

NAME OF TENDER:

DESIGN, DEVELOPMENT, SUPPLY,
DELIVERY, INSTALLATION, TESTING &
COMMISSIONING OF CLOUD FCC
BASED RETAIL AUTOMATION SYSTEM
AT 230 NOS PETROL STATIONS OF
LANKA IOC PLC

Tender No	LIOC/ ENG/ GT/ 06/ 2025-26
Due Date & Time	14.01.2026 @ 14:00 Hrs

TECHNO-COMMERCIAL BID



TENDER NO: LIOC/ ENG/ GT/ 06/ 2025-26
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PART-II

S/N	DESCRIPTION	PAGE NO.
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Tender No: LIOC/ ENG/ GT/ 06/ 2025-26
Dt: 10.12.2025

M/s.

.....
.....

Dear Sir,

**SUB: DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING
OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF
LANKA IOC PLC**

DUE DATE & TIME: 14.01.2026 @ 14.00 HRS

Lanka IOC Plc is a private limited company in Downstream Petroleum in Sri Lanka and also a subsidiary of Indian Oil Corporation Limited. As part of our assets, we operate more than 250 retail outlets across the Island. We plan to provide Cloud FCC based IoT automation system for Dispensing Units & Product Tanks (if applicable) at its 230 ROs, including monthly maintenance services for next 7 years after handing over i.e. after completion of SAT, for which the subject tender enquiry is being made and as described in further detail in the tender documents.

1. Following documents forming a part of the mentioned tender are enclosed in single set:

S/N	DESCRIPTION
PART I: TECHNICAL/ COMMERCIAL BID	
1	Notice Inviting Tender
2	Special Terms & Conditions of Tender
3	Technical specification and Drawing etc.
4	Pre-qualification criteria and documents to be enclosed
5	Declaration of the Bidder
6	Bidder's Information
7	Details of statutory levies & currencies for Sri Lankan Bidders/ Foreign Bidders.
	Details of applicable currency for Material supply & Services for Foreign bidders
8	Proforma of Declarations to be Furnished by the Tenderers
9	Proforma of Performance Guarantee (Bid Bond & Security Deposit)
	Proforma of declaration of Black Listing /Holiday Listing
10	Proforma of Authorization of Agents / Dealer
11	Proforma of declaration of genuineness of documents
PART II: PRICE BID	

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1	Schedule of works /Price bid
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2. We request you to submit your lowest quotation for the work contained in the tender. Your offer, complete in all respects must be submitted so as to reach this office of LIOC on or before **13.01.2026 at 14:00 hrs.** Complete Offer may please be dropped in the Engineering tender box kept in our office at address given below.

**VICE PRESIDENT (ENGG)
LANKA LIOC PLC
LEVEL 20, WEST TOWER, WORLD TRADE CENTRE
ECHELON SQUARE, COLOMBO - 01
SRI LANKA.**

3. **Tender Fee:** Tender documents (non-transferable) can be obtained from Engineering department, Lanka IOC PLC, 20th floor, West Tower, Echelon Square, Colombo, Sri Lanka by way of a request letter together with tender fee for **LKR 5,000.00** by way of Demand Draft drawn in favor of **LANKA IOC PLC payable at COLOMBO** or **USD 16** as the case maybe.
- 3.1. LIOC shall not be responsible for any Postal / Courier delays if document is sought by post. The tender documents can also be downloaded from our website **www.lankaio.com** during the sale period. In such case, the tenderers must ensure that all the documents are downloaded and the responsibility of the same shall vest with the individual tenderer. Before downloading the tender documents from the website, the tenderer should register in the website by giving the correct name of the firm, address and all details as required. It shall be the responsibility of the tenderer to ensure that they register with the web site well in advance and download the documents before due date and time of close of sale. In case, the name and address in which the tenderers have registered at the website does not match with the name and address of in which they have quoted, their tender shall be rejected outright.
- 3.2. The tender documents downloaded are not transferable and can be used only by the registered tenderer who has downloaded the documents. Hence any tender submitted by the tenderers who have neither bought the tender nor downloaded the same shall be rejected outright. In case, the tenders are downloaded, the tenderers are **NOT required to submit the Tender Fee for LKR 5,000/- (USD 16) along with the Technical Bid documents.**
4. **Submission of Tender Documents:**
- 4.1. Tender Envelope must be super scribed duly indicating the tender number, due date and time of opening, name of work tendered, and address of tenderer. It must be noted that the Technical bid (named as COVER A) & Price bid (named as COVER B) shall be enclosed in separate covers

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and sealed. The two covers (COVER A & COVER B) in sealed condition containing the above must be enclosed in an outer cover (named COVER C) and sealed and submitted. The outer cover (COVER C) must be super scribed duly indicating the tender number, due date and time of opening, name of work tendered, name and address of tenderer. Non-submission of the tender documents in the manner prescribed above will render the offer liable for rejection.

4.2. Tenderers to note that LIOC shall not be responsible for the postal delays in dispatch and receipt of tender documents. Tenderers must also note that all pages of tender must be signed with stamp and submitted as part of submission of tender.

4.3. Tenders received after the due date and time shall be rejected outright.

Thanking You,

**Yours faithfully,
For LANKA IOC PLC**

VICE PRESIDENT (ENGG)

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NOTICE INVITING TENDER (PRESS NOTICE)



NOTICE INVITING TENDER

Tender no: LIOC/ ENG/ GT/ 06/ 2025-26

Lanka IOC PLC invites global tender in the prescribed tender form under two bid system from Bonafide contractors/ suppliers for the following works:

NAME OF WORK	SALE / DOWNLOAD PERIOD (BOTH DAYS INCLUSIVE)	CONTACT PERSON
DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC	10.12.2025 From 0900 Hrs To 14.01.2026 Up to 1400 Hrs	Executive (Engg) TEL: +94 11 2475720 Email:buwaneka@lankaioc.com

Please visit our website www.lankaioc.com for further details on this tender.

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INTRODUCTION

1	Name of Work	:	DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC
2	Place of Work	:	Various Petrol Sheds of Lanka IOC across the Island
3	Tender Ref	:	LIOC/ ENG/ GT/ 06/ 2025-26
4	Tender Due Date & Time	:	14.01.2026 @ 14:00 HRS
5	Tender Cost	:	LKR 5,000/- (USD 16) BY DEMAND DRAFT ONLY
6	Bid Bond	:	LKR 5,810,372/- by DD/ BG (USD 18,895) By way of TT Transfer
7	Work Completion Time	:	• 1st Call-up Order - 6 Months for completion including SATs from the date of Call-up Order. • Subsequent callup - 4 Months for completion including SATs. Note: Order for a minimum of 100 new ROs/Sheds shall be placed per call-up order, in addition to the upgradation of existing automated ROs.
8	Overall Contract Period	:	07 (SEVEN) YEARS from the date of Start of Maintenance Service Period for individual Call-up Orders, including free repair/replacement of equipment for the 7 year period.
9	Validity of Tender Bid	:	04 (FOUR) Months from date of tender opening (Technical Bid)
10	Price Validity of contract	:	36 Months from the date of finalization of Tender

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10	Pre Bid Meeting	:	A Pre-Bid Meeting will be conducted at the Lanka IOC Head Office, Colombo, either physically or via video conference upon request by prospective bidders on 23.12.2025 at 15:00. All Pre-Bid Queries shall be submitted in writing to the Vice President (VP), LIOC, at least three (3) days prior to the scheduled Pre-Bid Meeting. https://us06web.zoom.us/j/3980363401?pwd=95zXQkxsZBvp67TPHb6VALgnXz1Mbm.1&omn=85725350181 Meeting ID: 398 036 3401 Passcode: 12345 Any queries received after the three-day window shall not be entertained or considered for clarification during or after the Pre-Bid Meeting.
11	Verification of original documents	:	15.01.2026 to 23.01.2026
12	Tender Submission	:	VICE PRESIDENT (ENGG), LANKA IOC PLC, LEVEL 20, WEST TOWER, WORLD TRADE CENTRE, ECHELON SQUARE, COLOMBO - 01, SRI LANKA
13	Contact Person	:	BUWANEKA ABEYESUNDERA TEL: +94 011 2475728 FAX: +94 011 2391490 OR 247578 EMAIL:buwaneka@lankaio.com

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IMPORTANT GUIDELINES TO TENDERERS FOR FILLING TENDER DOCUMENTS:

1. Tenders under single stage two-part system (Part I: Techno-Commercial Bid and Part II: Price Bid) are invited from reliable, bonafide & experienced bidders for “DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC”.
2. The tender should be submitted only in the prescribed tender schedule form supplied by Lanka LIOC, Colombo or downloaded from the website www.lankaio.com.
3. Please submit Techno-Commercial bids & price bid in separate sealed envelopes as described elsewhere in this tender. The two envelopes shall then be submitted in outer cover. All the envelopes (Technical bid, Price bid and Outer cover) must be clearly super scribed with tender no, subject, name & address of tenderer, due date and time.
4. Non-submission of all documents or incomplete submission of any document may result in rejection of the tenderer. It is, therefore, necessary to submit all the documents duly filled and signed along with bidder company stamp.
5. The price bid should consist of only the rate schedule and no other documents.
6. Please note that unsuccessful tenderers may / may not be intimated after the finalization of the tender. No cross correspondence shall be entertained in this regard.

**VICE PRESIDENT (ENGG)
LANKA IOC PLC**

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NOTICE INVITING TENDER:

a.	Name of Work	DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC
b.	Location of Work	Various Petrol Sheds of Lanka IOC across the Island
c.	MODE OF TENDER	Global Tender (Part I - Techno-Commercial Bid and Part II - Price Bid)
d.	Tender No.	LIOC/ENG/GT/06/2025-26
e.	Commencement of Sale of Tender / Downloading of Tender	10.12.2025 @ 0900 hrs
f.	Closure of Sale of Tender/ Downloading of Tender	14.01.2026 @ 1400 hrs
g.	Tender Fee	LKR 5,000 (non refundable/ non transferable) in the form of Demand Draft drawn in favor of Lanka IOC PLC and payable at Colombo or USD 16 as the case maybe. Please note that: there is no tender fee in case of Bidder downloading the Bid Documents from Lanka IOC Website i.e. www.lankaio.com . Please ensure that you have got yourselves registered in the name in which the Bid is intended to be submitted.
h.	Pre -Bid Meeting	A Pre-Bid Meeting will be conducted at the Lanka IOC Head Office, Colombo, either physically or via video conference upon request by prospective bidders on 23.12.2025 at 1500 hrs https://us06web.zoom.us/j/3980363401?pwd=95zXQkxsZBvp67TPHb6VALgnXz1Mbm.1&omn=85725350181 Meeting ID: 398 036 3401 Passcode: 12345 All Pre-Bid Queries shall be submitted in writing as per the prescribed format in Annexure - XVI over email to the Vice President (VP), LIOC, at least three (3) days prior to the scheduled Pre-Bid Meeting.

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		Any queries received after the three-day window shall not be entertained or considered for clarification during or after the Pre-Bid Meeting.
i.	Due Date and Time for Submission of Tender	14.01.2026 @ 1400 hrs. The intending bidders are required to submit their offer in the Tender Box at the following address before the due date and time: VP (Engineering) Lanka IOC PLC Level 20, West Tower, World Trade Center Echelon Square, Colombo 01, Sri Lanka
j.	Due Date & time of opening of Part-I(i.e. Techno-Commercial Bid)	14.01.2026 @ 1430 hrs.
k.	Date of opening of Part II i.e. Price bid	Shall be informed separately to all technically qualified bidders.
l.	Verification of Bid Documents (with their original copies)	15.01.2026 to 23.01.2026 (after Tender Opening and during working hours)
m.	Work Completion Time	• 1st Call-up Order - 6 Months for completion including SATs from the date of Call-up Order. • Subsequent callup - 4 Months for completion including SATs. Note: Order for a minimum of 100 new ROs/Sheds shall be placed per call-up order, in addition to the upgradation of existing automated ROs.

