the address provided in the Bidding Data;
- (b) bear the name and identification number of the Contract as defined in Bidding Data; and
- (c) The other requirement mentioned under the Data Sheet.

9. Bid Prices

9.1 The Contract shall be for the Services, as described in the Employer’s Requirements, Section V, based on the priced Activity Schedule submitted by the Bidder.

9.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Employer’s Requirements, Section V as listed in the Activity Schedule, Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

9.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However **VAT** shall be included separately.

10. Currency of Bid and Payment

11.0 The price shall be quoted by the Bidder in Sri Lanka Rupees.

11.1 Bids shall remain valid for the period specified in the Bidding Data.

11. Bid Validity

11.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders’ responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security (if submitted). A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security (if submitted) for the period of the extension, and in compliance with Clause 12 in all respects.

12. Bid Security

12.1 If indicated in the Bidding Data, the Bidder shall furnish, as part of the Bid, a Bid Security, in the amount specified in the Bidding Data and valid till the date specified in the Bidding Data.

12.2 If a Bid Security is requested under sub-clause 12.1 above, any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer.

- 12.3 The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the Bid validity period specified in Sub-Clause 12.1.
- 12.4 The Bid Security of the successful Bidder will be discharged when the Bidder has signed the Agreement and furnished the required Performance Security (if required).
- 12.5 The Bid Security may be forfeited:
 - (a) if the Bidder withdraws the Bid after Bid opening during the period of Bid validity;
 - (b) if the Bidder does not accept the correction of the Bid price, pursuant to Clause 22; or
 - (c) in the case of a successful Bidder, if the Bidder fails within the specified time limit to:
 - (i) sign the Contract; or
 - (ii) Furnish the required Performance Security (if required).

13. Format and Signing of Bid

- 13.1 The Bidder shall prepare one original of the documents comprising the Bid as described in Clause 8 of these Instructions to Bidders.
- 13.2 The original of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 13.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

D. Submission of Bids

14. Sealing and Marking of Bids

- 14.1 The outer envelope prepared in accordance with sub-clause 8.4 shall:
 - (a) be addressed to the Employer at the address provided in the Bidding Data;
 - (b) bear the name and identification number of the Contract as defined in the Bidding Data; and
 - (c) Provide a warning not to open before the specified time and date for Bid opening as defined in the Bidding Data.
- 14.2 In addition to the identification required in Sub-Clause 14.2, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required.

- 14.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.
15. Deadline for Submission of Bids
- 15.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date specified in the Bidding Data.
- 15.2 Employer may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Parties previously subject to the original deadline will then be subject to the new deadline.
16. Late Bids
- 16.1 Any Bid received by the Employer after the deadline prescribed in Clause 15 will be returned unopened to the Bidder.

E. Bid Opening and Evaluation

17. Bid Opening
- 17.1 The Employer will open the envelope marked, ‘Envelope 1 – Qualification and Experience’, in the presence of Bidders’ designated representatives who choose to attend, at the time, date, and location stipulated in the Invitation to Bid. The Bidders’ representatives who are present shall confirm their attendance by signing the attendance sheet.
- 17.2 The Bidders’ names, the presence (or absence) of Bid security, the presence (or absence) of the Financial Bid and any such other details as the Employer may consider appropriate, will be announced by the Employer at the opening.
- 27.1 The envelopes marked ‘Envelope 2 – Financial Bid’ will be opened after the completing the evaluation of envelope marked ‘Envelope 1 – Quality and Experience’, in the manner described in Sub-Clause 21.2.
18. Clarification of Bids
- 18.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer’s discretion, request any Bidder for clarification of the Bidder’s Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with Clause 22.
19. Examination of Bids and Determination of Responsiveness
- 19.1 Prior to the detailed evaluation of bids, using the information provided in Envelope 1 the Employer will determine whether each Bid is accompanied by the required securities (if requested); and is substantially responsive to the requirements of the bidding documents.
- 19.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and Employer’s Requirements of the bidding documents, without deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding

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the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.

19.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

20 Evaluation of Qualification and Experience

21.0 The Employer will evaluate and compare only the Bids determined to be substantially responsive in accordance with Clause 19.

22.0 A two-stage procedure will be adopted in detailed evaluation of substantial responsive Bids.. The evaluation of qualifications and experience will be completed prior to any financial bid being opened. The Employer evaluates the Envelope 1 – Qualification and Experience on the basis of their responsiveness to the Employer's Requirements, applying the evaluation criteria, and point system specified in Sub-Clause 20.3.

23.0 During the evaluation of Envelope 1 for qualification and experience, the Employer will determine whether the Bidders are qualified and whether work plan and methodology are substantially responsive to the requirements set forth in the Bidding Document. In order to reach such a determination, the Employer will examine the information supplied by the Bidders, and other requirements in the Bidding Document, taking into account the factors and point system outlined in the Bidding Data.:

24.0 Each substantial responsive bid will be given a score as described under sub-clause 20.3. A Bid shall be rejected at this stage if it does not respond to important aspects of the Employer's Requirements or if it fails to achieve an overall minimum of **70 points** together with the minimum given against each criterion.

21 Evaluation of Financial Bid

21.1 After the evaluation of Envelope 1 is completed, the Employer shall notify those Bidders whose qualification and experience did not meet the minimum qualifying marks or were considered nonresponsive to the Employer's Requirements, indicating that their envelope marked 'Envelope 2 – Financial Bid' will be returned unopened after completing the entire selection process. The Employer shall simultaneously notify the Bidders that have secured the minimum qualifying marks, indicating the date and time set for opening the envelope marked 'Envelope 2 - Financial Bid'. The notification may be sent by registered letter, or facsimile.

21.2 The Envelope 2 shall be opened publicly in the presence of the eligible Bidders' representatives who choose to attend. The name of the bidder, the Bid prices together with any discounts offered shall be read aloud and recorded when the envelopes marked 'Envelope 2 – Financial Bid' are opened

21.3 Before evaluating the Financial Bid, the Employer will determine whether the Bid is signed properly. If the Bid is not signed properly it will be rejected at this stage.

- 24.1 In evaluating the Financial Bid, the Employer will determine for each Bid the Evaluated Bid Price by adjusting the Bid Price as follows:
- a) excluding Provisional Sums and the provision, if any;
 - b) Correcting the arithmetical errors in-pursuant to Clause 22.
 - c) Making an appropriate adjustment on sound technical and/or financial grounds for any other quantifiable acceptable variations, deviations or alternative offers.
 - d) Applying any discounts offered by the Bidder.
- 25.1 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, alternative offers, and other factors that are in excess of the requirements of the Bidding document shall not be taken into account in Bid evaluation.

22.
Correction of
Errors

- 22.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
- 22.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with Sub- Clause 12.5.

F. Award of Contract

23. Award
Criteria

- 23.1 Subject to Clause 24, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price.

24.
Employer's
Right to
Accept any
Bid and to
Reject any or
all Bids

- 24.1 Notwithstanding Clause 23, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.

25.
Notification of
Award and
Signing of
Agreement

- 25.1 The Bidder whose Bid has been accepted will be notified in writing, of the award by the Employer prior to expiration of the Bid validity period. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Service Provider in consideration of the Services provided by the Service provider As prescribed by the Contract (hereinafter and in the Contract called the

“Contract Price”).

25.2 The notification of award will constitute the formation of the Contract.

25.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. .

26.
Performance

26.1 If requested in the Bidding Data, within 14 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Security Performance Security in the amount and in the form (Bank Guarantee And/ or Performance Bond) stipulated in the Bidding Data, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.

27. Advance
Payment and
Security

27.1 The Employer will provide an Advance Payment not exceeding 20% of the Contract Price subject to the Service Provider submitting an on unconditional Advanced Payment Guarantee issued by a commercial bank operating under the central bank of Sri Lanka.

SECTION II
BIDDING DATA

Instructions to Bidders Clause Reference	BIDDING DATA
1.1	The Employer is The Director General, Sri Lanka Tourism Development Authority
1.1	The name of the Contract : Development of License Management Software for SLTDA Identification number of the Contract : SLTDA/ICT/IS/NCB/LMS/2021/01
1.2	The Intended Contract Period is 180 days (09 months) (for software development) plus 3 years of maintenance.
2.2	The information required from bidders in Sub-Clause 2.2 is: <ul style="list-style-type: none"> a) Evidence to prove of at least three (03) large scale enterprise grade web based software systems for each of the last five (05) years, and details (Certified Contract Award letter etc.) of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts. The value of each project shall be more than 22.5 Mn. a) Work plan, approach and methodology b) Qualifications and experience of the key staff proposed for the assignment; Bidder shall include the CVs of the personnel in the Technical Proposal. c) Audited financial statements for the last three (3) years. d) Evidence to prove the average of LKR 12.5mn working capital for this contract.
6.1	All clarifications pertaining to this Bidding Document will be discussed at the Pre Bid Meeting. The Pre Bid Meeting will be on 26th Oct 2021 at 10:00 hrs. through online Zoom and interested Bidders are advised to send an email request to join the Pre Bid Meeting to email address to amilam@srilanka.travel . The contact for clarification of Bids is Assistant Director (Procurement) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03 Tel: 011 2426800 (Ext 305,303, 277), Email – amilam@srilanka.travel All interested Bidders are strictly advised to submit their clarifications 07 working days prior to the date of Bid submission.
8	It's mandatory to submit the duplicate copies of the Technical & financial Proposals separately.
11.1	The period of Bid validity shall be: 119 days (up to including 7th March 2022)
12.1	The amount of Bid Security shall be: LKR 540,000.00 and it shall be valid up to 28 days beyond the date of Bid validity (up to including 4th April 2022)

14.1	<p>The Employer's address for the purpose of Bid submission is Chairman, Departmental Procurement Committee Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03</p> <p>The Proposals shall be submitted with the duplicate copies to the Procurement Section (4th Floor) of Sri Lanka Tourism Development Authority.</p>
14.2	<p>For identification of the bid the envelopes should indicate: Contract: SLTDA/ICT/IS/NCB/LMS/2021/01</p>
15.1	<p>The deadline for submission of proposals is on 08th Nov 2021, at 14.00 hrs, in no event, earlier than that given in the Invitation for Bids, unless subsequently amended pursuant to Sub-Clause 15.2].</p>
17.1	<p>Technical Proposals will be opened on 08th Nov 2021 at 14.00 hrs, at the following address</p> <p>Lobby Area (Ground Floor) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03</p>
20.3	<p>Criteria for Evaluation of Qualification and Experience</p> <p><u>Evaluation Criteria</u> The proposal will be evaluated based on the material provided, not on the basis of what may be inferred. A presentation from all the bidders is required on the understanding of the system and the solution proposing. The dates will be informed later.</p> <p><u>Technical Proposal (100 Points)</u> The minimum technical score required to pass is: 70</p> <p>Firm and Experience - 35 Points</p> <p>Below criteria will be evaluated.</p> <p>Proposals shall include references to the proposer's experience providing similar type of solutions for enterprise grade web-based application development. Including Registrations/License Management systems experience would be an added advantage. Proposals shall demonstrate an awareness and commitment to the business goals and technical objectives of the SLTDA as specified. Any Standard and quality certifications (e.g. ISO, CMMi, etc.), Awards obtained for the organization are considered. Should demonstrate the staff strength with experience in similar technology and experience in similar enterprise grade application software development.</p>

Solution - 45 Points

Below criteria will be evaluated.

Detailed explanation of the technology used together with methodology should be available. Each component and different technologies used for segments of the system should be explained clearly, with justification to use particular technology. Availability of mock screens for main functionalities through the process is required in finalizing the requirement. This should be included in iterations in a way that least disturb the development process. Proposed architecture for the solution should available.

Should meet all requirements mentioned in the RFP and points will be awarded according to the number of requirements which will be met by the solution.

* All requirements mentioned in this RFP are mandatory to meet.

Approach – 20 Points

Below criteria will be evaluated.

Proposals must include a logical, clear, and detailed statement of methodology for each task as identified in Statement of Work.

Bidder must exclusively declare the confirmation of handing over the source code of the correct final release version, to SLTDA. This is not substituted by an escrow agreement. SLTDA will not use the source code as long as there an Annual Maintenance Contract with the selected vendor. Also it is expected, the selected vendor to keep 02 resources at SLTDA, who has been involved in the project in development capacity to support the software and incorporating minor changes to the system.

