



**APPLICATION TO OBTAIN BID DOCUMENT FOR
SUBMISSION OF BIDS FOR GLOBAL CONTACT CENTER AND FREQUENT FLYER PROGRAMME
SERVICES FOR SRILANKAN AIRLINES**

General Instructions Suppliers

1. The interested suppliers should email to info.gccfpp@srilankan.com with
Reference: "GCC/2019/01 – REQUEST FOR BID DOCUMENT -
SUBMISSION OF BIDS FOR GLOBAL CONTACT CENTER AND FREQUENT
FLYER PROGRAMME SERVICES" and request for the Bid with a scanned
document comprising of information listed in section 2.

2. The document must indicate the following information
 - a. Company name (attached the scanned copy of the company registration)
 - b. Type of business
 - c. Brief description indicating experience in providing similar solution to airlines
 - d. Contact details of the company representative;
 - i. Name & Designation
 - ii. Telephone
 - iii. Fax
 - iv. Email
 - v. Signature of the company representative (signature, date & company seal)

To obtain the Bid document, the supplier should complete the above details in section 2 and send the scanned document to info.gccfpp@srilankan.com with the reference as in section 1.

The requests to obtain the Bid documents should be sent from 21st July 19 onwards and the bid document will be shared for requested vendors by 27th July 19.

Bid closing date: 09th September 2019 at 11.30 am Sri Lankan time (GMT + 5:30 Time Zone)

For any issues in submitting to info.gccfpp@srilankan.com contact "Global Contact Center Manager" through +94 197 33 5555.