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n.	Bid Bond/ Earnest Money Deposit	<u>For Local (Sri Lanka) Bidders:</u> The bidders are required to deposit Bid Bond/ Earnest Money of LKR 5,810,372/- along with the Technical Bid by way of Demand Draft/ Banker's Cheque in favour of Lanka IOC PLC and payable at Colombo. Please note that Bid Bond must not be enclosed with the envelope containing Price Bid. Bids received without proper instrument of Bid Bond/ Earnest Money or in a manner different as above may render the tender liable for rejection. <u>For Foreign Bidder:</u> The bidders are required to deposit EMD/Bid Security of USD 18,895 by way of TT Transfer in favour of Lanka IOC PLC directly into the designated bank mentioned as below and enclose a copy of the Swift transfer Message. Lanka IOC PLC FCBU account no. 25273008920219 held with State Bank of India, Colombo (SWIFT CODE:- SBINLKXFCB) through their account no.000146528 with HSBC, USA, New York(SWIFT CODE: MRMDUS33). Alternatively, Demand Draft in equivalent local currency / USD as required drawn on Lanka IOC PLC payable at Colombo can be submitted along with the Technical Bid.
NOTE:		
I.	• Part I Techno-Commercial bid will be opened on the specified date and time as given in the NIT • Part II Price bid will be opened of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by LANKA IOC PLC. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email. The communication email shall be the same as used by the bidder for registering themselves at Lanka IOC website at the time of downloading the Tender or as mentioned by them in the "Bidder's Information" in the tender document.	

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II.	Corrigenda/addenda / clarifications, if any, shall be released on the above mentioned website only. No separate advertisement will be made in the print media. The tenderer is advised to visit the website frequently to check for updates. No separate communication other than the above, shall be made in this regard.
III.	The documents uploaded by bidder(s) will be scrutinized for authenticity of information submitted, as deemed fit by LIOC. In case any of the information furnished by the bidder is found to be false during scrutiny, Bid Bond/ EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business with the bidder and not limited to Holiday / Black listing of the bidder shall also be taken against defaulting bidders.

PROCEDURE FOR SELECTION OF CONTRACTOR

- A. Submission of Bid Documents:** Offer shall be considered for evaluation only in respect of Bidders who have submitted the tender within the due date and time and with the requisite Bid Bond/EMD as per the described procedures. All details as required in the “Statement of Credentials/Bidder’s Information” shall necessarily be filled up and copies of documents in support of meeting the pre-qualification criteria shall be submitted, failing which the Bid will be summarily rejected.
- B. Verification of Documents:** The backup / supportive documents submitted in support of the credentials and the pre-qualification criterion shall be verified with their original copies. All original copies of the aforementioned supportive documents shall be submitted in originals for verification against submitted tender to the tender inviting authority/VP(Engg.) LankaIOC to this office by the respective Bidders on the dates mentioned for “Verification of Original Documents”. Refusal to furnish the original documents for verification will render the bid liable for rejection.
- C. Technical Qualification:** Tenderer will be considered as technically qualified based on meeting qualifying parameters and after verification of original documents towards the same as stipulated below. The decision of LankaIOC on the same shall be final and binding. In the event that, document submitted by the tenderer is found to be forged or incorrect, such tenderer shall be rejected and bid bond submitted shall be forfeited immediately. Such tenderer is also liable to be put on Holiday List by LIOC.

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PRE-QUALIFICATION CRITERIA (PQC)

Parties who satisfy the following qualification parameters as per the details given below only need apply.

SL. NO.	QUALIFYING PARAMETERS
I.	Value of Similar works completed in any of the last 5 years ending 31.10.2025 : i. Three similar Completed works each of value not less than LKR 232.41 Million or (USD 755,796) OR ii. Two similar completed works of each value not less than LKR 290.52 Million or (USD 944,745) OR iii. One similar Completed works of value not less than LKR 464.83 Million or (USD 1,511,592)
II.	Average Annual Financial turnover during last 3 financial years ending 31st Mar' 2025 shall be at least LKR 174.31 Million (USD 566,847) Note: a. The bidder should submit audited balance sheet for the 3 Financial Years i.e. 2022-23, 2023-24 and 2024-25. b. In case the turnover for any of the above years is not furnished then, the turnover shall be taken as ZERO while computing average turnover. The balance sheet shall be audited by a Chartered Accountant wherever required as per the rule of the Land.

DEFINITION OF SIMILAR WORKS:-

The Bidder should have experience of the successful completion of design, development, supply, delivery, installation, testing & commissioning of Cloud FCC (Forecourt Controller) / Asset management System.

Note:

- a. Proof of works completed as per the qualifying parameters mentioned above shall be supported by copies of work orders / Contract, final bill copies / work completion**

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certificates etc. or any other document specified in this tender indicating date of work order, date of completion of works and value of works completed etc.

- b. In case of works taken up prior to the qualifying period (5 years ending 31.10.2025) are completed during the qualifying period then, the cost of works completed in the qualifying period aggregating various orders meeting similar work shall be reckoned for the purpose of qualification.
- c. Proof of turnover shall be supported by copies of audited Profit and Loss account statements & balance sheet indicating therein Professional receipts.

The following mandatory documents should be submitted in support of the above:

1. Signed Agreement/ PO copy/ Work order/ LOI or any other document which shows value of awarded works along with BOQ. This document should clearly mention Name of the client, Name of the job, Work Order/ Purchase order/ LOA No. and date and awarded value.
2. In case of combined works, clear calculations showing the bifurcated cost towards the similar work as defined above shall be submitted.
3. The bidder must have past experience of Design, Development and Implementation of Enterprise FCC on Cloud Platform for IoT Devices for a minimum **250** Sheds/Retail Outlets selling Petrol, Diesel OR Gaseous Fuel (like LPG, CNG, CBG, LNG etc).
4. Documents that should be submitted in support of the Clause 3. above
 - i. Signed Agreement/ PO copy/ Work order/ LOI or any other document which shows the scope of work as an Enterprise FCC for IoT on Cloud Platform, AND
 - ii. Proof of minimum **250 Sheds/Retail Outlets** onboarded on the Enterprise FCC Platform, AND
 - iii. Demonstration of Enterprise FCC Platform with minimum **250** ROs onboarded and communicating data on real-time basis.

NOTE:

- a) Post Tender Due Date, all participating bidders shall be notified of the specific date and time prior to the opening of the technical bids for conducting the demonstration as required under Clause (iii) above. The bidder shall be required to demonstrate their Enterprise FCC Platform with a minimum of 250 (Two Hundred Fifty) Sheds/ Retail Outlets (ROs) already onboarded, operational and

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communicating in real-time on the platform.

- b) Failure of the bidder to successfully demonstrate the above minimum requirements during the scheduled demonstration shall result in the bidder being technically disqualified, and such bidder's technical bid shall not be considered for further evaluation.
 - c) Clauses mentioned under 4.i), 4.ii), 4.iii) & 5 shall be evaluated under Technical Bid Qualification Parameters.
5. Bidder should submit CMMI Level 3 (or above) certificate valid as on bid due date. The validity of this document should be ensured during the contract period. In case of expiry of this certificate, bidder shall get it renewed and submit it to LANKA IOC.
6. Works executed as part of Joint Venture/ Consortium will not be considered.
7. If the bidder is a subsidiary or a group company of a foreign parent/holding company, the bidder can use the credentials of subsidiary or group companies of the foreign parent/holding company for the Technical Criteria and credentials of foreign parent/holding company for the Financial Criteria to establish bid qualification criteria.
8. If the bidder is using the credentials of subsidiary or group companies of foreign/holding company to meet Technical Criteria, back-to-back corporate guarantee (specific to the tender) shall be provided by the foreign parent and holding company clearly stating that the foreign parent/holding company shall fulfil all the contractual obligations of the tendered item, in case of failure of the bidder, as per the tender terms and conditions, for the entire contract period and extended period, if any, at no extra cost.
9. In case the work order submitted by the Bidder is in multiple currencies/ non-LKR, the same shall be converted in equivalent LKR, considering the conversion rate as on the date of issue of the reference order(s) based on The Central Bank of Sri Lanka (CBSL) reference rates. In case reference rate for that non-LKR currency is not available on CBSL then TT exchange rate published on exchange rate website OANDA shall be used. If a single rate is not available for conversion and both Buying and selling rates are available, for the purpose of conversion, the average of the same shall be taken.
- 10. LOCAL PRESENCE:**
- i. The vendor shall have a registered company in Sri Lanka or shall have a direct or indirect subsidiary company registered in Sri Lanka, to ensure effective after-sales service, maintenance, and technical support throughout the contract period.
 - ii. Alternatively, the vendor may engage a local partner or authorised service agency duly

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registered in Sri Lanka for the purpose of providing on-ground maintenance and support services on behalf of the vendor.

- iii. In the event the vendor does not have a registered entity, subsidiary, or authorized partner in Sri Lanka at the time of bid submission, the vendor shall submit an undertaking confirming that the required registration or partnership arrangement will be established and proof thereof submitted within the start date of Maintenance of First RO under this contract.
- iv. Failure to provide such proof within the stipulated period shall result in encashment of the Performance Bank Guarantee without any further notice, and Lanka IOC reserves the right to cancel the award of contract and take appropriate action as deemed necessary.
- v. Any deficiency, delay, or failure in service delivery, including those arising from the acts or omissions of the local partner or service agency, shall be entirely the responsibility of the bidder/vendor. The vendor shall remain fully liable for performance obligations under this contract, and penalties shall be applicable as per the relevant provisions of this tender document for any breach of service levels or non-performance, irrespective of whether the services are rendered directly by the vendor or through a local partner.

11. The Bidder shall possess valid Business Registration and VAT / GST or other applicable statutory registration certificates as required under the laws of the bidder's country of operation. Copies of the relevant certificates shall be submitted along with the Technical Bid. Failure to submit valid registration certificates as specified above shall result in the rejection of the bid.

D. Price Bid Opening & Finalization of Contract: Tenderers are required to quote fixed amount in the Price Schedule. Price Bid of only technically qualified parties shall be opened, after intimation to successful tenderers. Status of tenderers shall be arrived at based on the price quoted by individual tenderers and arranged from lowest bidder to highest bidder in terms of quotation. In case of identical rates received, parties having higher annual average turnover in the last 3 financial years i.e. as worked out for qualifying criteria shall get precedence. Turn over if not provided for any year shall be considered as zero for the purpose of calculating the average.

The lowest acceptable rate with or without negotiation & accepted by Lanka IOC shall be considered for award of work.

E. Number of Parties/ Contractors/ Vendors: Maximum of 1 Contractor/ Vendor shall be selected for the automation of all 230 Retail Outlets.

The Tenderers are advised to submit their offer strictly adhering to the terms and conditions and

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specifications contained in the Tender document and not to stipulate any deviations. Failure to do so will result in rejection of the Tender outright notwithstanding their status on quoted rates.

Canvassing of information or submission of forged or false documents/information by any Tenderer shall make their offer invalid. In addition, action shall also be taken by Lanka IOC PLC for forfeiture of bid bond as well as putting the Tenderer on Holiday list.

The successful tenderer will have to execute an agreement with LIOC PLC, covering all aspects to the contract, in the form prescribed, immediately before commencement of work. Intending tenders should acquaint themselves with provision of the agreement before sending the tenders.

Tenders should reach ENGINEERING DEPARTMENT, LANKA LIOC PLC, LEVEL 20, WEST TOWER, WORLD TRADE CENTRE, ECHELON SQUARE, COLOMBO - 01, SRI LANKA before due date and time mentioned in the NIT.