Annual Maintenance Contract should be available for minimum 03 years. It should be possible to extend the AMC for further 05 years. It should be clearly mentioned that how many man-days of work will be provided free of charge under the AMC to cater to significant Change Requests. Smaller changes (require ≤ 10 man-days) should be carried out by the 02 support staff placed at SLTDA.

Vendor should provide a feasible training approach with a proper training plan.

Financial Proposal (100 marks)

Financial proposals will be evaluated separately. This will be evaluated through project cost component, financial stability and market stability of the proposer.

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.

	<p>The weights given to the Technical and Financial Proposals are: T= 0.80, and P = 0.20</p> <p>Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: $S = St \times T\% + Sf \times P\%$.</p>
26.1	<p>Within 14 days after receipt of the letter of acceptor the successful bidder shall deliver the performance security to the employer.</p> <ul style="list-style-type: none"> • For an amount equivalent to 10% of the initial Contract price. • Validity period of 28 days beyond the date of contract completion. • Issued by approved commercial bank operates under Central Bank of Sri Lanka
27	<p>20% Advance payment will be released as a mobilization advance, subject to submission of an Advance payment Guarantee issued from a Commercial Bank operates under the Central Bank of Sri Lanka. The Bank guarantee, shall be as per the format of which is given in Annexure and it should be valid for the period covering completion of supply, installation, commissioning and acceptance of the Project.</p>

SECTION III

**FORM OF BID & QUALIFICATION
INFORMATION**

FORM OF BID
(Use only for the Envelope 1 – “Qualification and Experience Information”)

[Date:]
.....

To: Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Having examined the bidding documents, we offer to provide the Services on **Development of License Management Software for SLTDA** in accordance with the Conditions of Contract, Employer’s Requirements, drawings and activity schedule accompanying this Bid.

This Bid and your written acceptance of it shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity required by the bidding documents and specified in the Bidding Data.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

FORM OF BID
(Use only for the Envelope 2 – “Financial Bid”)

[Date:]
.....

To: Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Having examined the bidding documents, we offer to provide the Services on **Development of License Management Software for SLTDA** in accordance with the Conditions of Contract, Employer’s Requirements, drawings and activity schedule accompanying this Bid for the Contract Price of[Amount in numbers],

.....
.....
..... [Amount in words] or any other sum derived in accordance with the said documents.

This Bid and your written acceptance of it shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity required by the bidding documents and specified in the Bidding Data.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

QUALIFICATION INFORMATION

Firm's Qualifications

Successful firms should have demonstrated experience in developing enterprise grade software systems for at least 03 large scale projects in the last five (05) years. Proven expertise in License management system in private sector or government institute would be an advantage. Custom based software development experience in government institute would be an added advantage.

The Curriculum Vitae (CVs) of the following key staff, with the respective certificates, certified by an attorney, should be provided with the proposal.

Key Professional Staff Member	Academic Qualifications	Minimum Experience
Project Manager	Relevant Degree from a recognized university, PMP certifications	Demonstrated project management commercial experience in at least 03 full time projects, of similar nature in last 03 years.
Tech Lead	Relevant Degree from a recognized university	Demonstrated skills on spearheading at least 03 similar software project with over 03 years. Commercial experience in bespoke software development.
Senior Software Engineer (02 Nos)	Relevant Degree from a recognized university	03 years' experience in web-based systems
Quality Assurance Engineers (02 Nos)	Relevant Degree from a recognized university	Demonstrated and led the Quality Assurance team in at least 03 projects of similar nature in the last 03 years.
Software Engineer (04 Nos)	Relevant Degree from a recognized university	Demonstrated System Engineering experience in at least one full time web-based project, and similar nature in last 03 years.
Senior Business Analyst	Relevant Degree from a recognized university	BA experience of government sector with minimum 03 large scale projects during the past 03 years.
Front End Developer + Designer (02 Nos)	Relevant Degree from a recognized university	Front End Developer and Designer experience of government sector with minimum 03 large scale projects during the past 03 years.

SECTION IV
SCHEDULE OF REQUIREMENTS

SCHEDULE OF REQUIREMENTS

Introduction

The Sri Lanka Tourism Development Authority (hereinafter will be referred as SLTDA) was formed as the apex body for Sri Lanka Tourism under Section 2 of the Tourism Act (No. 38 of 2005). The organization (Formerly known as “Ceylon Tourist Board / Sri Lanka Tourist Board”) is committed towards transforming Sri Lanka to be the Asia’s foremost tourism destination. One of SLTDA’s main role is to govern and regulate tourism industry. Accordingly, validating and issuing a license to all parties engaged in tourism industry is carried out by SLTDA. Currently there is an online software system to do this.

License Management System (LMS).

Licensing process.

The main activities include:

- Registering new tourism businesses/individuals/associations
- Check the status of the application
- Renew current license
- Pay registration & renewal fees & TDL

This licensing process involves Standards & Quality Assurance (SQA) Department, and Finance Department.

SQA’s major objective is to license and accredit tourist enterprises as well as enforce and maintain locally and internationally accepted standards. With a vision of creating awareness and regular monitoring of tourist service providers to upgrade their quality and service standards to provide satisfactory services to tourists, Standards & Quality Assurance Division of Sri Lanka Tourism Development Authority provides following services & activities;

- Prepare regulations prescribing codes of conduct and guideline
- Registration and Renewal of all Specified Tourist Services
- Star Classification of Tourist Hotels

- Issuance of Recommendations for Liquor
- Issuance of Recommendations for Visa
- Conduct Inspections for Registration and Renewal of Tourist Establishments
- Conduct Mobile Services, Awareness and Trainings Programmes
- Absorption of Informational Sector Tourist Establishments
- Certificate scheme for Tourist services
- Assist on Financial Relief
- Facilitating on information and data
- liaising with stakeholders including government agencies & international organization
- Complain management & grievance handling
- Enforcement and legal action

The Finance department is responsible for renewing the licenses of the tourism institutions, where the payment for the TDL (Tourism Development Levy) is a must as per the Tourism and the Finance Act. The process of the TDL payment has been specified in the gazette 1318/24.

Objective

Currently the SLTDA employs a legacies Licensing System. In order to improve the efficiency of this service SLTDA is intend to envisages to hire a vendor for acquiring a robust, user-friendly, efficient LMS to achieve the below stated scope of services within a period of nine (09) months, conforming to the industry standards; implementing, integrating with internal applications and providing support and maintenance for a period given under the scope of work. Further, this system should be a configurable solution that enable ICT department configure and automate the business functions of SLTDA Licensing process as required.

Key requirements are listed below.

- Registration of new tourism businesses
- Renewal of current licenses
- Dashboard view for internal and external users
- Online and offline payment handling for registration, Renewal, Tourism Development Levy etc.

- Support of required notification, auto generated emails, reports and alerts
- Document, image and workflow management
- Mobile app extension for inspections, reviews.
- Generation of reports (which will be agreed at the requirement gathering stage).
- Link to other applications
- Configurable solution

Scope of Services

The vendor shall conduct a detailed study over the existing process, pain-points and existing current legacy system and get a clear understanding of the requirement.

It is expected to incorporate the latest technology as well as user-friendly interface behaviors within the proposed LMS in a way that it contributes faster information delivery, user friendliness, easy access and easy control/management to its users.

The vendor shall study and get a clear understanding over the applicable Non-Functional Requirements for LMS platform.

The vendor shall Supply, Installation, Commissioning and provide Maintenance of LMS for facilitating and streamlining licensing process of all Tourist Establishments in Sri Lanka. The solution should be a responsive web-based solution including mobile responsiveness and mobile app component where applicable.

All copyrights of the solution/source codes must be with SLTDA. If using proprietary tools to build, should offer perpetual licenses to SLTDA and guarantee to provide free Support & Maintenance and version upgrades of the said component.

The master copy of the source code should be stored on SLTDA nominated source repository. Vendor shall maintain versioning and release control, as long as there is a annual maintenance contract.

The vendor is required to migrate the existing data to the new platform with proper migration plan to maintain data integrity and ensuring minimal disruption and downtime to the active business.

The vendor is required to conduct proper knowledge transfer at the end of the management period, where the same needs to be signed-off with the final service management period.

The vendor should provide adequate training over the overall running of the software, source code structure and database structure, content upload, management and related tasks, to SLTDA staff.

All consultants attached to the vendor are required to sign a Non-Disclosure Agreement (NDA) where applicable.

The vendor is required to participate for Project Management Committee (PMC) meetings.

The vendor is required to work collaboratively with SLTDA throughout the tenure of the project duration and will report to Director ICT of SLTDA.

The vendor is required to provide support and maintenance services, for 03 years from the date of launch/go-live.

The vendor is required to adhere to the Service Level Agreement (SLA), during the support and maintenance phase indicated.

Users

SLTDA

1. Standards & Quality Assurance (SQA) Department / other related
2. Finance /audit Departments
3. ICT Department
4. Etc.

Tourist Establishments

- Accommodation Services
 1. Hotels
 2. Hotels (Classified)
 3. Boutique Hotels
 4. Boutique Villas
 5. Guest Houses
 6. Home Stay
 7. Bungalows
 8. Rented Homes
 9. Rented Apartments
 10. Service Apartments
 11. Tourist Apartment Hotels
 12. Ayurvedic Hotels
 13. Hostel Accommodation
 14. Heritage Bungalows/Home
 15. Themed Accommodation & Value Added Activities
 16. etc.
- Other Services
 1. Restaurants
 2. Spa & Wellness Centre
 3. Spice Gardens
 4. Tour Guides (Chauffer/National/ Area/Site)
 5. Tourists Friendly Eating Places
 6. Tourist Shops
 7. Travel Agents
 8. Water Sports Centre
 9. Tourist Drivers(Tourist Drivers/Tuk Tuk/Bus/Safari Jeep)
- Camping Sites
- Associations
- Guides / drivers / other related individuals

Main Processes

1. Registration of Tourist Establishments
2. Renewal of Tourist Establishments

1. Registration Process

Checklist:

- Document Readiness
- Comply to the physical inspections (Inspection Schedule)
- Payments verification
- Inspections
- Value addition services (Liquor & visa recommendation)

2. Renewal Process

Checklist:

- Document Readiness
- Payments verification
- TDL Verification
- Value addition services (Liquor & visa recommendation)
- Comply to the physical inspections (Inspection Schedule) – if required
- Occupancy verification

Note: The below requirements are not the final requirements of SLTDA and the service provider should make provision to add other requirements identified in during the requirement gathering phase.

Annual Maintenance Contract

Maintenance contract should be provided with annual maintenance fee. For period of three (03) years. It should be possible to maintain the AMC for 05 more years thereafter. It should be clearly mentioned that how many man-days of work will be provided free of charge under the AMC to

cater to significant Change Requests. Smaller changes (require ≤ 10 man-days) should be carried out by the 02 support staff placed at SLTDA.

Proof of Ability

Proof of ability shall be demonstrated through documentary evidence. Bidder shall include following information and documents.

- Final audited financial statements for the last three (3) years.
- Evidence of adequacy of working capital for this contract.
- Experience in implementing projects of similar nature (Licensing/ Registration systems) and size during the last three years and details of services would be an added advantage.
- Evidence to prove of at least three (03) large scale enterprise grade software systems for each of the last five (05) years, and details (Certified Contract Award letter etc.) of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts. The value of each project shall be more than 22.5 Mn.
- Work plan and Methodology
- List of the system installers and integrators attending the integration part of the project shall be included in the proposal with their qualifications. These shall include Curriculum Vitae (CVs) of personnel who will be involved in the Project on full-time basis, including the Project Manager, Design Engineers, Architects, Systems Integrators, Implementation Staff, Maintenance Staff Note: Please limit to 10 CVs.
- List of local support personnel. Bidder shall include the CVs of the personnel in the Technical Proposal.

Proposal Submission Form

The bidder shall submit the Proposal Submission Form using the form “FORM OF BID”. The form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

Alternative offers shall not be considered. The vendors are advised not to quote different options for the same proposal but furnish the most competitive among the options available to the bidder.

Proposal Format

To ensure consistency, proposals must confirm to the following format. The Bidder's proposal must effectively communicate their solution and be appropriately formatted in order for SLTDA to assess the alternatives. The Proposal has to be submitted according to following formats. The following should be included in the proposal.