**VICE PRESIDENT (ENGG)
LANKA IOC PLC**

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List of Annexure:

Special Terms & Conditions of Tender	:	Annexure -I
Technical specification (if any)	:	Annexure - II
Pre-qualification Documents to be Enclosed	:	Annexure-III
Declaration of the Bidder	:	Annexure-IV
Bidder's Information	:	Annexure-V
Details of statutory levies for Sri Lankan Bidders & local agents of foreign bidders.	:	Annexure-VI
Details of applicable currency for Material supply & Services for Foreign bidders.	:	Annexure- VII
Proforma of Declarations to be Furnished by the Tenderers, including List of Directors of Lanka IOC PLC	:	Annexure- VIII
Proforma of Performance Guarantee (Bid Bond & Security Deposit)	:	Annexure-IX
Proforma of declaration of Black Listing/Holiday Listing	:	Annexure-X
Proforma of declaration of genuineness of documents	:	Annexure-XI
Undertaking for the establishment of a registered entity /Authorised partnership in Sri Lanka	:	Annexure-XII
Proforma of Authorisation of Agents / Dealer	:	Annexure-XIII
Proforma for Back to Back Corporate Guarantee	:	Annexure-XIV
Format for Submission of Pre Bid Queries	:	Annexure-XV
Checklist for Site acceptance test for retail outlet automation system:	:	Annexure-XVI
Schedule of Work/Price Bid	:	Annexure-XVII

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Annexure -I

SPECIAL TERMS & CONDITIONS OF TENDER:

Sl. No.	Terms	Response
1.	Mere issue of Tender Document will not mean that a particular bidder will be automatically considered qualified and their bids will be entertained. Such qualification will be reviewed at the time of evaluation of bids also. Bid shall have to be submitted in English language only and in metric system.	AGREE
2.	Price Bids (Part-II) of only those eligible bidders whose Part-I Bids are complete and in order shall be opened on time and date to be intimated later separately.	AGREE
3.	Bid Submission for	
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4.	SCOPE OF WORK FOR PART A: SUPPLY ITEMS	
4.1	NAME OF EQUIPMENT / ITEMS: i. IoT Device as per tender specifications ii. Accessories as per RO requirements iii. Dual SIM Router as per tender specifications iv. Development of Proprietary OS, Cloud FCC Platform and Any other Software Applications as specified in the tender <u>Note:</u> Bidder has to supply the above-listed material at 266 Sheds/ROs (230 Non-automated RO + 36 existing automated RO, which are to be upgraded without any cost to LIOC).	AGREE
4.2	The bidders are advised to visit the sites (Proposed Petrol Stations/ Retail Outlets) to ascertain the required quantity and number of each accessory required for the Automation of DUs. An approximate number of 920 DUs (i.e. Tokhiem + L&T + MIDCO) which may vary +/- 10% with average 4 Nos of Dispensing units per RO and 4 Nos of Product Tanks per RO have been considered in the Price Bid as a directional figure. However it is the sole responsibility of the successful bidder to ensure the complete functionality of the Cloud based Enterprise FCC automation system of Dispensing Units and Tanks (If ATG Available) at respective ROs in all respects without any additional cost in case of requirement of additional equipments /	AGREE

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	accessories/automation related all hardware & software with reference to the above tentative quantities of Dispensing Units at respective RO's. (Payment shall be made in measure & pay basis for above items in clause 4.1)	
4.3	The tenderer should furnish all technical specs including make/ model, weight, size, compatibility etc. and any other details for the safe use, storage and stowage of the equipment, its spares, accessories and consumables as detailed in the Technical Specifications.	AGREE
4.4	The vendor shall be responsible for the proper functioning and upkeep of all equipment and materials supplied under this contract for a period of seven (7) years from the date of SAT. During this period, the vendor shall ensure comprehensive maintenance support, which shall include all repairs, replacements, rectifications, and performance-related interventions required to keep the system in optimal working condition. All such activities shall be carried out free of cost to LIOC and within mutually agreed response and resolution timelines. Any defects, performance issues, or failures arising during the maintenance period shall be promptly attended to by the vendor to the satisfaction of LIOC.	AGREE
5	SCOPE OF WORK FOR PART B:	AGREE
5.1	i. I&C of IoT ii. I&C of Accessories iii. I&C of Dual SIM Router Note: Bidder has to do the installation of supplied material at 266 Sheds/ROs (230 Non-automated RO + 36 existing automated RO, which are to be upgraded without any cost to LIOC).	AGREE
5.2	The scope of work also includes providing training to respective Dealers / Field Officers and Pump attendants in each ROs without any additional cost to Lanka IOC. (I.e. Post implementation, the vendor shall impart training to Lanka IOC team including IS for maintenance of the system.	AGREE
6	SCOPE OF WORK FOR PART C:	AGREE
6.1	The vendor shall be responsible for comprehensive maintenance of the entire system (266 Shed/ROs), covering all repairs, replacements, and performance upkeep, for a period of seven (7) years from the date of SAT.	AGREE
6.2	The supplier shall have to check the functionality of all the equipment, including test deployment once in every 3 months (calendar months being counted for this preventive maintenance of the automation system at RO)	AGREE

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6.3	All required repairs/ replacement/ modification as required shall be completed and certification for functionality shall be received by VP (ENGG), Lanka IOC, before releasing monthly payments for maintenance. Delay would be considered for the purpose of LD in case the functionality report is not received the manner and time as above.	AGREE
6.4	Any and all required repairs, replacements shall be entirely in the Scope of Works of the Automation Vendor/ successful bidder and no compensation shall be payable except the Maintenance charges as agreed and as finalised in this tender.	AGREE
6.5	A summary of the tests undertaken and the repairs/ replacement made shall be submitted to the VP (ENGG)	AGREE
6.6	A certificate of functionality shall be issued by the Automation Vendor / Successful bidder once in every 3 months.	AGREE
7	REPLACEMENT OF EXISTING AUTOMATION SYSTEMS AT RETAIL OUTLETS	AGREE
7.1	<i>Lanka IOC presently operates thirty-six (36) ROs that are equipped with existing automation systems. The successful bidder shall be fully responsible for the safe de-installation, removal, and handing over of all existing automation equipment to respective dealers under due acknowledgement from the dealer and for the supply, installation, configuration, integration, testing, and commissioning of new automation systems in complete conformity with the specifications and functional requirements detailed in this tender document without any extra cost to LIOC.</i> All activities related to the de-installation of existing systems and the installation of new systems, including (all required materials), but not limited to, dismantling, transportation, cabling, mounting, calibration, networking, and system integration, shall be carried out at no additional cost to Lanka IOC . The vendor shall ensure that there is minimal disruption to RO operations during the transition and that all work is completed in a phased and controlled manner under the supervision of Lanka IOC. The upgradation of these 36 ROs shall be undertaken along with the call-up for new ROs.	AGREE
8	THIRD PARTY INSPECTION:	AGREE

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8.1	All materials and equipment (Pre-dispatch) to be supplied as part of this tender invited shall be subject to the Third Party Inspection up to 5% of the particular lot quantity by any of the following: a. LLOYDS REGISTER b. TUV SUD SOUTH ASIA PVT LTD c. GERMANISCHER LLYOD INDUSTRIAL SERVICES GMBH d. ABS INDUSTRIAL VERIFICATION(INDIA) PVT LTD e. M/S BUREAU VERITAS INDUSTRIAL SERVICES (INDIA) PVT. LTD. f. M/S DET NORSKE VERITAS (I) LTD. g. M/S. SGS TESTING AND CONTROL SERVICES. h. IRS INSPECTION SERVICES i. PROJECTS AND DEVELOPMENT & INDIA LIMITED	AGREE
8.2	Lanka IOC PLC shall be at liberty to nominate an independent Third Party Inspection Agency to verify the certification and in case of any contradiction, the Supplier/ Successful bidder shall be obliged to correct the same by way of additional tests/ repair/ replacement at no extra cost to Lanka IOC. The cost of all TPI for pre-dispatch of material shall be borne by the vendor.	AGREE
8.3	It is vendor's responsibility to arrange a TPI agency for pre dispatch of material. Pre-dispatch of the material report shall be submitted to LIOC, including QAP report.	AGREE
9	The Terms and Conditions of Tender shall be read in conjunction with the General Conditions of Contract, Specifications, Bill of Quantities and other documents forming part of this Contract wherever the Contract so requires.	AGREE

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10	The several documents forming the Contract shall be taken, as mutually explanatory to one another and in case of any discrepancies, the Bill of Quantities shall prevail over the Specifications and the Terms and Conditions over the General Conditions of Contract. In case of any dispute, question or difference either during the execution of the Contract or any other time as to any matter or thing connected with or arising out of this Contract, the decision of the VP (E)/ Lanka IOC, thereon shall be final and binding upon the vendor.	AGREE
11	The Contract will include the Bid Documents with the General Conditions of Contract and the Bidder's Offer as finally accepted, together with Addenda, if there be any. General Conditions of Contract are an integral part of the tender/contract.	AGREE
12	Lanka IOC PLC reserves the right to obtain a revised commercial bid to the extent and in areas required from the technically acceptable bidders.	AGREE
13	Lanka IOC PLC is not bound to accept the lowest or any tender and reserve the right to accept a tender in full or in part and / or reject a tender in full or in part without assigning any reason thereof.	AGREE
14	The contract shall be governed by all relevant Acts as in Sri Lanka and applicable only within the jurisdiction of the High Court at Colombo.	AGREE
15	Intending bidders must take into account any cost or expense incurred by them in connection with the preparation and delivery of their bids or for any other expenses incurred in connection with such bidding.	AGREE
16	Bidder shall get himself thoroughly familiarised with the intended purpose of providing a Cloud based Enterprise FCC coupled with IoT-based Retail Automation System at 230 Retail Outlets across the Island before submission of the tender. Non-compliance of the same will in no way relieve the successful bidder of any of his obligations in performing the work in accordance with this Bid Document within the quoted price.	AGREE
17	VALIDITY : The tender shall remain valid for acceptance for a period of 120 days from the date of opening of the same. If before expiry of validity period, the Bidder amends his quoted rates or tender, making them unacceptable to the LIOC and / or withdraws his tender, the Earnest Money deposited shall be liable to forfeited at the option of the LIOC / tender inviting Authority.	AGREE

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18	NON- RESPONSIVE BIDDER :- The offer/tender shall be treated as non-responsive for following reasons:-	AGREE
18.1	If 120 days validity from the date of opening of techno-commercial bid is not accepted / not agreed to as per tender conditions.	AGREE
18.2	If offer / tender is submitted with any deviation from the tender terms & conditions.	AGREE
18.3	The bidder shall be responsible for supplying, installing, and commissioning all items listed in the Bill of Quantities / Scope of Work. Partial bids shall not be accepted, and any bid not covering the entire scope and all listed items shall be summarily rejected.	AGREE
18.4	Price Bids, containing any sort of qualifying expressions, will be rejected.	AGREE
19	SECURITY DEPOSIT :	AGREE
19.1	Bid Bond/Bid Security of the successful Bidder shall be retained till submission of Bank Guarantee as detailed below.	AGREE
19.2	Security Deposit, which shall be equal to 10% of the PO value and bidder to be executed in the form of Bank Guarantee as per Proforma (Annexure-X) from a Bank of Sri Lanka or reputed foreign bank having branch at Colombo, Sri Lanka. OR by way of Demand Draft in favor of Lanka IOC PLC and payable at Colombo in the currency as in the work order.	AGREE
19.3	Security Deposit shall have to be deposited by the successful bidder within 30 days from the date of placement of Order/Letter of acceptance, failing which the LIOCs reserve the right to cancel the order/acceptance and forfeit the Earnest Money/Bid Security.	AGREE
19.4	Security Deposit shall be refunded without interest after successful execution of order/contract and satisfactory completion of the Maintenance period i.e after 7 years of the maintenance contract.	AGREE
19.5	In the event of the successful bidder failing to execute the order/contract within the stipulated delivery/completion time without sufficient/valid reason acceptable to the LIOC, the Security Deposit may be forfeited and the order/contract may be cancelled at the option of the LIOC.	AGREE

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20	PRICE BASIS:	AGREE
20.1	Instructions For Foreign Bidders	AGREE
20.1.1	Foreign bidder shall quote firm prices in without any variation on the basis of DDP, Delivered Duty Paid up to final destination i.e. respective 266 ROs of Lanka IOC PLC, Sri Lanka including installation wherever required. The term DDP shall be as defined in the current edition of International Rules for the interpretation of the Trade Terms published by the International Chamber of Commerce, Paris and commonly referred to as INCOTERMS.	AGREE
20.1.2	The prices quoted shall remain firm till completion of work. No price variation will be allowed in any situation from the date of opening of Bid.	AGREE
20.1.3	The prices should be quoted only in currency that has been specified in the Price Bid Form	AGREE
20.1.4	Payment of any amount would be subject to applicable withholding tax.	AGREE
20.2	Instructions For Sri Lankan Bidders	AGREE
20.2.1	Sri Lankan bidders shall quote firm prices in Sri Lankan Rupees (LKR) only and without any variation on Free Door Delivery basis i.e. Free Delivery up to respective 266 ROs of Lanka IOC PLC, Sri Lanka at their risk, cost and arrangement including installation wherever required.	AGREE
20.2.2	The prices quoted shall remain firm till completion of work. No price variation will be allowed in any situation.	AGREE
20.2.3	The quoted price, which shall include all Taxes and Excise Duties, Customs Duty, leviable on the final finished supplies and installation including handling, loading, unloading, Freight & Other charges,	AGREE
20.2.4	Wherever VAT is applicable, would be payable as per the prevailing VAT rates subject to Sri Lankan(Local) Bidder declaring the items on which VAT is payable. For the local bidders only VAT shall be payable as per applicable, rate.	AGREE
20.3	Instructions For Both Sri Lankan & Foreign Bidders:	AGREE
20.3.1	The Basic Price for Supply (Part A) shall include charges of Pre-dispatch Third Party Inspection and other necessary charges for completion of dispatch / delivery as described in the scope of work of the tender , excluding installation/ testing & commissioning charges & excluding monthly maintenance charges.	AGREE

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20.3.2	Bidder will have to quote (Part B) installation/ testing & commissioning charges and (Part C) Monthly Maintenance charges separately and for which Separate invoices shall be raised for each part in the scope of works in the contract.	AGREE
20.3.3	Quoted Prices should be made only for units specified in the “Schedule of Tender”.	AGREE
20.3.4	Statutory Duties shall be paid by the bidder and documentary evidence submitted to Lanka IOC (if demanded) for all works as applicable during the currency of the contract.	AGREE
20.3.5	Price(s) to be quoted should remain firm till the goods are delivered and Commissioned successfully. No Price escalation is admissible.	AGREE
20.3.6	Please note that Lanka IOC does not provide any concessional duties etc for any import/store and local transport etc.	AGREE
20.3.7	If new statutory taxes/duties or any changes in existing statutory taxes/duties come in force in Sri Lanka, the same will be paid as applicable currency of contract. Any benefit out of it has to be passed on to LANKA IOC PLC Documentary evidence for this purpose is to be produced by the vendor	AGREE
20.4	CONTROL REGULATION : Supply and dispatch should be arranged by the foreign supplier in strict conformity with Control Regulations wherever applicable and after obtaining permits, if any, required under the regulations in force from time to time. All Government Levies and Duties etc. as applicable in Supplier’s Country will be borne by the supplier.	AGREE
21	EVALUATION CRITERIA	AGREE
21.1	Please see the Pre-Qualification Criteria Section	AGREE
22	PAYMENT TERMS:	AGREE
22.1	Maintenance Period Start and Payment Eligibility 1. Maintenance Start Date i. The <i>maintenance, support, and warranty period</i> for each Retail Outlet (RO) shall commence from the first day of the calendar month following completion of the <i>call up order</i> and receipt of a formal acceptance email from LIOC.	AGREE

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- ii. In the event that LIOC does not issue an acceptance email within **fifteen (15) days** of the vendor's *SAT submission email*, the SAT shall be deemed accepted, and the maintenance period shall accordingly commence from the first day of the subsequent calendar month.

2. Payment Eligibility

- i. Payments shall be made as per Table below.
- ii. Apart from payments already released against Line Item Nos. A1, A2, A3, A4, B1, B2, and B3 for the respective RO, The balance payment, shall be processed after submission of the SAT Report and Dealer Certificate to LIOC, and after resolution of any punch points identified during SAT within the stipulated seven-day rectification window.

Part	Item Description	Payment Methodology
A	SUPPLY ITEMS	
1	Supply of IoT	60% of Invoice Value for the RO at the time of Material Delivery 20% of the Invoice Value for the RO after SAT Acceptance. - Balance 20% distributed in the next 2 Calendar Quarters post start of Maintenance period
2	Supply of Accessories	
3	Supply of Dual SIM Router	
4	Development of Proprietary OS and Platform and Software	
B	INSTALLATION SERVICES	
1	I&C of IoT	100% at after SAT acceptance along with First Monthly Maintenance Charges.
2	I&C of Accessories	
3	I&C of Dual SIM Router	

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	C	WARRANTY & SUPPORT FOR 7 YEARS	
	1	Monthly Maintenance Charges	End of every calendar month
No advance payment shall be made to any vendor. 3. Observation Period Documentation i. The <i>start and end dates</i> of the Seven (7) Days SAT observation period shall be communicated to LIOC via official email for record purposes. The observation period shall include One (1) day of training for the dealer or his authorized representative. A signed Dealer Certificate confirming completion of training and satisfactory performance shall be submitted to LIOC along with the SAT Report.			
22.2	Mode of Payment for Foreign Bidder : Payment shall be made by direct remittance to the banker of the successful foreign bidder through the international banking system by LANKA IOC PLC's banker in Sri Lanka against invoice and other documents stated in the contract.		AGREE
22.3	Bank Charges: All Bank Charges and stamp duties, if any, payable in relation to Supplier's Bank in connection with payment shall be borne by the supplier/ automation vendor.		AGREE
22.4	Documents & information required for payment are as follows:- Name & address of Supplier's Bank with email ID, Fax & telephone Supplier's Bank account number & other particulars Invoice in quadruplicate Delivery Order in quadruplicate Packing List in quadruplicate Inspection Report of Third Party in duplicate Manufacturer's Test Report in duplicate Country of Origin Certificate Guarantee Certificate of Manufacturer's/ Principal's in duplicate Quality certificate from Manufacturer's/ Principal's in duplicate		AGREE
22.5	Mode of Payment for Sri Lankan (Local)Bidder: Payment shall be made to successful Sri Lankan bidder through RTGS/ECS/NEFT mechanism		AGREE

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22.6	Documents & information required for payment are as follows:- Name & address of Supplier's Bank with email ID, Fax & telephone Supplier's Bank account number & other particulars(branch code of Bank, IFS code & MICR code of the Bank) Invoice in quadruplicate Delivery Invoice in quadruplicate Packing List in quadruplicate Inspection Report of Third Party in duplicate Manufacturer's Test Report in duplicate Guarantee Certificate of Manufacturer's/ Principal's in duplicate Quality certificate from Manufacturer's/ Principal's in duplicate	AGREE
23	TIME OF COMPLETION : The time of completion of work as stated in the PO as per the scope of works indicated in the PO.	AGREE
23.1	1st Call-up Order - 6 Months for completion including SATs from the date of Call-up Order. Subsequent callup - 4 Months for completion including SATs. Note: Order for a minimum of 100 new ROs/Sheds shall be placed per call-up order, in addition to the upgradation of existing automated ROs.	AGREE
23.2	Work completion time shall be binding on the supplier. If work is not completed within the time stipulated in the PO without assigning any acceptable reason to the LIOC, the order may be cancelled without notice at the option of LIOC. In the event of failure to execute the order, LIOC will take penal action against the supplier and his name will be removed from the list of vendors.	AGREE
23.3	In case of default in completion of work in time or, failure to deliver as per correct specification or, the approved quality within the time stipulated LIOC is entitled to purchase the items and get work done from any other source at the risks, costs and expenses of the supplier. Such purchase may comprise the whole or, any portion of the supply/ work remaining undelivered/ unfinished or, not approved	AGREE
24	FUNCTIONAL DESIGN SPECIFICATION AND IMPLEMENTATION TIMELINE	AGREE
24.1	Preparation of FDS The successful vendor shall be responsible for preparing a comprehensive Functional Design Specification (FDS) document that encompasses the entire scope of the LIOC Enterprise IoT Platform. The FDS shall include	AGREE

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	detailed descriptions of all functional modules, workflows, hardware-software interfaces, communication protocols, security mechanisms, business rules, and user interactions. This document shall serve as the primary reference for all subsequent development, deployment, and integration activities, ensuring full traceability and alignment with LIOC's operational objectives.	
24.2	Submission and Approval Process: The vendor shall submit the FDS immediately after the issuance of the Letter of Award (LOA). LIOC shall review the submission and provide feedback or approval within seven (7) days of receipt. During this period, the vendor shall address any comments, refinements, or clarifications requested by LIOC to ensure the FDS fully meets the enterprise platform requirements. Only upon formal approval of the FDS shall the vendor commence full-scale implementation.	AGREE
24.3	Design and Development Phase: Following FDS approval, the vendor shall undertake the design, development, and debugging of the platform, including all firmware, state machine configurations, protocol translators, and IoT device integrations, Mobile applications for various stakeholders. This development phase, encompassing all testing and optimization. The objective is to ensure that the LIOC Enterprise Platform is fully functional, secure, and compliant with all operational and technical requirements prior to field deployment.	AGREE
24.4	Factory Acceptance Testing (FAT): Simultaneously, the vendor shall deploy IoT devices at One (1) retail outlet, perform necessary integrations with the platform, and conduct Factory Acceptance Testing (FAT) to validate end-to-end operations. All activities shall be documented, and FAT results, issue logs, and resolutions shall be submitted to LIOC for review and approval.	AGREE
24.5	Note: i. The Bidder shall complete FDS preparation & submission , obtain LIOC approval , conduct FAT at 1 RO , and execute SAT for all the 1st LOT of ROs within Six (6) months from the date of LOA issuance.	AGREE

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	ii. All Subsequent Call-Up Orders shall be completed, including executions and SATs, within Four (4) months from the date of issuance of each Call-Up Order. iii. Each Call-Up Order shall cover a minimum of 100 new ROs/Sheds, in addition to the upgradation of existing automated ROs, as applicable	
25	SITE ACCEPTANCE TESTING (SAT)	AGREE
25.1	The <i>Site Acceptance Testing (SAT)</i> shall be conducted during the mass deployment phase at the retail outlets. The purpose of the SAT process is to validate that the <i>LIOC Enterprise IoT Platform</i> , associated IoT devices, and all functional modules perform correctly in the live operational environment and under actual customer usage conditions.	AGREE
25.2	SAT Framework: The <i>SAT format and checklist</i> shall be provided to the successful vendor at the time of <i>Factory Acceptance Test (FAT)</i> for acceptance and prior to the release of the first batch of retail outlets for deployment in the first Call-up order. The SAT shall include a seven (7) day observation period conducted by the vendor at each retail outlet to verify the functional, operational, and data integrity of the deployed solution.	AGREE
25.3	Scope of SAT Validation: The SAT process shall cover, but not be limited to, the following verification points: • Matching of totalizer readings with tank sales, dispenser logs, and transaction data. • Accuracy of sale reports generated through the platform. • Proper functioning of alarms, alerts, notifications, and all operational modes (including night mode, auto-authorise, and pre-set modes). • Correct generation of FOIR (Field Officer Inspection Report) • Verification of IoT device health, connectivity status, and real-time data synchronisation with the Enterprise IoT Platform.	AGREE
25.4	Reporting and Acceptance: Upon completion of the observation period, the vendor shall prepare and submit a comprehensive <i>SAT Report</i> for each retail outlet in the prescribed format. LIOC shall review the report and communicate any observations or punch points within fifteen (15) days from the date of SAT submission by the	AGREE