Description	Format
Technical (Envelope 1)	
Title Page	
Cover letter	
Index	
Executive Summary	
Company information as per format	Annexure 01
Company profile	Annexure 01
Proposed Solution overview	
Clarifications and answers received from SLTDA.	
Compliance statement for technical and functional requirements.	
Responses to General Requirements	
Responses to Functional / Technical Requirements/ Non Functional Requirements	
Implementation Support and Training	
Maintenance Program	
Overall Data migration scope and project plan with milestones and deliverables defined above.	
Project management and implementation approach.	
Resumes of Project team, Implementers, Project managers, Support personnel	Annexure 04
Staffing Schedule	Annexure 05
Work Schedule	Annexure 06
Credentials / Details of similar systems implementations	Annexure 02
Credentials / Details of systems implementations (large scale enterprise grade web based software systems value more than 22.5 Mn)	Annexure 03
Warranty and maintenance	
Financial (Envelope 2)	
Price Schedule	Price Schedule
Breakdown of Remuneration	Annexure 07
Other expenses	Annexure 08

SECTION V
FUNCTIONAL REQUIREMENTS & SPECIFICATIONS

A. Functional Requirement & Specification

It is a responsibility of Bidders to collect all necessary information essential for the solution proposal. The requirements as set forth in this RFP are meant to be a guide to respondent as per the needs of SLTDA. It is understood that respondent may provide features not specified in this RFP that will be beneficial to SLTDA. Please clearly mark or highlight these items.

Y - System fully compliant and does not require any modifications to fulfill the requirement

N - System does not support the functionality at all

Any ambiguous remarks, that makes the determination of compliance to the requirement difficult, will be taken as N.

Functional Requirements

1. General Requirements

No	Requirement	Y	N	Remarks
1.1	<p><i>System Security and Access Management</i></p> <p>System should maintain the integrity of all aspects of the system through highly accountable authentication and authorization mechanisms</p>			
1.1.1	Authentication Mechanism to manage user access			
1.1.2	<p>System should provide External access through secure channel for the required users</p> <p>Also the system should be able to exchange information with external parties (Tourism Establishments/businesses) using a secure channel or secure APIs</p>			
1.1.3	System should maintain user profiles along with the privilege levels and permission should be granted on business functions and related documents			
1.1.4	Provide (auditable) authorized access control levels			
1.2	<i>Roles & Responsibility Management</i>			

1.2.1	System should maintain the system level user roles/groups with appropriate identifier and naming conventions			
1.2.2	Provide facility to map the system user roles/groups to the relevant workflows along with the required access levels			
1.2.3	Provide facility to map the business users to the relevant workflows through the system user roles			
1.3	Data Security Management The documents, records and related data maintained in the system should be treated with highly reliable data security mechanisms.			
1.4	Workflow Management			
1.4.1	System should provide facility to create workflows to automate business processes, such as: Templates, Documents, Payments, Registration, Licensing, Alerts and Notifications (emails/SMS etc.), Reporting, Publishing etc. The workflows should be associated with appropriate identifiers. These identifiers should be used in RnR management. (Refer 1.2) Whenever possible, implemented workflows should be reusable			
1.4.2	System should provide facility to create new workflows in various options such as - Embedding existing (reusable) workflows - Combining one or more workflows - Extending existing workflows with required modifications etc.			
1.4.3	System should provide facility to associate a selected combination of Notification Content, Notification Methods and Recipients to a workflow as required. (Refer 1.5)			
1.4.4	System should provide facility to Review, Compare, Validate, Approve and Endorse the documents/letters/images/receipts and processes to next level.			

	<p>Approval/Endorse Levels Officer → Assistant Director/Deputy Director → Director</p> <p>System should support adding/modify new approval levels and user groups.</p>			
1.4.5	<p>System should provide multiple levels reviewing with reusable workflows including activities such as:</p> <ul style="list-style-type: none"> - Report - Review - Submit for next level review - Send request to next level - Send back to previous level for corrective actions - Respond to corrective actions - Approve/Endorse 			
1.5	<p><i>Alerts and Notification Management</i></p> <p>Should be integrated to the business workflows as appropriate [as email notifications/dashboard reminders/SMS etc.]</p>			
1.5.1	<p>System should provide facility to maintain predefined/new types of alerts and notifications</p> <p>User should be able to select predefined types (with or without modifications) or create custom content for notifications</p>			
1.5.2	<p>System should provide facility to sending notifications/email to users/groups including multiple recipients or bulk (Including internal users (SLTDA) and external recipients (Tourist Establishments))</p>			
1.5.3	<p>System should provide facility for rectifying/editing/delete the alerts and notifications templates</p>			
1.5.4	<p>System should provide facility for sending alerts (Individual & Bulk email/SMS/dashboard reminders facilities)</p>			

1.5.5	System should provide facility to search and view lists of alerts and notifications on given criteria (already sent log)			
1.6	Data Management The system should implement facility for data capturing, maintaining entered and uploaded through the forms/templates. Including data resize facility(reduce file size)			
1.7	Template Management			
1.7.1	System should provide facility to create / edit/ update and maintain templates as required for different business categories. (Both static and dynamic templates should be supported)			
1.7.2	System should provide facility to update the associated data components once the templates are created and updated			
1.7.3	System should provide facility to use predefined templates			
1.7.4	System should provide facility to incorporate pre-created data components to new templates			
1.7.5	System should maintain the required attributes of the template types			
1.7.6	Keep track of parameterized attributes and facility to create/edit (eg- VAT value, Delay deadlines, Drop down list size etc)			
1.8	Digitize Physical References System should provide facility to capture scanned content in to the system.			
1.8.1	System should provide facility to scan and attach the scanned content (in a suitable format) to relevant workflows			
1.8.2	Digitized (Scanned) content should be linked to the relevant positions of the required workflow			
1.9	Versioning and comparison			
1.9.1	System should provide facility to maintain versioning of documents uploaded/created/generated (e.g. Inspection Report)			

1.9.2	User should be able to view the revision history and compare selected versions as appropriate. Provide facility to compare the different versions of the documents			
1.9.3	Generate any reports as required.			
1.10	<i>Search/Advanced Search and Browse</i>			
1.10.1	System should provide advanced search eg – search tourist business and check registration status, search for officer etc			
1.11	<i>Publish</i>			
1.11.1	System should provide facility to publishing content (in all forms) on exiting web portal; along with rich search capability. If existing channels lack the required capability, the solution provider should develop the required public channels such as web portals NOTE: New web portal or updates to existing portal should strictly align to the current theme (UI standards, colors, menu formats etc.) of the existing portal.			
1.12	<i>Printing Management</i>			
1.12.1	System should provide facility to publish Printer ready documents (Applications/Acknowledgments/ reports/certificates/receipts/letters etc)			
1.12.2	System should provide facility to print the documents with local printers (within SLTDA or at sites)			
1.12.3	System should provide facility to preview documents			
1.13	<i>Archiving</i>			
1.13.1	System should provide facility to create Archives of created/uploaded documents/images			
1.13.2	System should provide facility to store and Maintain Archive			

1.13.3	System should provide facility to ensure that no changes are applied to archived content			
1.13.4	System should provide facility to retrieve & search & view & access Archived Content			
1.14	<i>Administration / Monitoring / Control</i>			
1.14.1	System should provide suitable interfaces for: <ul style="list-style-type: none"> - System setup - System configuration - User management - System maintenance - Data backup etc. And other administration functions on the administration panel			
1.14.2	System should provide facility to maintain Master Data including edit/delete facility for data types			
1.14.3	System should provide facility to create and maintain new master data types required for the system			
1.14.4	System should provide Different dashboard views for different users including internal and external (pending work, notifications etc) System should provide monitoring dashboards and control panels suitable for required activities and customized for different user roles etc.			
1.14.5	System should enable ICT department to edit/ create/ modify/delete the business functions/workflows of SLTDA Licensing process as required (not covered in the scope of this project- administrative control and configurable system)			
1.15	<i>Reports Management</i> System should provide facility to generate text based and graphic based reports in the relevant contexts			
1.15.1	System should provide facility to generate and issue predefined reports (for SLTDA and Tourist Businesses) & letters (eg: Tourist			

	<p>Visa recommendation letter, Liquor License recommendation letter/renewal, TDL etc.)</p> <p>Sending them to specific emails including multiple recipients.</p>			
1.15.2	<p>System should provide facility to generate and issue user defined (custom) reports/letters on selected criteria including status reports</p> <p>Sending them to specific emails including multiple recipients.</p>			
1.15.3	<p>System should provide facility to publish and share reports on selected publishing channels</p> <p>e.g. Dashboards, Print, email etc.</p>			
1.15.4	<p>System should provide facility to compare related reports</p>			
1.16	<p>Auditing</p> <p>System should provide facility for auditing and event traceability on all transactions and user interactions.</p>			
1.16.1	<p>System should maintain event logs and traceable data for system auditing</p>			
1.16.2	<p>System should provide facility with corresponding interfaces for auditing the system</p>			
1.16.3	<p>System should provide facility for recovery / corrective activities on business functions.</p> <p>e.g.</p> <ul style="list-style-type: none"> - Restore deleted content on formal user request - Delete an erroneous entry on request of an authorized system user <p>(Recovery requests should be auditable.)</p>			
1.16.4	<p>System should facilitate recovery and rectification activities for the required business functions with suitable user interfaces</p>			
1.16.5	<p>System should maintain log entries on such activities</p>			

1.16.6	Recovering user should be able to provide a reference comment for the recovery activity.			
1.17	System should provide verification and validation required to avoid duplicate/replicate entries. System should be provided with all relevant validations / computations wherever applicable.			
1.18	System should provide facility to display emergency notifications/banners/information into the existing web portal and send email notification, bulk emails to users/groups.			
1.19	System should support log/handle/status maintain/resolve/close of all users (internal/external) inquiries (inquiries direct to relevant officer and notification on resolve to relevant users)			

2. Process wise Requirements - Application and initial registration process

No	Requirement	Y	N	Remarks
2.1	<p>Preliminary registration of the tourism businesses.</p> <p>Registration based on different tourism establishment categories [different templates -25 categories, each maximum of 35 fields at current and may have more categories in future]. May accept or reject based on,</p> <ul style="list-style-type: none"> a) Previously registered/ duplicate data – Accommodation b) Not fulfilled criteria – Accommodation c) Check with the course/training complete list – Drivers/Guides <p>System should support automatic acceptance or rejection based on the criteria.</p> <p>System should automatically identify if any applicant is registered previously or not.</p> <p>Ability to submit multiple applications at once, if the applicant have several business branches to register sometimes with same name - group (with same Business Registration Number) and maintain the</p>			

	<p>information under the same user. But users should not allow duplicate applications with existing applications or registrations</p> <ul style="list-style-type: none"> – May not applicable for some establishment types (e.g. Travel Agency), then should reject as duplicate. <p>System shall distinguish brand operators (Ex. Jetwing, Aitken Spence, Cinnamon, etc...) by application and could be able to generate reports of each brands.</p> <p>User is provided with a login after the successful preliminary registration. It should create individual user profiles with information they provided at each stage.(certain profile information be editable by user with adequate approvals)</p> <p>System should support Image upload of the establishment (profile picture)</p> <p>Application autofill option with given logging email extracted data.</p> <p>Required notifications and alerts should be supported for relevant users/groups.</p> <p>System should facilitate creating new categories and forms/templates and fields relevant to them.</p>			
2.2	<p>System should support a mechanism to identify the correct tourism establishment category at the time of Preliminary registration. (e.g. - questionnaire, based on application fields information etc)</p>			
2.3	<p>Successful applicants are requested to upload relevant documents per the tourism establishment category and make initial payments.</p> <p>Required notifications and alerts should be supported for the relevant users/groups. [acceptance/rejection/re-upload/reminders etc]</p>			

3. Document Process

No.	Requirement	Y	N	Remarks
3.1	The system should facilitate Photographic evidence collection from the applicants for registration process if required. (with enable or disable facility)			
3.2	The system should support the successful applicants to upload relevant details and documents and images for licensing process (online) including resize facility Should support a mechanism to ignore/identify non applicable documents types (pdf/word etc) when uploading			
3.3	The system should support the successful applicants to upload relevant details, documents with a validation and images for licensing process, manually from SLTDA Should support a mechanism to ignore/identify non applicable documents (pdf/word etc) when uploading including file resize facility			
3.4	The system should support registered users to upload relevant details, documents with a validation and images for renewal process (online) Should support a mechanism to ignore/identify non applicable documents when uploading including file resize facility			
3.5	The system should support registered users to upload relevant details, documents with a validation and images for renewal process, manually from SLTDA Should support a mechanism to ignore/identify non applicable documents when uploading including file resize facility			
3.6	Requirements 1.8 1.8.1			

	1.8.2			
3.7	System should facilitate automatic document verification, identify documents validity/expiration.			
3.8	Documents acceptance or rejection and re-upload facility Required notifications and alerts should be supported for the relevant users			
3.9	Required notifications and alerts should be supported for the all/ specific users/groups on document expiration, renewal of licensing [maintain renewal frequency] etc.			
3.10	System should support <i>initial identification</i> of star rates/grades/type etc for specified types of businesses individually at the time of initial (document processing stage) registration. (may vary after the inspection)			

4. Inspection Management – Except for Tour Guides , Associations, Tourist Drivers

4.1	System stores all the successful applicants data for next stage (inspection)			
4.2	System should provide facility to create, define templates for inspection mark sheet (Marking system) and status report			
4.3	At the time of inspection System should facilitate instant update/upload/preparation of the inspection status report and make recommendations/rejection with reasons (e.g. – mobile accessibility- onsite) (enable change of inspection category at the site inspection, accordingly select the type of inspection report as per eligible category. if so, Justification/ Clarification for change of category shall be provided to proceed)			
4.4	System should facilitate update/upload/prepare of the inspection report and make short coming/recommendations/rejection with			

	reasons after the inspection			
4.5	Manual mechanism to change business category/star rank/grade/type in the initial application or after inspection (without re-entering any already entered data) (with reasons for change and maintain audit logs)			
4.6	System should support upload images of inspection to attach with inspection status reports. These images could be taken at the site with the phone camera that is used to carry out the system update.			
4.7	Track inspection records and future inspections needed. (e.g. - after 4 year re- inspection)			
4.8	System should track businesses, where short coming need rectified after the inspection. (updates, reports and alerts)			
4.9	System should support relevant users to upload/add short coming rectified by businesses into the inspection status report			
4.10	Required notifications and alerts should be supported for the users			
4.11	<i>Inspection Scheduling</i>			
	<p>System should provide facility to plan, prepare and manage the inspection schedule</p> <p>e.g.</p> <p>Similar duty allocation based on,</p> <p>Geographical area consideration, availability of officers, Subject responsibility etc.</p> <p>manage job allocations</p> <p>For predefined schedules, system should provide facility to update it as required on the user availability etc.</p> <p>Upon creation notifications should be sent for the relevant users/groups in the predefined notification methods. (SLTDA inspection officers, Business owners etc) (calendar event</p>			

	notification & management)			
4.11.2	System should provide facility to maintain the list of users attached to the schedule Required notifications and alerts should be supported for the list of users/groups in the schedule			
4.11.3	System should facilitate to schedule re-inspections (if the initial inspection is not recommended- only in major variations) (Notification, verification, validation, of re-inspection fee as prescribed)			
4.11.4	Display Operational Inspection Schedule Dashboard For schedule users, System should display the operational schedule. The position of the relevant schedule to the particular user should be highlighted in the user portal. Dashboards should be available for monitoring and control purposes for the authorized users.			
4.11.4.1	System should provide facility to Accept Schedule: User accept the assigned schedule or reject and reschedule to other user.			
4.11.4.2	System should provide facility to send a notifications to the users on schedule			
4.11.4.3	System should Notify the schedule manager if a user does not accept the schedule within a defined threshold time Provide facility for the schedule manager to update the schedule if required followed by required notifications			
4.11.4.4	System should provide facility for the User to end and close the schedule once the inspection is over.			

4.11.4.5	<p>System should provide facility to View Operational schedule Dashboards</p> <p>Schedule users should be able to view the operational schedule through the individual accounts.</p> <p>The allocation for a particular user should be highlighted in the individual dashboard.</p>			
4.11.4.6	<p>System should provide facility to Search, View and monitor the status of the schedule by authorized users with dashboards, reports etc.</p>			

5. Payment and TDL clearance Process

No	Requirement	Y	N	Remarks
5.1	<p>System should provide facility make and collect payments at different stages (Registration/Renewal) for different business categories (online) [payment gateway integration]</p> <p>Payments stages (credit/debit/bank transfer) Accommodation</p> <ul style="list-style-type: none"> ○ Registration Payment <ul style="list-style-type: none"> ✓ Initial Payment (Admin +Inspection) ✓ Balance Payment (Registration +License) ○ Renewal Payment <ul style="list-style-type: none"> ✓ Renew payment ✓ TDL ✓ Penalty ○ Re- inspection payment ○ Ownership/ Name changes fee ○ Provisional license fee ○ Visa Recommendation fee <p>Guides /Associations/Drivers</p> <ul style="list-style-type: none"> ○ Registration Payment <ul style="list-style-type: none"> ✓ Payment (Registration +Certificate /ID/License) 			

	<ul style="list-style-type: none"> ○ Renewal Payment 			
5.2	<p>System should provide facility for manual payments</p> <p>Accommodation</p> <ul style="list-style-type: none"> ○ Registration Payment <ul style="list-style-type: none"> ✓ Initial Payment (Admin +Inspection) ✓ Balance Payment (Registration +License) ○ Renewal Payment <ul style="list-style-type: none"> ✓ Renew payment ✓ TDL ✓ Penalty ○ Ownership/ name changes fee ○ Visa recommendation fee ○ certified copy fee <p>Guides /Associations/Drivers</p> <ul style="list-style-type: none"> ○ Registration Payment <ul style="list-style-type: none"> ✓ Payment (Registration +Certificate /ID/License) ○ Renewal Payment 			
5.3	<p>System should provide facility to TDL payment collection, calculation (per stipulated rates) , verification, validation, penalty calculation, underpayments (automatic) – TLD clearance</p> <ul style="list-style-type: none"> ○ Quarterly Payment ○ Instalment Payment ○ Single Payment <p>TDL should be calculate including previous years with penalty if not paid to date.</p> <p>TDL is not applicable for : Association, Guides, Drivers</p>			
5.4	<p>System should provide facility to manual TDL payment collection and update system (manual)</p> <ul style="list-style-type: none"> ○ Quarterly payment 			

	<ul style="list-style-type: none"> ○ Instalment Payment ○ Single payment <p>TDL should be calculate including previous years with penalty if not paid to date.</p>			
5.5	System should support acceptance, approval and verification of payments			
5.6	System should provide facility to search (e.g. - pending payments, late payments etc.) by both SLTDA and tourist establishment users.			
5.7	System should provide facility to identify overdue payments/TDLs and notify relevant users by relevant notifications or alerts automatically.			
5.8	System should provide facility to alteration of fee structure <ul style="list-style-type: none"> ○ Taxes addition/ alteration ○ Waiving off for particular period ○ Reduction/ addition 			
5.9	System should provide instalment payment (specified number of instalments) facility (create/define) for different payments for specified category/ies for a specified time period (when needed enable/ disable and define inputs).			
5.10	System should provide payment/penalty etc waived off facility for specified category/ies for a specified time period (create/define) (when needed enable /disable)			
5.11	System should facilitate to collect TDL from provisional/temporary License Holders			
5.12	System should support TDL clearance process to obtain renewal of license			
5.13	system dashboard shall showcase the TDL cleared/ processing status to user/group, and customer profile			

5.14	System should provide facilities to hold the renewal license when there is arrears payment of the previous quarter/s			
5.15	System should support suspend establishments on renewing license and charge additional amount if submitted manipulated financial statements			

6. Licensing / Certificate Management

No	Requirement	Y	N	Remarks
6.1	<p>For successful users selected for registration, renewal of certificate /license/ID/ Book</p> <p>System should provide facility to:</p> <ul style="list-style-type: none"> - Generate certificate/ license by retrieving relevant data -Proof reading - Save - Insert in to document - Issue digital endorsed format of certificate /license/ID - Print in to required format 			
6.2	<p>System should support issuing temporary/ provisional (06 months) license to specific business entities and continue for actual registration if recommended.</p> <p>Should facilitate to extend the period for another six (06) months those who do not comply within given six (06) months subject to satisfactory of registration progress which approved by higher administrative levels</p>			
6.3	<p>Requirements</p> <ul style="list-style-type: none"> 1.12 1.12.1 1.12.2 1.12.3 			

6.4	System should support to suspend users or <i>flag warning</i> with reasons automatically/manually due to inactivity for a specific period or misconduct or not renewing license or etc. (suspended establishment reports shall be generated with reasons)			
6.5	System should support to search and identify and reactive suspended users with reasons			
6.6	System should support create/add/maintain star rates/grades/type etc for specified types of businesses individually (e.g. – Classified Hotels(1/2/3/4/5 star, Tourist friendly eating places(A/B), Guest House(A/B/C), Restaurants(A/B), Home Stay, Bungalow(Superior/Deluxe/Standard), Travel Agency (Home/Office) etc.)			
6.7	System should provide facilities for one day service for license renewal (only if no inspection needed) including report generation (daily, weekly, monthly, annual, customized period)			

7. Other Requirements

No	Requirement	Y	N	Remarks
7.1	System should provide suitable user friendly UIs			
7.2	System should send notifications to relevant users/groups on relevant updates (both happy path and sad path and acknowledgements etc)			
7.3	Different dashboard views should be provided for different users and user levels			
7.4	System should provide facility to incorporate the manually received data/documents/payments to the system.			
7.5	System should migrate the existing data to the new platform with proper migration plan to maintain data integrity and ensuring minimal disruption and downtime to the active business (One time task)			

7.6	Common Search / Browse module to provide a comfortable search to the end users			
7.7	System should provide facility to Search, View and monitor the status of the registration by authorized users with dashboards			
7.8	System should provide facility to tourist establishments (applicants) to View and monitor the status of the registration, renewal and finance clearance			
7.9	System should be responsive (web application should be responsive where it should be viewable on any computing device. Including Mobile responsiveness- must be usable on a mobile phone and tablets)			
7.10	The system should strictly align to the agreed/current theme (UI standards, colours, menu formats etc.) of SLTDA			
7.11	System should be able to publish the Facilities provided by SLTDA and apply those facilities through user categories/eligibility/profiles.			
7.12	System should support Geo mapping of Tourist establishments. Inspections - Maintain Geo information (Map) - Incorporate with transport management system of SLTDA.			
7.13	Numbering/ sequence system used when ever needed based on different types (e.g Registration numbers[Hotel/Travel Agency/etc], Letters[visa/liquor/ Penalty etc], receipts[payment/etc], reports etc)			
7.14	System should provide facilities to collect data/reaserch/statistics from establishments as surveys or any other means specify Occupancy & tariff statistics collect & sync with Research & international affairs – the renewal of the establishment approval based on the above data			

8. Non - Functional Requirements

No	Requirement	Y	N	Remarks
9.1	General			
9.1.1	System should be 100% web based			
9.1.2	System should be a configurable solution (system should built on top of a flexible component-based [Registration, Document, Payment, Inspection, Licensing, Admin etc] framework – module/component based)			
9.1.3	Should provide required technical and end user training; The Technical Training Should be sufficient for handling the system elaborated above; Training materials with expected quality Content should be suitable for self-learning.			
9.1.4	Migrate the existing data to the new platform with proper migration plan to maintain data integrity and ensuring minimal disruption and downtime to the active business.			
9.1.5	Faster information delivery, user friendly, easy access and easy control/management to its users.			
9.1.6	Should adhere to the Engineering Guidelines and requirements prescribed by ICTA			
9.1.7	Should have Continuous Integration and Continuous Deployment (CI/CD)			
9.1.8	Almost 80%+ test coverage and test automation (invest in automated unit, integration and functional test suites)			
9.1.9	Hosting Hosting should be done on ICTA's Lanka Government Cloud (LGC2). Maintenance and administration of the deployment environment must be carried out by the vendor (100GB)			
9.2	Usability System should be a web based solution fulfilling all the			

	mandatory functional and non-functional requirements			
9.2.1	Supporting all required input channels as appropriate e.g. standard input channels			
9.2.2	Supporting Output Channels e.g. Web, Mobile, Printed format etc.			
9.2.3	Browser Compatibility Latest versions of the Internet Explorer, Firefox and Chrome			
9.2.4	Operating System Compatibility Should support the currently available windows based operating systems (Windows 7 onwards) and of the existing devices and any upgrades expected			
9.2.5	Other Application Compatibility System should be compatible with the other applications available e.g. Office suits, email (Outlook), Google workplace/G suit etc.			
9.2.6	Help content should be available in the supported language for the User Interfaces			
9.2.7	Printing System should provide printer ready documents where ever applicable			
9.2.8	System should consistently present user interface menus, commands and other facilities in all parts of the application.			
9.2.9	System should use consistent terminology to label functions and actions in all parts of the application.			
9.2.10	System should produce error messages which are meaningful and appropriate. Also should offer immediate prompts for actions to resolve the error wherever possible			
9.2.11	Where validation errors are detected, system should unambiguously describe the nature of the error, and offer a			

	method of correcting the error, or cancelling the action			
9.2.12	<p>System should provide user friendly graphical interfaces aligning to UX best practices and with a flexible and user friendly design. Appropriate UI standards to be used.</p> <p>e.g.- easy/faster navigation, simple design, find as you type, typography, consistency, user control, use of standard, correct and appropriate interface elements (Input Controls: buttons, text fields, checkboxes, radio buttons, dropdown lists, list boxes, toggles, date field , Navigational Components: breadcrumb, slider, search field, pagination, slider, tags, icons , Informational Components: tooltips, icons, progress bar, notifications, message boxes, modal windows, Containers: accordion) and practices etc.</p>			
9.3	Integration			
9.3.1	<p>System should Integrate with Other Internal Applications whenever applicable via APIs</p> <p>e.g. email, SMS , IRU/ Tourism Planning & development division system, Sri Lanka Tourism Mobile App, other systems etc</p>			
9.3.2	System should Integrate with sri lanka tourism web sites to display certain information (refer current integration)			
9.3.3	System should Integrate with Disaster Recovery Process			
9.4	Integrity			
9.4.1	System should enforce integrity of all aspects such as the business functions, data and the artifacts generated through the system			
9.4.2	System should Ensure the accuracy of the business functions			