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	vendor. In case no communication is received within this period, the SAT shall be deemed accepted by LIOC.																							
25.5	Resolution and Payment Eligibility: Any discrepancies or punch points identified during the SAT shall be promptly rectified by the vendor prior to considering the retail outlet as fully commissioned. A retail outlet shall be deemed successfully completed and eligible for payment only upon formal or deemed SAT acceptance by LIOC.	AGREE																						
26	SLA (Service Level Agreement) AND DOWNTIME	AGREE																						
26.1	i. System Availability System availability is the percentage of time the system is operational and fully functional. A target uptime of 99.5% monthly means that all critical components—including Cloud FCC, mobile applications, DU communication—should remain available continuously, except during planned maintenance or unforeseen events. This high availability is crucial to ensure uninterrupted fuel dispensing, real-time stock monitoring, and accurate financial postings, as any downtime can directly affect revenue, operational efficiency, and customer satisfaction. <table><tr><th>Criteria for Payment</th><th>% Payment</th></tr><tr><td>Uptime 99% and above</td><td>100</td></tr><tr><td>Uptime 95% to 97.99%</td><td>95</td></tr><tr><td>Uptime 90% to 94.99%</td><td>90</td></tr><tr><td>Uptime 80% to 89.99%</td><td>80</td></tr><tr><td>Uptime 70% to 79.99%</td><td>70</td></tr><tr><td>Uptime 60% to 69.99%</td><td>60</td></tr><tr><td>Uptime 50% to 59.99</td><td>50</td></tr><tr><td>Uptime below 50%</td><td>0</td></tr></table> ii. Methodology for the calculation of sales volume for various scenarios is as under: <table><tr><th>Data Points</th><th>Proposed Uptime (%)</th></tr><tr><td>All DU’s fully working in Automation</td><td>Total Monthly Sales volume shall be calculated on the basis of the Cumulative Monthly DU Sales Issue Transaction Report available at the HOS.</td></tr></table>	Criteria for Payment	% Payment	Uptime 99% and above	100	Uptime 95% to 97.99%	95	Uptime 90% to 94.99%	90	Uptime 80% to 89.99%	80	Uptime 70% to 79.99%	70	Uptime 60% to 69.99%	60	Uptime 50% to 59.99	50	Uptime below 50%	0	Data Points	Proposed Uptime (%)	All DU’s fully working in Automation	Total Monthly Sales volume shall be calculated on the basis of the Cumulative Monthly DU Sales Issue Transaction Report available at the HOS.	AGREE
Criteria for Payment	% Payment																							
Uptime 99% and above	100																							
Uptime 95% to 97.99%	95																							
Uptime 90% to 94.99%	90																							
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Data Points	Proposed Uptime (%)																							
All DU’s fully working in Automation	Total Monthly Sales volume shall be calculated on the basis of the Cumulative Monthly DU Sales Issue Transaction Report available at the HOS.																							

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DU's working in Partial
Automation (Downtime
Reasons Non-Attributable to
Contractor)

Total Monthly Sales volume shall be
calculated on the basis of
Cumulative Monthly Fuel Sales
Transactions as per the DSR
maintained at the RO.

iii. Calculation Formula:

**Uptime % = (Total hours in month-Downtime hours)/Total hours in
month×100**

**Example: In a 30-day month (720 hours), if downtime is 3.6 hours,
uptime = (720-3.6)/720×100=99.5%**

The Uptime requirement shall apply to all critical modules, including:

1. Fuel Dispenser Integration: Ensures fueling is accurately measured and recorded.
2. Mobile Applications: Dealers, Sales Officers, and LIOC officers rely on these for real-time operations.

iv. Spare Inventory Requirements

The Vendor shall maintain and position an adequate stock of spare equipment and critical components at designated regional locations /service hubs to ensure uninterrupted operations of all ROs. The spare inventory shall be sufficient to support timely replacement and restoration of any faulty or non-functional equipment, considering the operational sensitivity and business continuity requirements of Lanka IOC PLC.

v. System Uptime & Restoration Timeline

The Vendor shall maintain the system uptime as stipulated elsewhere in the contract. In the event of any equipment failure or malfunction, the defective equipment shall be repaired or replaced and fully restored to operational condition within three (3) working days from the date of reporting of the incident.

vi. Maintenance Deduction & Penalty

- If the defective equipment is not repaired or replaced and restored to full operational condition within **48 Hrs. for Colombo based ROs and within 72 Hrs. for outside Colombo ROs**, from the date of reporting of the incident, a flat penalty of **LKR 500 per day (exclusive of taxes)** shall be levied on the Vendor, irrespective of the number of defective equipment reported

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	during that period. • The total penalty recoverable from the Vendor in any given month shall be capped at a maximum of the Monthly Service Charges payable for that month. • The applicable penalty amount shall be debited and adjusted against the Monthly Service Charges for that month. • If the Vendor disputes that the defect was caused due to reasons not attributable to the Vendor, the Vendor shall submit all relevant evidence and justification to the satisfaction of the Vice President (Engg), LIOC. • The VP (Engg), LIOC decision shall be final and binding on both parties for determining whether the penalty is applicable or not. • In cases where it is established that the Vendor is not at fault, the replacement of the defective equipment shall be carried out at the tender-finalized prices, and no penalty shall be imposed on the Vendor. vii. Monitoring & Reporting Requirements The Vendor shall maintain a detailed log of all faults, replacements, rectifications, and uptime records. These logs shall be provided to Lanka IOC PLC as part of the periodic performance review, verification processes, and monthly payment certification.	
27	LOCAL PRESENCE AND AFTER-SALES SERVICE SUPPORT	
27.1	i. The vendor shall have a registered company in Sri Lanka, or shall have a direct or indirect subsidiary company registered in Sri Lanka, to ensure effective after-sales service, maintenance, and technical support throughout the contract period. ii. Alternatively, the vendor may engage a local partner or authorized service agency duly registered in Sri Lanka for the purpose of providing on-ground maintenance and support services on behalf of the vendor. iii. In the event the vendor does not have a registered entity, subsidiary, or authorized partner in Sri Lanka at the time of bid submission, the vendor shall submit an undertaking confirming that the required registration or partnership arrangement will be established and proof thereof submitted within the start of	

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	Maintenance Service period for the First Retail outlet in the first Call-up Order. iv. Failure to provide such proof within the stipulated period, Lanka IOC reserves the right to cancel the award of contract and take appropriate action as deemed necessary. v. Any deficiency, delay, or failure in service delivery, including those arising from the acts or omissions of the local partner or service agency, shall be entirely the responsibility of the bidder/vendor. The vendor shall remain fully liable for performance obligations under this contract, and penalties shall be applicable as per the relevant provisions of this tender document for any breach of service levels or non-performance, irrespective of whether the services are rendered directly by the vendor or through a local partner.	
28	DESPATCH ARRANGEMENTS:	AGREE
28.1	For Sri Lankan Bidder Materials are to be delivered at 266 (230 Non automated ROs + 36 Existing automated ROs) Retail Outlets of Lanka IOC PLC across the Island, by the supplier at their cost, risk and responsibility.	AGREE
28.1.1	The supplier shall be fully responsible for any transit loss or damage to the materials.	AGREE
28.1.2	The supplier shall send advance intimation as to the actual date of delivery of each and every installment of supply. Delivery of materials will not be accepted on Sundays and Port Holidays. The authorized representative of the suppliers should be present at the time of delivery for jointly noting with the representative of LANKA IOC PLC/Dealer, the discrepancies, if any, regarding the particulars of materials actually delivered against the Invoice for the same. Delivery will not be accepted if not accompanied with proper delivery Invoice (in quadruplicate) and other related documents like Manufacturer's Test certificates, etc.	AGREE
28.2	For Foreign Bidder The supplier shall dispatch the consignment on the basis of DDP, Delivered Duty Paid up to destination i.e. 266 Retail Outlets of Lanka IOC PLC across the Island at their cost, risk and arrangement.	AGREE
28.2.1	Port of Import/Discharge: Colombo as on discretion of the Supplier. Lanka IOC shall take no responsibility for clearance of goods on any	AGREE

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	account whatsoever.	
28.2.2	The foreign supplier shall arrange clearance of consignment from customs and Port/Airport of import/discharge at their risk, cost and arrangement.	AGREE
28.2.1	INSPECTION AT DESTINATION:	AGREE
28.2.2	All supplies are subject to inspection before acceptance by VP (E), LANKA IOC PLC or his authorized officer. In case the equipment supplied is not in good condition/suitable, supplier shall have to replace it at his own cost immediately.	AGREE
28.2.3	Final acceptance and certification of work will be done by VP (E), LANKA IOC PLC or his authorized officer.	AGREE
28.2.4	Any material/part/component, if found defective or not up to the standard quality, shall be forthwith rejected and the same shall be replaced by the supplier free of cost.	AGREE
29	GUARANTEE : The vendor shall be responsible for comprehensive maintenance of the entire system, covering all repairs, replacements, and performance upkeep, for a period of Seven (7) years from the date of satisfactory completion of SAT, at no additional cost to LIOC.	AGREE
29.1	During the Maintenance Services period, the supplier/ successful bidder shall have to certify the proper functionality of the material every 3 month after inspection and after completing any and all required repairs/ maintenance etc. Such inspections/ repairs shall be followed by a report to be jointly signed with Lanka IOC representative to be nominated by VP(ENGG). Failure to adhere to above may render the forfeiture of the Security Deposit.	AGREE
30	TEST CERTIFICATE : The successful bidder should provide original manufacturers (OEM) test certificate(s) of the product(s) mentioning Make, Brand name and Country of Origin.	AGREE
31	TRANSIT RISK : For Sri Lankan Bidder Transit risk will be on supplier's account. For Foreign Bidder	AGREE

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	Transit risk will be on supplier's account since the delivery is to be made on D.D.P destination basis.	
32	REJECTION OF MATERIALS : Notwithstanding the Inspection, Testing and Trial of equipment and materials by VP (E), LANKA IOC PLC or its authorized officer any material found to be defective in quality and not conforming to the relevant specification, shall liable to be rejected and the supplier shall replace the same at his cost and arrangement at the earliest. The supplier shall at his own arrangement and cost replace within a period of 1 (one) month of all such defective and rejected materials. Rejected materials shall be at Supplier's risk. They must be collected from the LANKA IOC PLC's premises within a fortnight from the date of rejection on observing usual procedure on the matter. If the contractor fails to remove such materials, the LIOCs shall have the right to dispose of the same and the supplier shall have no claim against the LIOCs in respect of the said rejected materials.	AGREE
33	LIQUIDATED DAMAGES :	AGREE
33.1	If the supplier fails to complete the supply & Installation within the scheduled delivery period of a callup or such extension thereof, the supplier shall pay, as compensation and not as a penalty, Liquidated Damages to the LIOC @ 1% of the entire call up value i.e. the summation of the work order amounts for Part A & Part B , for every week or part thereof, (part of the week being treated as a full week) provided always that the amount of such compensation shall not exceed 10% of the value of call up orders.	AGREE
33.2	Without prejudice to any of their legal rights, the LIOC shall have the power to recover the said amount of compensation / damage from money due or, likely to become due to the supplier. The payment or, deduction of such damages shall not relieve the supplier from his obligations to complete any other liabilities and obligations under the contract.	AGREE

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33.3	Any delay on the following two accounts beyond the time period on account of LANKA IOC PLC will be considered for non-imposition of L.D. provided the bidder submits documentary evidence to substantiate the same. a) Delay in issuance of clearance of site readiness beyond the stipulated time in the tender condition. b) Any delay in works in LIOC's scope.	AGREE
33.4	Delay in completion of the Scope of Works for Part C would be treated as per line no 26.	AGREE
34	RISK PURCHASE : In case of supplier's failure and at the absolute discretion of the VP (E), Lanka IOC the work may be ordered to be completed by some other agency at the risk and expense of the supplier (successful tenderer) after a minimum three weeks' notice in writing has been given to the supplier by the VP (E), Lanka IOC or, his representative. In case of risk purchase extra cost will be borne by the supplier (successful tenderer).	AGREE
35	BANNED OR DE - LISTED CONTRACTORS: Bidders must give a declaration to the effect that they have not been banned or delisted by any Government or, quasi - Government agency or, PSU. If a bidder has been banned / de-listed by any Government or, quasi -Govt. agency or, a PSU, the details of any such ban must be clearly stated along with the relevant documents which the Bidder is to enclose together with the Techno-Commercial Bid. Incorrect declaration or, suppression of facts will lead to rejection of the Offer	AGREE
36	FORCE MAJEURE : In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the Contract, the relative obligation of the party affected by such Force Majeure shall, upon notification to the other party, be suspended for the period during which Force Majeure event lasts. The cost and loss sustained by either party shall be borne by the respective parties. The term "FORCE MAJEURE" as employed herein shall mean acts of God, Earthquake, War, Revolts, Riots, Fire, Floods, Sabotage, Hurricanes/Cyclones and Strikes, excluding strikes by the employees of the Supplier or, their sub-Contractors. Upon occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid, shall notify the other party in writing immediately	AGREE