9.4.3	System should Ensure the completeness of the business functions			
9.4.4	System should Ensure the error tolerance and the robustness of the system			
9.4.5	System should Ensure the consistency of the business functions and the system			
9.5	Availability			
9.5.1	System should ensure high availability of the system (24 X 7) A solution should be provide for the business continuity of the automated processes and to maintain the availability of the system			
9.5.2	System should provide necessary alternative plans to ensure availability whenever applicable			
9.5.3	System should support Availability of fail-over in the event of repairs, upgrades and maintenance to the system			
9.5.4	Backup processing, monitoring and maintaining: Necessary mechanisms for backup should be implemented. Backup procedure and restoration procedure should be properly documented and restoration should be properly tested			
9.5.5	The main contingencies that should be considered and the training with regards to these shall be given to the relevant staff - Equipment failure - Physical / natural Disaster - Breakdown messaging or communication facilities. - Changes in operations and policy - Sudden absence of key personnel - Breach in Security			
9.6	Performance			
9.6.1	System should have the performance requirements to ensure the effective and efficient conduct of all business functions			

9.6.2	System should provide industry standard performance for all required performance parameters to ensure effective and efficient conduct of business functions				
9.6.3	<p>Item</p> <p>Screen Navigation: field-to-field</p> <p>Screen Navigation: screen-to-screen</p> <p>Screen Refresh</p> <p>Screen list box, combo box</p> <p>Screen grid – 25 rows, 10 columns</p> <p>Report preview – (all reports) – initial page view (if asynchronous)</p> <p>Simple enquiry – single table, 5 fields, 3 conditions – without screen rendering</p> <p>Complex enquiry – multiple joined table (5), 10 fields, 3 conditions – without screen rendering</p> <p>Server side validations / computations</p> <p>Client side validations / computations</p>	<p>Performance</p> <p>< 10 milliseconds</p> <p>< 5 seconds</p> <p>< 3 seconds</p> <p>< 3 seconds</p> <p>< 5 seconds</p> <p>< 60 seconds in most instances. It is understood that complicated / large volume reports may require a longer period</p> <p>< 5 seconds for 100,000 rows</p> <p>< 8 seconds for 100,000 rows</p> <p>< 10 milliseconds</p> <p>< 1 millisecond</p>			

	<p>Batch processing (if any) per 100 records < 120 seconds</p> <p>Login, authentication, and verification < 3 seconds</p> <p>Daily backups – max duration 1 hour (on-line preferred)</p> <p>Total Restore – max duration 4 hours</p> <p>The bandwidth is assumed at 512kbps (shared) (point to point between LIX and the Department web service) with 1,000 concurrent users (50% load factor) in total.</p>			
9.7	Scalability			
9.7.1	System should provide a robust and flexible architecture that can evolve to meet the needs of changing business environment and needs			
9.7.2	<p>Should provide evidence of the degree of Scalability which it can support over time, as business needs change and develops e.g.</p> <p>Increase of total number of users</p> <p>Access for new external stakeholders</p> <p>Re-configuration and downtime required to maintain</p>			
9.8	Extendibility			
9.8.1	System should Provide Application Interfaces or APIs (wherever applicable), which could be extended later to meet future requirements			
9.9	Compliance			
9.9.1	The system should follow open standards, free and open source (FOSS) technologies and should not use proprietary standards unless otherwise there's a very valid reason (subject to SLTDA approval)			

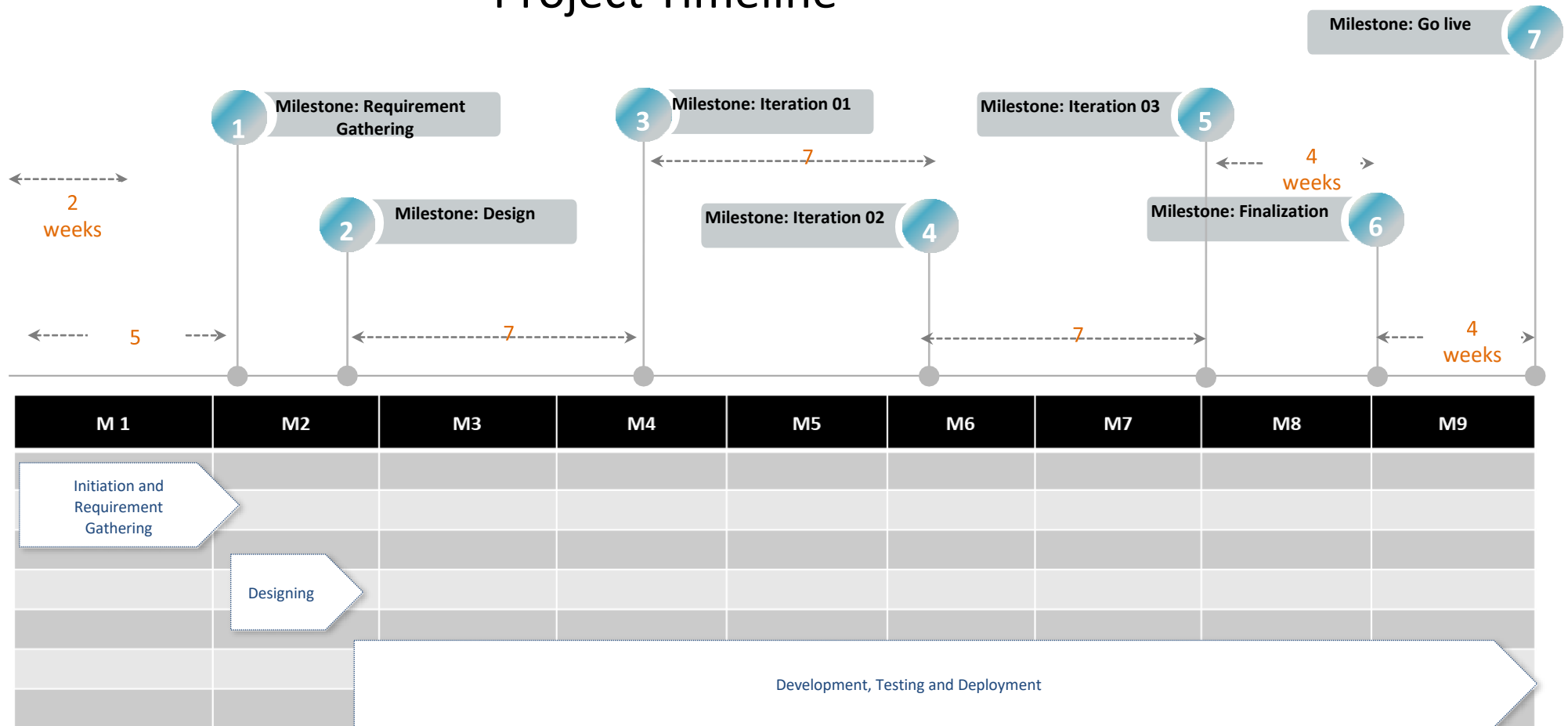
	Non-Proprietary formats should be used when handling content. (In any justifiable limitations) Proprietary standards/formats etc. should be used ONLY on acceptance of SLTDA.			
9.10	Capacity and Storage			
9.10.1	Should ensure meeting capacity and storage requirements of the system for the current business functions			
9.10.2	Suitable storage should be used to preserve archived contents			
9.11	Audit			
9.11.1	Wherever applicable, an audit trail of all activities must be maintained. On a service or operation being initiated, the system should log the event, creating a basic ‘audit log entry’. It should not be possible for the operation to be executed without the log entry being made.			
9.11.2	The information recorded in the audit trail depends on the type of activity, which takes place. Each service would be responsible for logging detailed information. The different types of operations are - • Data Capture & Maintenance • Creation of an entry / item • Modification an item • Deletion • Control (or status change) • Process execution • Data synchronization • Print (only selected item) • Retrieval • Monitor			
9.11.3	Detail logging may be enabled or disabled for each type of operation, and/or for each business object. It should be possible to configure which attributes of a data item should be traced at the detailed level. Tracing of some attributes may be considered mandatory, and they should not be turned off.			
9.12	Hosting			
	Should be hosted in Lanka Government Cloud. Bidder must check all required technicalities and include all costs in the pricing schedule. (e.g. LGC space free, Licensing cost, Any implementation and maintenance charges, etc.)			

9.13	Support Resources			
	Vendor must place 02 support staff at SLTDA. They will report to Director ICT. They should be able to make minor modification in the system and develop reports. Only major modifications will be done as Chargeable Change Requests (CRs) with the vendor.			

B. Deliverables

Project duration is for **09 months** from kick-off to Go-live, including requirement finalization, designing, developing and deploying the system. Data transfer can go parallel.

Project Timeline



Serial No	Deliverables	Stage	Duration
1.	Project Plan (including Project Schedule, Resource Plan, Communication Plan, Risk Plan, Configuration Management Plan etc.) Background study and Requirement Verification Initial Data Migration Plan Detailed System Requirement Specification Requirements Traceability Matrix High fidelity mockup of the solution	Initiation/ Requirement gathering	5 weeks
2.	Design and Architecture Document (full mapping of the backend DB included) Test Plan Update Requirements Traceability Matrix Requirements verification checklist for Iteration 01 Data Migration Plan for Iteration 01 UAT Training plan for Iteration 01 **Vendor should verify and obtain relevant approval from SLTDA to proceed.	Designing	2 weeks
3.	Proper maintenance of source code Release management plan Version control documents Iteration 01 1. Delivery of Iteration 01* 2. Test Report, Delivery Note and Deployment Guide for Iteration 01 3. Data Migration for Iteration 01 4. Requirements verification checklist for Iteration 02 5. Updated Requirements Traceability Matrix 6. Data Migration Plan for Iteration 02 7. UAT Training plan for I2 **Vendor should verify specs/requirements and obtain relevant approval from SLTDA to proceed.	Development, Testing and Deployment	7 weeks
	Iteration 02 1. Delivery of Iteration 02 and completed Defect fixes of Iteration 01 2. Test Report, Delivery Note and Deployment Guide for Iteration 02 3. Data Migration for Iteration 02 *		7 weeks

	<ol style="list-style-type: none"> 4. Requirements verification checklist for Iteration 03 5. Updated Requirements Traceability Matrix 6. Data Migration Plan for Iteration 03 7. UAT Training plan for Iteration 03 8. Conducting UAT Training for Iteration 01 <p>**Vendor should verify specs/requirements and obtain relevant approval from SLTDA to proceed.</p>		
	<p>Iteration 03</p> <ol style="list-style-type: none"> 1. Delivery of Iteration 03 and completed Defect fixes of Iteration 02 2. Test Report, Delivery Note and Deployment Guide for Iteration 02 3. Data Migration for Iteration 03 * 4. Conducting UAT Training for Iteration 02 5. Updated Requirements Traceability Matrix <p>**Vendor should verify specs/requirements and obtain relevant approval from SLTDA to proceed.</p>		7 weeks
4.	<ol style="list-style-type: none"> 1. Defect fixes of Iteration 03 2. Updated Requirements Traceability Matrix 3. UAT training materials/User Manuals / Admin Manuals 4. Conducting UAT Training for I3 5. Security Audit - by SLCERT (or any other party) following the application of their security recommendations. 6. Load testing and results acceptance. <p>Acceptance of UAT and sign off Successful training sessions and sign-offs Proper maintenance in the issues tracker</p>	Finalization	4 weeks
5.	<ol style="list-style-type: none"> 1. UAT and Integration 2. Deployment in the Production environment and Installation Guide 3. Go Live and Live acceptance 4. Production development confirmation report 5. System performance testing report (load, stress, endurance etc.) 6. Commissioning <p>Complete source code with all administrative rights and copyrights to SLTDA.</p>	Go Live	4 weeks
6.	Maintenance for 3 years – Yearly maintenance Report	Maintenance	3 years

- Iteration 1 - General + Initial application registration request + Document process + Other Requirements
- Iteration 2 - Inspection Process + Other Requirements + General
- Iteration 3 - Payment Process + License/Certificate Issue Process + Other Requirements + General

From existing documents and other data sources (i.e. Excel) historical data should be entered and checked (QA process) with the assistance of relevant staff

Review Procedure

The Software Development Service Provider is required to work closely with the ICT division of SLTDA and will report to Director-ICT. All versions of deliverables will be reviewed by Director-ICT or his appointed staff of SLTDA.