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	but not later 7 (seven) days after the alleged beginning thereof, giving full particulars and satisfactory evidence in support of its claim.	
37	PACKING : The supplier shall be responsible for proper/strong packing being used in International Trade and delivery of materials. The supplier shall supply all materials properly packed in Weather proof, Sea/Air Worthy packing for Sea/Air Transport under tropical condition and for Inland Transport by Rail/Road or other appropriate transport in supplier's Country as well as in Sri Lanka for protection against any damage, loss, breakage or leakage etc. at their own cost. Each packing must be distinctly marked in English on outside showing consignee's Name and Address, Consignor's Name and Address, Packing List No., our Import Code No., Our Order No., etc. Please indicate dimension and gross weight (in metric system) of the packing.	AGREE
38	JURISDICTION OF COURT & LAWS : a) The contract shall be governed by all relevant Sri Lankan Acts applicable within the jurisdiction of High Court in Colombo. b) All relevant rules and regulations and laws of Sri Lanka, that will be applicable for carrying out the work, shall be complied with by the supplier at their own cost, risk and arrangement.	AGREE
39	WORKMEN COMPENSATION : The successful bidder(s) must cover his employees / workers, who will be engaged for delivery, unloading & stacking job at LANKA IOC PLC's site, under workmen compensation act, fatal accident act and personal injuries insurance act for protection against any injury / accident and shall have to bear all the consequences and cost as applicable as per relevant acts.	AGREE
40	PERSONAL PROTECTIVE EQUIPMENT(PPE): Suppliers and their workmen including driver & helper must use PPE i.e. safety helmet etc. at the time of supply of materials inside the dock premises.	AGREE
41	AUTHORISED SALES/ SERVICE REPRESENTATIVE CERTIFICATE: The tenderer, if he is not the manufacturer of the equipment, shall submit certificate from the manufacturer (in original) that he is the sole manufacturer's authorized sales and service representative.	AGREE

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42	CATALOGUES AND MANUALS: The Contractor must supply the following records in English language only along with the Automation Systems for each RO. i) Three sets of maintenance manuals ii) Three sets of Technical manuals.	AGREE
43	DEALERSHIP CERTIFICATE: If the tenderer is an authorized dealer/ importer / distributor in Sri Lanka, a valid certificate issued by OEM/Principal for the same has to be submitted with tender.	AGREE
44	EARLIEST ACCEPTABLE YEAR OF MANUFACTURE: The items should be supplied from the latest manufactured lot (not older than 6 months of date of manufacture) conforming to the current production standard at the time of delivery. Quality certificate from OEM will need to be submitted with the supply and bill.	AGREE
45	PRE-DESPATCH INSPECTION : Pre-dispatch inspection of equipment and materials will be done by an approved TPI agency which has been listed in the tender document (Clause No 7) Pre Pre-dispatch inspection will be arranged by the supplier. The cost of inspection shall be borne by the supplier.	AGREE
46	OEM'S COUNTER GAURENTEE: A counter guarantee certificate shall be submitted by OEM/principal for providing service during guarantee period as per the condition of contract if their authorized dealer/importer/distributor, who will execute the contract, is replaced/terminated by them or found to be incapable by LIOC.	AGREE
47	PRODUCT SUPPORT The supplier/ OEM will have to ensure and provide after sale product support service in Sri Lanka for the spares / stores, assemblies/ subassemblies, fitment items and consumables, Special Maintenance Tools (SMT)/ Special Test Equipment (STE), on a comprehensive basis for a maximum period of Seven (07) years.	AGREE
48	TRAINING : Apart from the literature provided, field training on operation and maintenance of the Automated Equipment shall be imparted by the supplier free of cost to the Dealers / Pump attendants and officials Nominated by VP (E), LANKA IOC PLC.	AGREE

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49	Interpretation of Terms :	AGREE
49.1	"Engineer" means the VP (E), LANKA IOC PLC (or his authorized representative) who has invited the tender for the purpose of this contract only.	AGREE
49.2	SVP (RS & HR) shall mean the in charge of the user department (department of Retail Sales LIOC), Lanka IOC or his authorized representatives.	AGREE
49.3	"Contractor" means the person or persons, Firm or Company whose tender /offer has been accepted by the LIOCs and includes the Contractor's representative's heirs, successors and assigns, if any, permitted by the Board / Chairman.	AGREE
49.4	"LANKA IOC PLC " means Lanka IOC head office Colombo.	AGREE
49.5	"Successful Bidder" means Contractor defined under 49.3	AGREE
49.6	"Supplier" means Contractor defined under 49.3	AGREE
50	Dispatch/Shipping Intimation: The supplier shall notify the LIOCs as soon as the consignment is shipped/ dispatched.	AGREE
51	Genuineness of Documents : The bidder shall submit a certificate in the prescribed Pro forma (Annexure-XI) to the effect that the necessary documents that are submitted as per tender conditions are genuine and correct. In case, any document is found to be false/forged/incorrect at any point of time including execution of contract, he shall be liable for all consequences and responsible for making good any loss to the LIOCs. Moreover, in such case LIOCs reserve the right to act against the bidder as deemed fit.	AGREE
52	Pricing for ATG System (Wireless Technology) The bidder shall quote comprehensive prices for the Automatic Tank Gauging (ATG) System in Wireless configuration. The quoted rates shall remain firm and valid for the entire rate validity period as specified under this contract. Lanka IOC PLC reserves the sole discretion to decide on the deployment of the ATG system at any of its Retail Outlets (ROs) during the contract period.	AGREE

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The decision to install ATG systems—shall rest entirely with Lanka IOC PLC and shall be binding on the vendor without any claim for escalation or additional charges.

The quoted rates for ATG systems shall be inclusive of all necessary materials, components, and services, including but not limited to:

- Wireless receivers, communication modules, and mounting arrangements for wireless installations.
- Protective barriers, connectors, and integration accessories.
- Transportation, installation, testing, and commissioning at the site.
- All consumables, including batteries and replacements for wireless probes during the contract period.
- Supply of riser pipes required for installation and mounting of ATG probes.

Any tank manhole modification necessary to facilitate ATG installation shall be arranged and executed by Lanka IOC PLC. However, all other activities and materials associated with the installation and operationalization of the ATG system shall be within the scope and responsibility of the bidder.

No additional payment shall be admissible for site-specific variations, local civil modifications (except manhole changes arranged by LIOC), or integration requirements needed to ensure complete functionality of the ATG system within the Retail Automation environment.

**VICE PRESIDENT (ENGG.)
LANKA IOC PLC**

I / We confirm that I / We have gone through the above conditions carefully and agree to abide by the same

Signature & Seal of Tenderer:

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Name :

Place:

Designation:

Date:

Address:

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Annexure-II

SCOPE OF WORKS & TECHNICAL SPECIFICATIONS

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1.	BACKGROUND
	Lanka IOC PLC (LIOC) is initiating a transformative journey to modernize its retail fuel operations through the deployment of a state-of-the-art, IoT-enabled, cloud-based automation system. This ambitious digital transformation project is designed to unify and optimize forecourt operations, enable real-time monitoring, and deliver enterprise-wide business intelligence-all within a single, integrated, secure, and highly scalable platform. The initiative underscores LIOC's commitment to leveraging advanced technology for operational efficiency, superior customer experience, and data-driven strategic decision-making. The selected bidder (hereinafter referred to as the "Supplier/Vendor/Bidder") will assume full responsibility for the end-to-end delivery of the solution. This encompasses the comprehensive design, development, supply, installation, and integration of all hardware, software, and cloud-based components. Specifically, the Supplier will: • Develop and deploy proprietary IoT-enabled hardware tailored to LIOC's forecourt environment, including Forecourt Controller units, sensor interfaces, communication modules, and other peripheral devices. • Implement cloud-based platforms that provide centralised data collection, storage, processing, and analytics, ensuring seamless interoperability with existing enterprise systems such as SAP ERP. • Integrate key operational systems such as dispensing units, tank gauging systems, and ancillary forecourt devices into a unified automation ecosystem. • Establish centralised control frameworks, including a Head Office System (HOS), a Transaction Processing Server (TPS), and a Command and Control Centre, to provide real-time oversight, operational intelligence, and incident management capabilities. • Facilitate integration with digital services, including payment gateways, loyalty programs, mobile applications, and other customer-facing technologies to enhance user experience and convenience. The overarching objective of this initiative is to provide LIOC with complete operational transparency, enabling robust management of retail fuel operations across its network. By leveraging advanced IoT and cloud technologies, LIOC seeks to enhance process efficiency, optimize inventory and resource management, strengthen data security, and offer a consistently superior customer experience. Furthermore, the system will empower leadership and operational teams with actionable insights, supporting strategic decision-making, predictive maintenance, and long-term business growth.

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	In essence, this project represents a comprehensive digital transformation that aligns LIOC's retail operations with global best practices, positioning the organization as a technologically advanced and customer-centric fuel retailer.
2.	INTRODUCTION
2.1	Objective
	The purpose of this section is to define the broad functional requirements of the Retail Outlet Automation System (ROAS) solution, which is to be developed, customized, and implemented in alignment with LIOC's business requirements for deployment across its network of retail outlets. This document outlines the functional design framework, serving as a guiding reference for vendors to design a complete, robust, and error-free automation solution. While the document specifies the major functional requirements, any additional functionalities or features that are discovered to be essential during the validity of the contract for effective implementation of the proposed solution shall also be considered part of the vendor's scope of work. The vendor shall provide such additional functionalities without any cost implication to LIOC. Before commencing the design and implementation of the solution, vendors are required to acquaint themselves thoroughly with LIOC's business processes to ensure that the delivered solution is comprehensive, accurate, and fully aligned with operational requirements. During the contract period, if any aspect of the implemented solution is found deficient in meeting LIOC business processes, the vendor shall replace, upgrade, or rectify the necessary hardware and software components at no additional cost to LIOC.
2.2	Broad Scope of the Retail Automation
	The scope of the work primarily includes the design, development, supply, delivery, installation, testing and commissioning of the following automation components at 266 Nos.(230 Non automated Sheds/ROs+ 36 Existing Automated Sheds/ROs) of Shed/Retail Outlet of Lanka IOC PLC across the island: 1. Microcontroller-based IoT devices for integration with major retail equipment, including: ○ MPD / Fuel Dispensers ○ Auto Tank Gauging (ATG) / Intrinsically Safe Barrier Cards (if available) ○ Price Display Units in Monoliths (Optional) ○ DAG/DG/Solar etc (Optional) 2. Enterprise Forecourt Controller (FCC) Platform & IoT Integration

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Deploy a cloud-hosted FCC platform to manage and integrate all IoT devices at the ROs, supporting multi-vendor protocols and enabling real-time device control, monitoring, and remote firmware updates.

3. Head Office System (HOS)

Design and deploy a centralized HOS application with multi-tier architecture, role-based dashboards, real-time inventory and sales monitoring, predictive analytics, and secure access controls.

4. Transaction Processing Server (TPS)

Provide a high-availability ITPS to validate transactions in real time, retain offline transactions, and integrate securely with HOS, SAP ERP, and external payment gateways.

5. Payment Systems & Loyalty Integration

Integrate with Third-party / Bank POS, mobile wallets, UPI, cards, and fuel cards with loyalty and fleet programs, ensuring real-time synchronization of transactions and centralized management of campaigns.

6. SAP ERP Integration

Establish real-time, secure API-based communication with SAP ERP to automate financial postings, inventory updates, procurement data, and provide full audit trails.

7. Command & Control Centre (CCC)

Develop a centralized application for 24/7 monitoring of ROs, with live dashboards, unified alarms, predictive analytics, inventory tracking, and secure user management.

8. Mobile Application Suite

Deploy secure iOS/Android apps for dealers, sales officers, and LIOC officers to monitor RO operations, manage sales and inventory, and access CCC alerts, with offline support and sync capabilities.

9. Advanced Analytics & Reconciliation Tools

Implement AI/ML-driven predictive analytics for demand forecasting, maintenance planning, fraud detection, and a centralized reconciliation tool for sales, inventory, payments, and loyalty points.