Deliverables will be reviewed by a committee appointed by SLTDA.

Progress Review Procedure

- Bi Weekly Progress review

Monthly progress review with Project Management Committee (PMC)

SECTION VI
CONDITIONS OF CONTRACT

CONDITIONS OF CONTRACT

A. General Provisions

- 1.1 Definitions Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
 - (d) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
 - (c) “Contract” means the Contract signed by the Parties, to which these Conditions of Contract (CC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
 - (d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
 - (e) “Employer” means the party who employs the Service Provider
 - (f) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
 - (g) “Personnel” means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof;
 - (h) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
 - (i) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
 - (j) “Employer’s Requirements” means the Employer’s Requirements of the service included in the bidding document submitted by the Service Provider to the Employer
 - (k) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Employer’s Requirements and Schedule of Activities included in the Service Provider’s Bid.
- 1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of the Socialist Democratic Republic of Sri Lanka
- 1.3 Language This Contract has been executed in English Language
- 1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, to such Party at the address specified in the Contract Data.

1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the Employer’s Requirements and, where the location of a particular task is not so specified, at such locations, as the Employer may approve.

1.6 Authorized Representatives Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the Contract Data.

B. Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in the Contract Data.

2.2 Starting Date The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be specified in the Contract Data.

2.3 Intended Completion Date Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the Contract Data. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.

2.5 Force Majeure

2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination The Employer may terminate this Contract, by not less than fourteen (14) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause 2.6.1 and twenty eight (28) days' in the case of the event referred to in (f):

2.6.1 By the Employer

- (a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider does not maintain a Performance Security in accordance with Clause 3.9;
- (e) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the Contract Data.;
- (f) if the Employer, in its sole discretion, decides to terminate this Contract.

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 2.6.2:

2.6.2 By the Service provider

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-two (42) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than fifty six (56) days.

- 2.6.3 Payment upon Termination Upon termination of this contract pursuant to clauses 2.6.1 or 2.6.2 the Employer shall make the following payments to the Service Provider:
- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
 - (b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

C. Obligations of the Service Provider

3.1 General The Service Providers shall perform the Services in accordance with the Employer’s Requirements and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer’s legitimate interests in any dealings with Subcontractors or third parties.

3.3 Confidentiality The Service Providers, their Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.

3.5 Service Providers’ Actions Requiring Employer’s Prior Approval The Service Providers shall obtain the Employer’s prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”),
- (c) changing the Program of activities; and
- (d) any other action that may be specified in the Contract Data.

3.6 Reporting Obligations The Service Providers shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

3.7 Documents Prepared by Service Providers to Be the Property of the Employer All plans, drawings, Employer’s Requirements, designs, reports, and other documents and software submitted by the Service Providers in accordance with Clause 3.6 shall become and remain the property of the Employer, and the Service Providers shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Providers may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the Contract Data

3.8 Liquidated

Damages

3.8.1 Payments of Liquidated Damages The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.8.2 Correction for Overpayment If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Clause 6.5

3.9 Performance Security The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.

D. Service Provider's Personnel

4.1 Description of Personnel The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer

4.2 Removal and/or Replacement of Personnel (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

(b) If the Employer finds that any of the Personnel have

(i) committed serious misconduct or have been charged with having committed a criminal action, or

(ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

(c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Employer

- 5.1 Assistance and Exemptions The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC
- 5.2 Change in the Applicable Law If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

F. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Providers in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3
- 6.2 Contract Price The Contract Price is set forth in the Contract Data.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.
- 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.
- 6.4 Terms and Conditions of Payment Payments will be made to the Service Provider and according to the payment schedule stated in the Contract Data. Unless otherwise stated in, the Contract Data, first payment shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the Contract Data. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

G. Quality Control

- 7.1 Identifying Defects The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities.

7.2 Correction of Defects, and Lack of Performance Penalty (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
(b) Every time notice a Defect is given; the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.
(c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8

H. Settlement of Disputes

8.1 Amicable Settlement The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

8.2.1 Any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, which was not settled amicably in as with sub clause 8.2.1 above, shall be finally settled by arbitration in accordance with Arbitration Act No 11 of 1995.

8.2.2 The arbitral tribunal shall consist of a sole arbitrator, who shall be appointed in the manner provided under sub clause 8.2.3.

8.2.3 The Party desiring arbitration shall nominate three arbitrators out of which one to be selected by the other Party within 21 Days of the receipt of such nomination. If the other Party does not select one to serve as Arbitrator within the stipulated period, then the Arbitrator shall be appointed in accordance with Arbitration Act No 11 of 1995, or any other amendments thereof

SECTION VII
CONTRACT DATA

Contract Data

Ref. Clause No	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(e)	Development of License Management Software for SLTDA Contract No: SLTDA/ICT/IS/NCB/LMS/2021/01
1.1(h)	The Employer is Director General, Sri Lanka Tourism Development Authority
1.4	The Address of the Employer is Director General Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03
1.6	The Authorized Representative for the Employer is: Director (ICT), Sri Lanka Tourism Development Authority
2.1	The date on which this Contract shall come into effect is 7 days from the date of Award
2.2.1	The Starting Date for the commencement of the project is December 2021
2.3	The Intended Completion Date is: Development for 9 Months from the date of commencement % 3years maintenance period.
3.5	Sub-contractors are not Allowed
3.8	Delay penalty It is expected the software vendor to meet the delivery timelines. Delays will be penalized by deducting the amount Rs 16,667 per day (maximum up to 10% of the total contract sum). Quotation should be strictly adhered to the above format, if not the bid will be rejected. * An absence of a support staff member will need to be replaced or a day's amount would be reduced from the monthly payment. It is bidders duty to keep at least 01 additional staff trained for the job to replace him/her when required. In the event of a resignation or suspension of such staff, software service provider needs to fill the position with a suitable resource within 02 weeks. And then ensure to train the resource while on the job within another 02 weeks to match the expected level of competency. Keeping an additional staff trained will ease this process. However for the interim period, from the absence of the staff to proper acceptance of the replacement, monthly fee for that particular staff will be suspended. * for deduction purposes, a Day's fee is calculated by dividing the monthly fee for a resource by 30 days.
3.9	Within 14 days after receipt of the letter of Acceptance the successful bidder shall deliver the Performance security to the Employer <ul style="list-style-type: none">▪ for an amount equivalent to 10% of the initial Contract Price▪ Validity period of 28 days beyond the intended completion date.▪ Issued by approved commercial bank operates under the Central Bank of Sri Lanka.▪ If the employer extend the service period the performance security shall be extended valid for 28 days beyond the extended period.

5.1 Not Applicable

- 6.4 A percentage (%) of the software fee will be paid at each milestone indicated below:
- 20% as a mobilization advance against a Bank guarantee, as per the format of which is given in Annexure. The Bank guarantee should be valid for the period covering completion of supply, installation, commissioning and acceptance of the Project.
 - 40% on successful completion of User Acceptance Test (UAT) of the project/software, after successful commissioning and handing over of the items covered under the Scope of the Project.
 - 10% will be paid upon completion of data migration. This is vital for the go-live. Vendor must fully handle this.
 - 20% will be paid on Final Acceptance of the Project and Go-Live. At this point (before the payment) source code and copyrights should be transferred to SLTDA with all other artifacts (training manuals, videos, user guides, admin training material, load testing results, data dictionaries, etc).
 - 10% retainer will be paid after continuous 6 months of successful operation of software from the month of go-live. Performance of the software should be acceptable.

SECTION VIII
PRICE SCHEDULE

(Use only for the Envelope 2 – “Financial Bid”)

PRICE SCHEDULE
(Use only for the Envelope 2 – “Financial Bid”)
Development of License Management Software for SLTDA
Contract No: SLTDA/ICT/IS/NCB/LMS/2021/01

Description	Amount (Rs.)	Total (Rs.)
Cost of Software Solution (source codes and copyrights to SLTDA). With 01 Year Warranty.		
Data migration (including data entry done by the bidder)		
Software ready to Go-live Total		
Year 01		
All Charges related to Hosting in LGC (with ownership to SLTDA)		
Application Support (02) Staff placed at SLTDA		
Any other costs (please specify)		
Year 01 Total		
Year 02		
Software Annual Maintenance Contract fee		
All Charges related to Hosting in LGC (with ownership to SLTDA)		
Application Support (02) Staff placed at SLTDA		
Any other costs (please specify)		
Year 02 Total		
Year 03		
Software Annual Maintenance Contract fee		
All Charges related to Hosting in LGC (with ownership to SLTDA)		
Application Support (02) Staff placed at SLTDA		
Any other costs (please specify)		
Year 03 Total		
Total operation cost for 03 Years		
Total Cost		

Note:

All Charges related to the project including any required licenses, hardware, consultation fees, etc., must be mentioned above. No other fees will be entertained and bidder must bear them, if failed to mention above.

Total amount [excluding VAT] is Rs. (in words)

Signature :..... NIC No :.....
 Name :..... Company Seal :.....
 Designation :..... Date :.....

Note: Quotation should be strictly adhered to the above format, if not the bid will be rejected.

SECTION IX

ANNEXURES

ANNEXURE 1
BIDDERS' COMPANY INFORMATION

Name of Firm:	
Business Address:	Telephone: Fax:
Contact Person (with designation):	
Type of Company (Private/ Public/ Public Quoted etc.)	
Registered Office:	
Place of Incorporation:	
Date of Incorporation:	
Date of Commencement of Business:	
Business Registration Number:	
Board of Directors/Partners (Please list):	
Activities of the Company:	
Number of permanent, full time professional employees related to following functional areas Software Application consultants Database consultants Application support consultant	
Total number of similar reference sites in Sri Lanka (Proposed solution)	
Total number of similar reference sites in overseas	
Signature (Director/ Partner)	
Company Seal	

Instructions - Details requested in the Form must be supplied in the stipulated format above.

ANNEXURE 2
DETAILS OF COMPLETED SIMILAR PROJECTS

Bidders Name :	
1.	Name of the project:
	Country
2.	Name of the customer
3.	Address and contact details of customer:
4.	Brief description about the project.
5.	<p>Project role (check boxes as appropriate)</p> <ul style="list-style-type: none"> ▪ System Analysis & Design - Y/N ▪ Installing & Commissioning - Y/N ▪ Cloud Hosted - Y/N ▪ End User Training - - Y/N ▪ Other - Please state - Y/N ▪ Do you have a maintenance contract with customer - Y/N
6.	<p>Total project value</p> <ul style="list-style-type: none"> ▪ Cloud Hosting value in total ▪ Application Software value in total ▪ Implementation services value in total ▪ Annual Maintenance value
7.	Date of award and Date of project completion: <i>(if Stage wise commissioning please specify)</i>
8.	Details of Modules implemented and number of concurrent / named users in total.
9.	Duration of the assignment: _____ Years _____ Months

ANNEXURE 3
DETAILS OF COMPLETED LARGE SCALE WEB BASED PROJECTS

Bidders Name :	
1.	Name of the project:
	Country
2.	Name of the customer
3.	Address and contact details of customer:
4.	Brief description about the project.
5.	<p>Project role (check boxes as appropriate)</p> <ul style="list-style-type: none"> ▪ System Analysis & Design - Y/N ▪ Installing & Commissioning - Y/N ▪ Cloud Hosted - Y/N ▪ End User Training - - Y/N ▪ Other - Please state - Y/N ▪ Do you have a maintenance contract with customer - Y/N
6.	<p>Total project value</p> <ul style="list-style-type: none"> ▪ Cloud Hosting value in total ▪ Application Software value in total ▪ Implementation services value in total ▪ Annual Maintenance value
7.	Date of award and Date of project completion: <i>(if Stage wise commissioning please specify)</i>
8.	Details of Modules implemented and number of concurrent / named users in total.
9.	Duration of the assignment: _____ Years _____ Months

ANNEXURE 4
CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. **Proposed Position :** _____

2. **Name of Firm** [*Insert name of firm proposing the staff*]: _____

3. **Name of Staff** [*Insert full name*]: _____

4. **Date of Birth:**_____ **Nationality:** _____

5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

6. **Membership of Professional Associations:** _____

7. **Other Training** [*Indicate significant training since degrees under 5 - Education were obtained*]: _____

8. **Experience in the specific role:** [*List the projects*]:_____

9. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:

10. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From [*Year*]:_____ To [*Year*]: _____

Employer:_____

Positions held: _____

<p>11. Qualification of the Consultant</p> <p><i>[Refer Section 4 of ToR, List qualifications to meet the minimum requirement or preferably more]</i></p>	<p>12. Work Undertaken that Best Illustrates the Qualification</p> <p><i>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]</i></p> <p>Name of assignment or project: Client: Duration: Location Brief description of the projects: Positions held: Technologies used:</p>
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13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of staff member] *Day/Month/Year*

Full name of authorized representative: _____

TEAM COMPOSITION AND TASK ASSIGNMENTS

<u>Professional Staff</u>				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

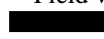
ANNEXURE 5 STAFFING SCHEDULE

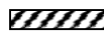
N o	Name of Staff	Staff input (in the form of a bar chart) ²													Total staff-month input			
		1	2	3	4	5	6	7	8	9	10	11	12	n	Home	Field ₃	Total	
Foreign																		
1		[Home] [Field]																
2																		
n																		
													Subtotal					
Local																		
1		[Home] [Field]																
2																		
n																		
													Subtotal					
													Total					

1 For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).

2 Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.

3 Field work means work carried out at a place other than the Consultant's home office.

 Full time input

 Part time input

**ANNEXURE 6
WORK SCHEDULE**

N o	Activity ¹	Months ²												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.

ANNEXURE 7
BREAKDOWN OF REMUNERATION

Information to be provided in this Form shall only be used to establish payments to the Consultant for possible additional services requested by the Client.

Name ²	Position ³	Staff-month Rate ⁴
Foreign Staff		
		[Home] [Field]
Local Staff		
		[Home] [Field]

- 1 Form shall be filled in for the same Professional and Support Staff listed in Form Staffing Schedule Annexure 4.
- 2 Professional Staff should be indicated individually; Support Staff should be indicated per category (e.g.: draftsmen, clerical staff).
- 3 Positions of the Professional Staff shall coincide with the ones indicated in Form Team Composition Annexure 3.
- 4 Indicate separately staff-month rate and currency for home and field work.

ANNEXURE 9

Current Process and Expectations

Annexure A – Brief of Current Process

Below elaborated some of the information related to the requirements specified in the document. The below requirements guidelines are not the final requirements guidelines of SLTDA and the service provider should make provision to add other modules identified in during the requirement gathering phase.

Current Registration Process in Steps

1. The applicant request initial registration through the form provided in the SLTDA website. The form should collect different information from different business types. **Including a profile picture.**
E.g.- General Information, Personal Information, Geographic information, Business information, Staff Details, Proprietor/Company/Owner Details, Managing Agent/Operator (if relevant) details, Residential Units details, Registration Information for Associations
Liquor License Required? Hard Liquor Y/N
Soft Liquor Y/N
Does your group has other registrations under SLTDA? Y/N
If Yes - Dropdown (from SQA eg – Jetwing, Cinnamon)
If No – ignore

Relevant information can be accessed from: <https://eservices.slt-da.gov.lk/ApplicationMain.aspx>
***The fields of the application needs to finalize with the consultation of the relevant departments.**

2. This initial registration capture the details of the applicant and create individual profiles with login accounts.
3. SLTDA (SQA/Domestic Tourism Dept.) accept or reject the application.
4. Successful applicants has to submit relevant documents (certified copies of originals) and make the initial payments of Admin and inspection fees. Required document (maximum of 15 documents per) and fees as per different categories can accessed from: <https://www.slt-da.gov.lk/register-with-us>
5. Finance department verify the payment with the bank and accept the payment.
6. SQA department verify the documents submitted.
7. If rejected the user has to resubmit the relevant documents.
8. SQA department schedule the inspection dates.
9. SQA department conduct inspections (inspection marking) as per the schedule.
10. SQA department prepare the inspection status report with recommendation/rejection/recommended with short coming need rectified.
11. Short comings are notified to the businesses and Letter on shortcomings should generate and send to respective business and officials.
11. If recommended with short coming need rectified user has to rectify the shortcomings and inform the SQA department with evidence.
12. If needed the SQA department conduct re-inspections else recommend upon evidence provided.
13. Successfully recommended businesses has to make the balance payments (Registration and License fee)
14. Finance department verify the payment with the bank and accept the payment
15. Informed to SQA, verify all in order with approvals and SQA department print the certificate/license, Liquor License recommendation, Visa recommendation letters

For Driver/Guides/Associations

Steps 1-3 similar

4. Successful applicants has to submit relevant document. Required document and fees as per different categories can accessed from: <https://www.sltda.gov.lk/register-with-us>
5. SQA department verify the documents submitted.
6. If rejected the user has to resubmit the relevant document.
7. Successfully Drivers/Guides/Associations has to make payments (Registration and License fee)
8. Finance department verify the payment with the bank and accept the payment
9. Informed to SQA department/Domestic Tourism department, verify all in order with approvals and print the certificate/license/ID/Booklet

Current Renewal Process in Steps

1. User login with their credentials
2. Registered user submit relevant documents and make the renewal payments. Required renewal document and fees as per different categories can be accessed from: <https://www.sltda.gov.lk/register-with-us>
3. Finance department verify the payment with the bank and accept the payment.
4. SQA department verify the documents submitted.
5. If rejected the user has to resubmit the relevant document.
6. If needed the SQA department conduct inspections.
7. User has to clear TDL before renewal (user should submit the quarterly statements together with the quarterly TDL payments before ending the subsequent quarter). If not submitting at once or exceeding the subsequent quarter charge penalties. <https://www.sltda.gov.lk/tourism-development-levy> Registered establishments must pay TDL payments based on their turnover on quarterly basis.
8. Informed to SQA department, verify all in order with approvals and print the renewal certificate/license, Liquor License renewal recommendation letter.

For Driver/Guides/ Associations

Steps 1-5 similar

6. Informed to SQA department/domestic tourism department, verify all in order with approvals and print the renewal license/ID/Booklet

All users (internal/external) are notified via SMS and Email/ dashboard (alerts and notifications) about the progress. Users can self-track their progress.

At the application submission stage system should identify duplicates with previous registrations. (e.g. - using Business Registration, NIC, etc.) Branches goes with same BR.

Current TDL Process in Steps

Client can make payments online or by visiting SLTDA.

1. If online, Client login to the system and proceed.
2. Client has the ability to calculate its TDL value from the system (through client side view).
3. Submit the quarterly statements and relevant documents.
4. Client make the payments. (TDL/Underpayments/Penalty)
 - a. Calculation of the total TDL liability based on the Total turnover in the financial statement.
 - b. Informing the underpayments with the penalty.
5. Finance department verify the payments and generate payment voucher and receipt.
6. Prepare e receipt and post the actual.

7. If manual client make payments at SLTDA
 - a. Calculation of the total TDL liability based on the Total turnover in the financial statement. Verify with the quarterly TDL statements and the payments. Identify under/overpayments
 - b. Generate payment voucher (separate PIV for each quarterly/penalty/under payments)
 - c. Pay and Issue receipt

*Should consider underpayments / late payments (penalty)

TDL Calculations

1. Automate the TDL calculations, depending on the Turnover value – Quarter value - (if > 3mil. then 1% or 0.5%). These % values may vary time to time.
2. When entering 4th quarter value, If total of 4 quarters > 12mil. Then should calculate 1% overall and if < 12mil. Then calculate 0.5% overall and apply surcharge.
3. All the related documents should submit online per quarter.
4. IF the audited reports and original values are varied, system should Notify and calculate the Underpayments or Overpayments.
5. Should consider financial year, registered year, service charge, VAT, over payments, transfer payments etc.

TDL Quarters

Q1 – April/01 – June/30 → due date: Sep/30

Q2 – July/01 – Sep/30 → due date: Dec/31

Q3 – Oct/01 – Dec/31 → due date: Mar/31

Q4 – Jan/01 – Mar/31 → due date: June/30

Penalty Calculation –annual percentage from bank → calculate per day

Underpayment – Compare audited reports and actual payments

TDL Instalment Payment (example)

This is a result of reliefs provided to the industry to overcome, recent impact. These kind of schemes come and change.

1. An instalment scheme to pay TDL payment that belongs to year 2019 calendar year.
2. Once a client is entitled for this instalment scheme, they can renew their 2020 license as they are treated as TDL cleared.
3. The total due of TDL in year 2019 can be settled by 24 equal instalments. (or specified number of instalments)
4. All the instalments will end in December 2021 and it will be scheduled between January 2020 and December 2021. (or specified duration)
5. At the TDL payment screen on client application they can pay this by selecting pending instalments.
6. Client should have the ability to pay one or more instalments in one time.
7. Until 31st of Dec 2021 no penalties for the instalments. (if specified)
8. After 31st of Dec 2021 remaining instalments will recalculate with adding the penalty and add to the total pending payments on that date.
9. General TDL payments for 2020 and 2021 need to continue as normal.

TDL instalment Reports Fields: Category, Registration No., Registration Name, TDL Amount for 2019, Paid Amount before Instalments Applied, Applied Amount for Instalments, No. of Instalments pending, Paid Amount, Due Amount, Summary at the bottom

National Tourist Guide Lectures Renewal of License (Waive off) (example)

This is a result of reliefs provided to the industry to overcome, recent impact. These kind of schemes come and change.

1. Annual renewal license fee of all Tourist Guide Lectures will be waived off for one year, either 2019 or 2020. Only for guides who have renewed until 2019. Guides who have not renewed their license over a year can avail of the relief measure by paying the previous year's fee.
2. Police Report is not required for National Tourist Guide Lectures who have renewed the license continuously for 10 years up to 2019.
3. The license will be renewed yearly for National Tourist Guide Lectures over 65 years, subject to submission of a recommendation letter from registered travel agency.
4. The license will not be renewed for Chauffeur Tourist Guide Lectures over 70 years.
5. Renewal document verify process is not changed

All categories Renewal of License (Waive off) (example)

This is a result of reliefs provided to the industry to overcome, recent impact. These kind of schemes come and change.

1. The annual renewal fee for all categories will be waived for one year.
 - Waive off renewal fee for year 2021 those who have paid renewal fee for the year 2020.
 - Waive off renewal fee for the year 2020 those who have not renewed for the year 2020.
2. This is only valid for registered establishments or services who have renewed the licenses until at least the year 2019.
3. Establishments or services that have not renewed their license for over a year can avail of the relief measure by paying the previous years' fees.
4. Renewal document verify process is not changed.

Inspection Mark Sheet

Different business has different criteria and sub criteria of evaluation with defined marks.

E.g. – Criteria: Location, Bed Rooms, Bath Rooms etc. (Maximum of 20 main requirements and each having 1 to maximum of 20 sub facilities) (the number of main and sub criteria may vary based on the business category)

Refer the Gazettes/Guidelines from: <https://www.slttda.gov.lk/register-with-us>

Based on the above marks obtained by the business, the grades/ rates/types are assigned and recommended/ rejected for registration. Refer the Gazettes/Guidelines from:

<https://www.slttda.gov.lk/register-with-us>

Proposed Category Identification for New Application Registration (Classified Hotels)

- At the time of initial application request submission user has to answer preliminary questions (8) to identify the suggested category/ies.
- selection of formal registration & provisional registration process with instructions
- Get basic information on Tourist establishment & its services and the application further reporting purposes and evaluating purpose.
- Then the applicant Answer (Yes/No) the self-evaluation (Maximum of 21 main requirements and each having 1 to maximum of 20 sub facilities) (Refer Gazette/Guidelines: requirements section and sub facilities specified) <https://www.slttda.gov.lk/register-with-us>
- Each and every sub Facility item in each section should have ability to upload at least five images. - Images need to be resized and cropped accordingly when uploading to the system.

Average of 60 items per business. (25*60*5=7500) for S&QA user evaluation purposes. Automatically preview, resubmit facility. (image resize facility)

- Registered user submit relevant documents and make the payments. Scan documents submitted, Validity of Documents to be automatically evaluate on given criteria by system and acknowledgement. Required document as per different categories can accessed from: <https://www.sltda.gov.lk/register-with-us>
- Online payment via online payment gateway, Finance department verify the payment with the bank and accept the payment and acknowledgement with receipts.
- SQA department verify the documents submitted.
- If rejected the user has to resubmit the relevant document and acknowledgement of resubmission.
- If provisional registration selected, only evaluating photographic evidence submitted at self evaluation, provisional registration proceed. Rejection, resubmit of photographic evidence and acknowledgement of updates.
- For formal registration, SQA schedule the inspections and conduct inspections. Provisional registered establishments do inspect during first 6 months. automated schedule & calendar, Acknowledgement generation, confirmation of inspection, mapping routes, Generate inspection pack for officers, Possible integration with transport requests (Google AppSheets)
- SQA department conduct inspections (using the previously generated report).
- Inspection officer also have the privilege to add photos (3 images each) make comments, recommendations to the same report without editing the previous data. Three images each at the time of inspection. Ontime inspection report generation & submission, Acknowledgements for approvals before submission to system for future reference & auditing under same profile.
- SQA department prepare the inspection status report with recommendation/rejection/recommended with short coming need rectified.
- Short comings are notified to the businesses and Letter, email on shortcomings should generate and send to respective business and officials.
- If recommended with short coming need rectified user has to rectify the shortcomings and inform the SQA department with evidence. The same inspection report with shortcomings could be updated by applicant and submitted with a covering specified letter by system.
- Successfully recommended businesses has to make the balance payments (Registration and License fee)
- Online payment via online payment gateway, Finance department verify the payment with the bank and accept the payment and acknowledgement with receipts.
- Informed to SQA department, verify all in order with approvals and print the certificate/license, Liquor License recommendation letter, Visa Recommendation letters.

Note: there shall be Inspections scheduling process, Visa recommendation process along with this to be mentioned.

Proposed Photographic Evidence Collection for New Application Registration (for Provisional/ Temporary Registration)

- The applicant should be able to upload 3 images per specified sub Facility item in each section. Images need to be resized and cropped accordingly when uploading to the system. (This can be generated as a report and used in the time of inspection by the officer. Average of 60 sub items per business) Average of 60 items per business. (25*60*3=4500)

- Cluster wise photos submission possible and should output as a report, accessible to client before final submission.
- Officer is able view, evaluate and Accept/Reject
- On rejection send relevant notifications to the client and if resubmission needed possibility to re-upload and relevant notifications to the all users.
- Officer can re-evaluate the submission (include compare pervious records)
- Registered user submit relevant documents and make the payments. Required document as per different categories can accessed from: <https://www.sltda.gov.lk/register-with-us>
- Online payment via online payment gateway, Finance department verify the payment with the bank and accept the payment and acknowledgement with receipts.
- SQA department verify the documents submitted.
- If rejected the user has to resubmit the relevant document.
- Successfully recommended businesses with relevant approvals has to make the balance payments (Registration and License fee)
- Finance department verify the payment with the bank and accept the payment
- Informed to SQA department, verify all in order with approvals and issue (digital), print the certificate/license, Liquor License recommendation letter.

Provisional Licensing

- For those who not comply with the total requirements.
- Grant the six (06) months provisional license for listed categories and extend the period for another six.(06) months those who do not comply within given six (06) months subject to satisfactory of registration progress by Director/ Standards & Quality Assurance.
- License with nominal fee-including taxes.
- Allow to collect TDL from Provisional License Holders

Notifications and Alerts (individual/group/s)

Tourist Businesses – Registration

Request Application receive

Application acceptance / Reject

Initial Payment request

Initial Payment received success

Reminder initial payment

Initial payment accepted (verify) /reject

Document submission request (initial/renewal/TDL)

Documents received success

Reminder document submission

Documents accept/reject

On Rejection – Request to re-upload documents, Reminder

Inspection complete notify

After the inspection recommend/reject or recommended with short coming need rectified notify

If recommended with short coming need rectified reminder to rectify and provide evidence

Balance payment request

Balance Payment received success

Reminder Balance payment

Balance payment accepted (verify) /reject

Registration success
Quarterly payment accepted (verify) /reject
TDL payment request
TDL Payment received success
Reminder TDL payment
Etc.

Tourist Guides/Drivers – Registration

Application receive
Application acceptance / Reject
Document submission request
Documents received success
Reminder document submission
Documents accept/reject
Payment request
Payment received success
Reminder payment
Payment accepted (verify) /reject
Registration success + ID card issuance form send
Etc.

Tourist Businesses – Renew

Renewal reminder
Documents received success
Documents accept/reject
Payment received success
Payment accepted (verify) /reject
Renewal success
Etc.

TDL Clearance

Quarterly payment and document submit reminder
Documents received success
Quarterly payment received success
Quarterly payment accepted (verify)
Documents accepted /reject
Penalty/under/late payment reminder
Penalty/under/late payment accepted (verify)/reject
Etc.

Tourist Guides/Drivers – Renew

Renewal reminder
Documents received success
Documents accept/reject
Payment received success
Payment accepted (verify) /reject
Renewal success + Booklet +ID renew reminder

Etc.

SQA – Registration

Application receive

Reminder to Application acceptance / Reject

Initial Payment received success

Initial payment accepted (verified)

Documents received success

Reminder to Documents accept/reject

On rejection – Documents Re- uploaded

Balance Payment received success

Balance payment accepted (verified)

Inspection Schedule Notify

Inspection Schedule acceptance reminder

After completion of inspection – Inspection report upload notify

Inspection status report success/ rejection

Uploaded rectified recommendations notify

Recommended notify to proceed Registration

Registration success – Print License

Etc.

Finance – Registration

Initial payment received

Balance Payment received

Etc.

Finance – Renew – TDL Quarterly Payments

Quarter 1/2/3/4 payment and documents received

Penalty reminder

Penalty received

Etc.

Finance – Renew – TDL Clearance

Penalty for underpayment reminder

Underpayments received

Etc.

Inspection Officer

Inspection schedule accepted /Rejection

Inspection completed

Inspection report upload reminder

Inspection report upload success

Etc.

Other customizable/dynamic alerts/notifications

Reports/Receipts /Letters

Receipts/e-receipts

Initial/Balance Registration Payment

Payment Reference No: - System generate # (uniquely identify card/bank deposit)

Receipt No:

Date/Time:

Customer Name:-

Payment Type: Cash/Cheque

Bank:

Payment Reason:

Status: Successful/Reject

Amount:

E-mail:

Renewal Payment

Payment Reference No:

Receipt No:

Date/Time:

Customer Name/ Paid by:-

Business Category:

Registration Number:

Payment Type:

Payment Reason:

Valid Period:

Status: Successful/Reject

Amount:

E-mail:

TDL Payments Voucher

Payment Reference No:

Receipt No:

Date/Time:

Customer Name/ Paid by:-

Business Category:

Registration Number:

Payment Type:

Bank:

Payment Reason:

Valid Period:

Status: Successful/Reject

Amount:

E-mail:

TDL Payments Cashier

Payment Reference No:

Receipt No:

Date/Time:

Customer Name/ Paid by:-
Business Category:
Registration Number:
Payment Type:
Bank:
Payment Reason:
Valid Period:
Status: Successful/Reject
Amount:
E-mail:

Etc.

Other customizable/dynamic receipts

Letters (to individuals/groups)

Tourist Visa recommendation letter
Tourist Visa renewal recommendation letter
Liquor License recommendation letter
Liquor License renewal recommendation letter
Short Comings notify letter
TDL penalty for payment letter
TDL underpayment payment letter
Etc.

Other customizable/dynamic letters Including sending facility to multiple recipients or bulk

Reports/Dashboard view (graphical representation wherever applicable)

Inspection Mark sheet (Individual client based)
Inspection status report (Individual client based/officer based)
TDL Status report (Individual client based)
TDL payments (Yearly/Category/Quarterly/ Individual/clearance etc.)
Payment Status (Yearly/Type/Category/ Provincial/Divisional / Individual etc.)
Document Status/View (Individual/ category wise etc.)
Audit Trails (individual user etc.)
Applications lists (Monthly/Yearly/ Provincial/Divisional/Category etc.)
Registered entities (Individual/Yearly/Monthly/Provincial/Divisional/Type/Category/Ratings etc.)
Pending task (Individual/Queues etc)
Registration Status (Individual/category wise etc.)
Renewal Status (Individual/ category wise etc.)
Liquor Licensing's listings (Yearly/Monthly/Provincial/Divisional etc.)
Visa listings (Yearly/Monthly/Provincial/Divisional etc.)
Income (Yearly/Monthly/Category/Annual/payment type etc.)
Summary reports
Stage views
Other customizable/dynamic reports
Provisional Registrations (Category/ Yearly/ Provincial/Divisional etc.)
TDL Instalments (individual/ Category etc.)
Self evaluation Photographic submission, rejected submissions, complete submission.

online application,
Acknowledgements of documents submission
Counts
Language proficiency of guides
Top TDL payers
Top Registrations
Registrations per specified year on category wise or all
Etc.

All the required formats, forms, data and all other relevant information will be shared to the selected vendor.

ANNEXURE 10
PERFORMANCE GUARANTEE (Unconditional)

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

Beneficiary: Director General,
Sri Lanka Tourism Development Authority,
No.80, Galle Road,
Colombo 03

Date:

PERFORMANCE GUARANTEE No.:

We have been informed that ----- [name of Contractor]
(hereinafter called "the Contractor") has entered into Contract No----- [reference number
of the contract] dated ----- with you, for the ----- [insert "construction"] of-----
----- [name of contract and brief description of Works]
(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 in figures] (.....) [amount in words], upon
receipt by us of your first demand in writing accompanied by a written statement stating that the
Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show
grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the ----- day of -----, 20 [insert date, 28 days beyond
the Intended 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 11

BID GUARANTEE / SECURITY (Unconditional)

[This 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: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

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

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

We have been informed that ----- *[insert (by issuing agency) name of the bidder]* (hereinafter called "the bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the execution of *[insert name of Contract]* under Invitation for Bids No. ----- *[insert IFB number]* ("the IFB").

Furthermore, we understand that, according to your 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"); or
- (c) having been notified of the acceptance of its Bid by the Employer 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 the successful bidder furnishing the performance security, 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.

ANNEXURE 12
ADVANCED PAYMENT GUARANTEE / SECURITY (Unconditional)

Beneficiary: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Clause 51 (“Advance Payment”) of the above-mentioned Contract, [name and address of Service Provider] (hereinafter called “the Service Provider”) shall deposit with [name of Employer] a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of [amount of Guarantee] [amount in words]

We, the [Bank or Financial Institution], as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to [name of Employer] on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding [amount of Guarantee] [amount in words]

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between [name of Employer] and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until [name of Employer] receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: _____

Name of Bank/Financial Institution: _____

Address: _____

Date: _____

ANNEXURE 13
FORM OF CONTRACT (Unconditional)

THIS AGREEMENT number..... made on,
.....2020, between.....
(herein after called “the Purchaser”) on the one part and
.....
.....(hereinafter called “the Service Provider”) on the other part.

WHEREAS the Purchaser has requested for quotation for
.....
.....(description of goods/Service) to be supplied / delivered by Supplier/Service provider,
viz. Contract....., (hereinafter called “Contract”) and has accepted
the Quotation by the Supplier for the supply of service under Contract at the sum
of..... (.....)
hereinafter called “the Contract Price”.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
 - a) Form of Quotation; Terms of Reference, General Conditions of Contract, Technical Specifications;
 - b) Addendum (if applicable);
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the supply of service under the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The SLTDA hereby covenants to pay, in consideration of the acceptance of Contract, supply and delivery of the goods and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the laws of Democratic Socialist Republic of Sri Lanka on the date indicated above.

Signature and seal of the Employer:

Signature and seal of the Service Provider:

For and on behalf of

For and on behalf of

Name of Authorized Representative

Name of Authorized Representative