10. Auto logging of Complaints/Service Tickets

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The HOS system shall be configured to automatically generate a complaint/ticket for any detected fault or malfunctioning instrument and forward it to the vendor for immediate rectification.

11. Testing & Commissioning

Conduct Factory Acceptance Tests (FAT), Site Acceptance Tests (SAT), and end-to-end integration testing, submitting all reports, bug logs, and compliance certificates for approval.

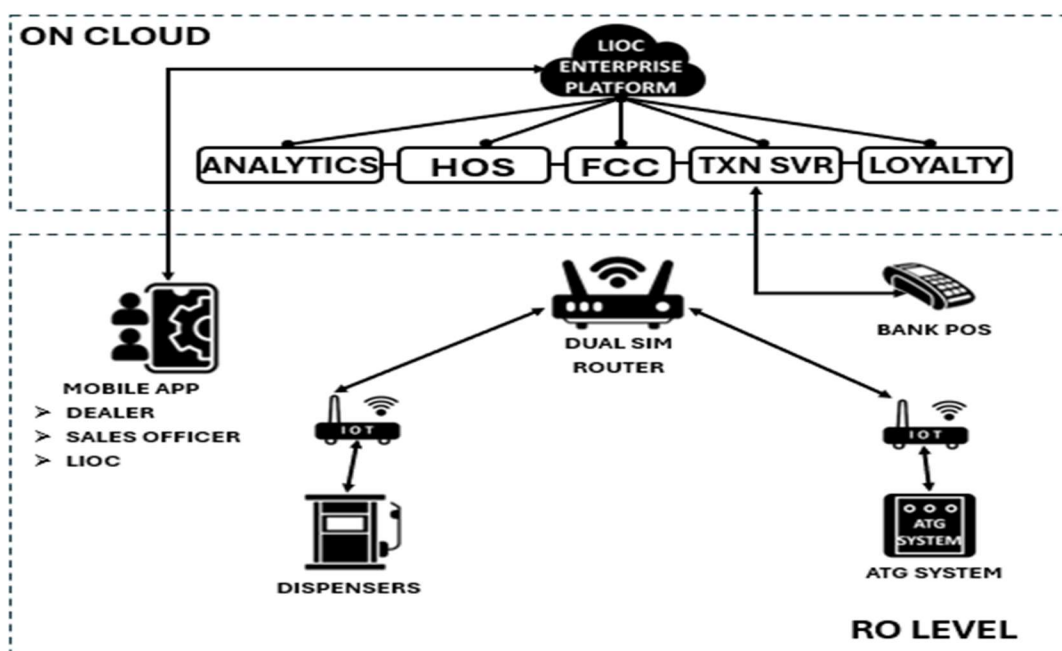
12. Maintenance & Support (Post-Handover)

Provide comprehensive maintenance and support for a period of 7 years post-handover, covering preventive, corrective, and periodic maintenance of all hardware and software components. This includes regular inspection, calibration, firmware/software updates, new development & customization as per the company's requirement, troubleshooting, replacement of faulty components, and ensuring uninterrupted operation of IoT devices, Enterprise FCC, HOS, POS Application, mobile applications, and integrated systems, as per agreed Service Level Agreements (SLAs).

3. SYSTEM ARCHITECTURE & COMPONENTS

3.1. System Architecture

Below is the broad System Architecture of the Retail Automation System.



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3.2.	System Components
3.2.1.	IoT Device
	The purpose of the IoT Device is to integrate assets/equipment at the Retail Outlet (RO) with the LIOC Enterprise Platform hosting the Forecourt Controller Application, enabling real-time monitoring, control, and secure data collection in accordance with LIOC operational processes. The IoT Device is a critical component of the Retail Outlet Automation System, designed to ensure operational efficiency, safety, data integrity, and uninterrupted performance, even under challenging environmental or network conditions. A. Core Functional Capabilities • The IoT Device incorporates high-performance computing capabilities to process large volumes of data in real time, perform analytics, and maintain secure communication with the LIOC Enterprise Platform and connected assets. • It provides real-time authorization to Dispenser Units (DU), MPDs, ATGs, and other connected devices through protocol translation, ensuring smooth operation across multiple vendors and operating systems. • The IoT Device shall be capable of operating independently without requiring a physical FCC at the RO, allowing the system to function autonomously during network or hardware interruptions. • The IoT Device shall supports authentication of individual DU units and can operate as part of a 2.4 GHz ISM mesh network, enabling distributed devices at the RO to communicate efficiently while maintaining redundancy. B. Hardware and Connectivity • The IoT device shall be equipped with an ESP32 microprocessor controller, selected for its capability to handle high-speed data processing and manage multiple assets simultaneously. • The IoT device shall have a provision for M2M SIM slots, enabling cellular communication and independent connectivity. • Each device IoT device in the mesh network shall support a minimum 50-meter coverage range, ensuring reliable communication across all RO assets.

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- The IoT device shall support multiple communication protocols, including Wi-Fi, Bluetooth LE 4.2 (GAP/GATT), GSM (2G/3G/4G/5G/LTE), LoRaWAN, and Zigbee, providing flexibility in deployment and network redundancy.
- The IoT device shall be compatible with VSAT, GPRS, Broadband, LTE, and other connectivity media including connection via wireless routers ensuring continuous network availability.

C. Offline and Local Operation

- The IoT Device shall be fully functional without internet access, ensuring uninterrupted monitoring and control of critical RO operations.
- Through the LIOC Mobile Application, users can access local RO data, including inventory levels, sales, and operational status, even during network outages.
- The IoT Device shall support programmable actions such as lock/unlock nozzle interlocks based on SOP definitions, enabling automated control over dispensing operations at the RO level.
- The IoT Device shall store SOPs, operational protocols, and rules locally, allowing the device to execute defined processes autonomously.

D. Data Storage and Synchronization

- The IoT Device shall be equipped with high-endurance, non-volatile storage (minimum 32GB), capable of storing at least 50,000 transactions, including totalizer readings, timestamps, volumes, transaction values, and integrity checks.
- All stored transaction data, SOPs, and protocols are securely retained in the IoT Device to ensure no data loss in case of connectivity interruptions.
- Once network connectivity is restored, the IoT Device shall automatically synchronize all stored data with the LIOC Enterprise Platform, ensuring operational transparency.
- The IoT Device shall support over-the-air (OTA) updates, allowing the LIOC Enterprise Platform to remotely reconfigure the device, update firmware, and push new operational rules, ensuring continuous adaptability.

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E. Power, Environmental, and Operational Requirements

- The IoT Device shall be designed to operate across a wide AC input range (150-240V AC) and a broad temperature range of -25°C to 65°C, ensuring stability in variable conditions.
- The IoT Device shall have built-in protection against over-voltage, overload, short circuits, with auto-reset and surge protection $\geq 3\text{kV}$, safeguarding both the device and connected assets.
- The IoT Device shall have high-efficiency power conversion to ensures stable operation even during voltage fluctuations.
- The IoT Device shall be constructed to withstand harsh fuel station environments, including exposure to fuels, chemicals, moisture, and temperature extremes.
- The IoT Device Housing shall comply with IP65 rating, providing protection against dust and water ingress.
- The IoT Device shall support future firmware upgrades, enabling adaptability to evolving technologies and business processes.
- The IoT Device shall be optimized for low power consumption, supporting sustainable operations and minimizing energy impact.

F. Interlocks and Transaction Integrity

- The IoT Device shall be capable of handling all LIOC-defined interlocks in both online and offline modes, ensuring operational safety and adherence to SOPs.
- The IoT Device shall support local authentication and authorization, allowing continued operation even when disconnected from the LIOC Enterprise Platform.
- All offline transactions, including sales, totalizers, and timestamps, are securely stored in the IoT Device and synchronized once connectivity is restored, guaranteeing accurate operational reporting and audit compliance.

G. Security and Compliance

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- The vendor shall comply with ISO 27001:2022 and SOC2 Type 2 standards for information security and operational reliability.
- The IoT Device shall comply to Integrated secure authentication and encryption mechanisms (minimum AES 256-bit) to protect transaction data, SOPs, and system configurations.
- The IoT Device endpoints shall be hardened to prevent vulnerabilities in high-risk ports, wireless connections, and unencrypted communications.
- The IoT Device shall support regular firmware/software updates and security patches to mitigate emerging threats.
- The IoT Device shall have Local web portal access and shall necessarily require multi-factor authentication (MFA) in offline scenarios, ensuring role-based security.
- The Vendor shall conduct regular device inventory audits to ensure compliance, maintain operational integrity, and uphold cybersecurity standards.
- The IoT device shall be engineered to meet industry-standard safety requirements, ensuring reliable and secure operation of the IoT device in hazardous environments.

3.2.2. LIOC Enterprise Platform

The LIOC Enterprise Platform shall be a cloud-based IoT Enterprise Platform designed to manage, monitor, and control forecourt operations across network of LIOC retail outlets (ROs). The platform leverages IoT technology and shall enable:

- Seamless integration of diverse forecourt equipment.
- Real-time data collection, analysis, and reporting.
- Robust security and access control.
- Scalable, flexible deployment across multiple sites.
- Centralized management of devices, rules, and operations.

The platform serves as the foundation for a next-generation Retail Automation System.

3.2.2.1. Key Functional Objectives

A.

Integration & Interoperability:

- The platform shall act as a mediator enabling all forecourt equipment (dispensers and Tanks) to communicate with each other and with LIOC data centers or cloud services.
- The platform shall translate diverse protocols to ensure seamless data flow and interoperability across heterogeneous devices.

B.

Data Processing & Management:

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	• The platform shall perform local data filtering, processing, and analysis at the RO level to reduce the volume of data transmitted. • The platform shall optimize bandwidth and reduces latency for faster operational response. • The platform shall maintain structured and unstructured data for operational, transactional, and historical reporting.
C.	Enhanced Security: • The platform shall encrypt all data in transit and at rest. • The platform shall provide secure authentication, role-based access, and device authorization. • The platform shall implement a critical security layer to safeguard sensitive operational and financial data(if any).
D.	Scalability & Flexibility:
	• The platform shall be of a flexible architecture that allows integration of new devices, sensors, and communication protocols. • The platform shall supports horizontal scaling for additional devices and retail outlets. • The platform shall be in a modular microservices architecture that enables deployment of new functionalities without affecting existing operations. A. Data & IoT Ingestion Layer • Sources: ◦ IoT Devices: Sensors for dispenser usage, equipment health, and other operational parameters. ◦ Transaction Systems: POS systems, fuel dispensing units, payment gateways. ◦ External Data: Third-party services including weather, regulatory databases, and compliance sources. • Protocols: ◦ MQTT or similar lightweight messaging protocols for device communication. ◦ Real-time streaming and event routing for fast and reliable data collection. B. Data Storage Layer • Data Lake (Unstructured Data): Stores sensor logs, telemetry, and historical operational data. • Relational Database (Structured Data): Stores transactional data, customer profiles, station configurations, KPIs, and HSSE records. • Data Warehouse (Aggregated Data): Optimized storage for analytics, reporting, and operational dashboards.
3.2.2.2.	Platform Architecture

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	The platform architecture shall be layered, modular, and designed for high availability, real-time performance, and seamless integration. ▪ Sources: - IoT Devices: Sensors for dispenser usage, equipment health, and other operational parameters. - Transaction Systems: POS systems, fuel dispensing units, payment gateways. - External Data: Third-party services including weather, regulatory databases, and compliance sources. ▪ Protocols: - MQTT or similar lightweight messaging protocols for device communication. - Real-time streaming and event routing for fast and reliable data collection.
A.	Data & IoT Ingestion Layer - Data Lake (Unstructured Data): Stores sensor logs, telemetry, and historical operational data. - Relational Database (Structured Data): Stores transactional data, customer profiles, station configurations, KPIs, and HSSE records. - Data Warehouse (Aggregated Data): Optimized storage for analytics, reporting, and operational dashboards.
B.	Business Logic & Application Layer The Business Logic & Application Layer shall be the central component of the LIOC Enterprise Platform, serving as the backbone for all operational decision-making, transaction processing, enterprise system integration, predictive analytics, and customer engagement functionalities. This layer ensures seamless communication between IoT devices at retail outlets (ROs), centralized systems, and end-user applications, enabling secure, scalable, and real-time operations across the RO ecosystem.
i.	FCC Application The FCC Application is architected as a twin system to the BOS Application. It mirrors and complements the BOS functionalities, ensuring coordinated operations, shared data processing, and seamless interoperability across all retail automation workflows. <i>Please see Section 4 for detailed description.</i>
ii.	Head Office System (HOS) Application
	The HOS forms the central command and management hub of the platform: ▪ Centralized HOS application shall be hosted on secure LIOC private cloud infrastructure. ▪ Multi-tier architecture:

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	○ Application Layer: Dashboards, configuration management, reconciliation, and business intelligence tools. ○ Data Layer: Centralized, high-availability databases with redundancy and encryption at rest. ○ Security Layer: Access control, firewalls, multi-factor authentication (MFA), and audit logging. ▪ Role-Based Dashboards: ○ Operations: Monitor ROs, inventory, and alerts. ○ Finance: Sales, revenue, reconciliation, and settlement. ○ IT: System health, connectivity, and device status. ○ Management: KPIs, strategic insights, and operational overview. ▪ Core HOS Functionalities: ○ Inventory monitoring, stock alerts, and fuel level tracking. ○ Sales reporting, reconciliation, and financial analysis. ○ Alarm/event log management with incident tracking and escalation workflows. ○ Predictive analytics for operational efficiency, maintenance, and risk mitigation.
iii.	Transaction Processing System (TPS) Application
	The Transaction Processing System (TPS) Application ensures reliable handling of all retail outlet (RO) transactions. • It shall be a dedicated server application responsible for processing fueling transaction data. • It shall have the capability for real-time validation of sales data, transaction integrity, and payment mode tagging. • It shall include a store-and-forward mechanism to retain transaction data during network outages and auto-sync upon reconnection. • APIs shall be provided for integration with HOS, SAP ERP, and third-party systems such as Bank POS, Payment Gateways, or any external application for transaction posting and reconciliation. • This layer shall not directly integrate with any bank or payment gateway; it will only transmit fueling transaction data to such systems, once payment processing is completed it shall acknowledge receipt to mark the final mode of payment.
iv.	Command & Control Centre (CCC) Application
	• This application shall perform centralized monitoring of all ROs and connected devices, including dispensers, ATG systems, IoT devices, and sensors.

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	- It shall have Live dashboards and geo-maps to Track device health, performance, fuel inventory, and operational metrics. - It shall have a unified alarm console with incident creation, assignment, and escalation workflows. - It shall be equipped with AI/ML-powered analytics for demand forecasting, preventive maintenance, and anomaly detection. - It shall be capable of automated inventory tracking with reorder suggestions. - It shall necessarily have role-based user management, audit logs, and secure API integrations.
v.	Loyalty & Rewards Management Application
	The Loyalty & Rewards Management Application shall act as an interface layer between the Cloud FCC and various third-party loyalty platforms. - It shall receive fueling transaction data from the Cloud FCC and forward it to the respective third-party loyalty or rewards application. - It shall acknowledge responses received from the third-party system and update the transaction status accordingly. - It shall not perform any customer registration, campaign management, or points calculation functions directly. - It shall ensure secure and reliable data exchange between the retail automation system and external loyalty platforms.
vi.	Predictive Analytics Tool
	- It shall be capable of AI/ML-driven predictive analytics deployed at HOS and CCC levels. - Use cases: - Fuel demand forecasting for inventory optimization. - Predictive maintenance for dispensers, ATGs, and IoT devices. - Fraud detection and anomaly identification (e.g., sudden sales drops, reconciliation mismatches). - It shall have Interactive dashboards and drill-down reports for strategic decision-making.
C.	Data Analytics & Machine Learning Layer - Data Aggregation & ETL: Extracts, transforms, and loads operational and transactional data into analytics pipelines. - Machine Learning: - Predictive maintenance for forecourt equipment. - Demand forecasting for fuel supply. - Customer behavior analysis and loyalty program optimization. - Reporting & Visualization:

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	○ Interactive dashboards for executives, operations managers, and safety officers. ○ Drill-down analytics and KPI monitoring.
D.	Integration Layer • API Gateway & Microservices: ○ Manages internal and external APIs for system and third-party integrations. ○ Implements secure authentication (OAuth2) and SSO for users. ○ Modular microservices architecture allows independent deployment and scaling of CRM, HSSE, analytics, and other modules. • External Integrations: ○ ERP, CRM, Media Control, Loyalty Programs, and other enterprise platforms. ○ Payment gateways and financial systems for transaction reconciliation.
E.	Presentation & User Interface Layer 1. Role-Based Dashboards: ○ Executives: High-level KPIs, financials, statuses. ○ Operations Managers: Fuel inventory, equipment status, operational alerts. ○ Safety Officers: Risk assessments, HSSE compliance alerts.(Optional) 2. Mobile Applications: ○ Field operations management and site monitoring. ○ Customer engagement, loyalty program management, and purchase history. 3. Web Portal: ○ Project management, document sharing, analytics dashboards, and reporting.
F.	Security, Compliance & Monitoring • Data Security: End-to-end encryption, secure device authentication, and role-based access. • Auditing: Logs all user actions for compliance monitoring. • HSSE Monitoring: Automated incident reporting, compliance tracking, and corrective action management. • Real-Time Alerts: Immediate notification for operational, safety, or security incidents.
G.	Key Performance Indicators (KPIs) • Operational Efficiency: Equipment utilization, downtime, fuel sales, and asset monitoring. • Financial Metrics: Revenue per station, average customer spend. • Customer Metrics: Satisfaction scores, loyalty engagement, and visit frequency.

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	• HSSE Compliance: Number of incidents, regulatory compliance score, corrective action adherence. • Project Monitoring: Completion rate, budget variance, and milestone tracking.
H.	Scalability & Future Proofing • Cloud-Native Design: Deployable on any cloud platform (AWS, Azure, GCP). • Horizontal Scaling: Sensors, analytics modules, and databases scale with RO expansion. • Modular Architecture: Supports addition of new features such as dynamic pricing, extended HSSE functions, or AI-driven analytics without disrupting operations.
3.2.2.3.	Key Functional Requirements of the LIOC Enterprise Platform
A.	Forecourt Device Integration • Capability to integrate and communicate with any make/model of IoT devices that meet LIOC specifications. • Supported devices include: ◦ Fuel dispensers & multi-product dispensers (MPDs) ◦ ATG Systems ◦ Rate display units, routers, authorization modules (RFID/Face recognition), and other forecourt peripherals • Two-way communication between the LIOC Enterprise IoT Platform and devices (control + monitoring). • Support for direct or mesh network connectivity, with device-to-device authentication before communication.
B.	Centralized IoT Code & Business Rules • IoT code maintained centrally at the platform level, with standard interfaces for peripherals. • Configurable state machine to define and manage device workflows without the need for on-site software upgrades. • Built-in business rule engine for enforcing operational logic (e.g., interlocks based on alarms, automated shutdowns, mode switching). Common code base ensures easy onboarding of new IoT vendors (if opted) and device types.
C.	Cloud-Based Forecourt Configuration • Remote configuration capability for each station via the platform, including: ◦ Nozzle configuration (mapping & control). ◦ Site management parameters. ◦ Product & price configuration with central management of price updates. ◦ Safety checks and utilization optimization. • Secure and controlled rollout of new configurations to selected or all stations.

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D.	Reporting & Analytics • Automated generation of sales, inventory, and reconciliation reports. • Role-based access control (RBAC) for report visibility, ensuring only authorized personnel access sensitive financial and operational data. • Real-time analytics on sales, inventory utilization, downtime, alarms, and efficiency KPIs. • Predictive insights for preventive maintenance, fraud detection, and demand forecasting.
E.	Remote Control & Authorization • Remote lock/unlock and authorization of dispensing units (DUs/MPDs) from the enterprise platform. • Remote pre-set fueling commands sent to dispensers based on business rules. • Support for station-wide operation modes, including: ◦ Night mode ◦ Happy hours ◦ Pre-set mode ◦ Auto-authorize mode • Emergency override functions for critical safety scenarios.
F.	Enterprise System Integration • Seamless communication and data exchange with enterprise platforms' applications and other third party applications, including: ◦ ERP systems (SAP or equivalent) for inventory, finance, and reconciliation. ◦ Command & Control Centre (CCC) for monitoring, alarms, and central oversight. ◦ CRM platforms for customer and loyalty management. ◦ External platforms (payment systems, loyalty programs, third-party services) as required. • API-based, secure, and scalable integration framework.
G.	SAP ERP System Integration The SAP ERP System Integration establishes a seamless, real-time interface between the Head Office System (HOS), Transaction Processing System (TPS), and SAP ERP, ensuring accurate, timely, and secure data flow across operational and financial processes. This integration is a critical component of the IoT-enabled FCC/BOS ecosystem, enabling end-to-end operational and financial transparency. i) Real-Time Interface • The integration provides continuous, bidirectional data exchange between HOS/TPS and SAP ERP. • Ensures near-instantaneous reflection of sales, stock movements, and financial transactions in ERP modules.

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- Supports multiple retail outlets (ROs) simultaneously, capturing high-frequency transactions from fuel dispensers (DUs), tank levels (ATG), and manual inputs.
- Enables centralized reporting and reconciliation at the corporate level.

ii) Key Functionalities

a. Financial Postings

- **Sales Entries:**
 - Real-time posting of all fuel and non-fuel sales from ROs to SAP ERP.
 - Captures transaction details including fuel type, quantity, RSP, payment mode, and tax components.
- **Settlements:**
 - Automates daily, shift-wise, and monthly settlements for each RO.
 - Supports cash, card, loyalty points, and digital payments.
 - Enables bank reconciliation with auto-flagging of discrepancies.
- **Reconciliation:**
 - Compares POS sales, DU totalizer readings, and ATG tank depletion against SAP financial records.
 - Generates exception reports for audit, tax compliance, and internal control purposes.

b. Inventory Updates

- **Tank Levels:**
 - IoT-enabled ATG readings / Calculated Stock are automatically synchronized with SAP ERP.
 - Supports real-time monitoring of opening stock, deliveries, and closing stock.

c. Secure API-Based Integration

- **Data Security:**
 - All transactions are encrypted during transit using industry-standard protocols (HTTPS, TLS).
 - Role-based access control ensures only authorized users can post or retrieve data.
- **Error Handling:**
 - Robust logging mechanisms capture failed transactions, discrepancies, or system errors.
 - Automatic retry and notification mechanisms ensure data consistency.
- **Audit Compliance:**

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	○ Every transaction is time-stamped, user-tagged, and versioned for audit trails. Supports regulatory compliance including VAT, GST, tax audits, and internal financial controls.
H.	Integration With Payment Systems & Applications The system provides seamless integration with multiple payment channels and applications, ensuring secure, real-time transaction posting for both B2C and B2B customers. It leverages IoT-enabled Cloud FCC infrastructure for accurate sales recording, reconciliation. Cloud FCC will push / fetch txn data on the acquirer POS terminal.
I.	Rule Engine & Backend Database • Backend database to manage business rules, device configurations, and operational logs. • Rules engine for: ○ Enabling/disabling interlocks at forecourt equipment. ○ Triggering alerts and alarms based on thresholds. ○ Automating workflows across connected devices. • High-availability, fault-tolerant architecture with disaster recovery provisions.
J.	Security & Reliability • End-to-end data encryption (in transit and at rest). • Secure device authentication prior to any communication. • Compliance with industry safety and cybersecurity standards. Continuous monitoring and auditing of system health, transactions, and access logs
K.	Firmware & Device Support • The system shall support firmware images for all controller boards based on ESP32, ARM, Intel, and AMD processors, as well as any additional hardware platforms or devices that may be specified by LIOC during the contract period. • Centralized firmware management for patches, upgrades, and remote rollouts. • Zero-touch provisioning for new devices to ensure smooth onboarding.
L.	User Applications • Development of device-responsive mobile/web applications for defined users: ○ Dealers: Sales monitoring, inventory, alerts, reconciliation. ○ Sales Officers: RO performance tracking, compliance, support. ○ LIOC Management: KPIs, alarms, analytics, decision dashboards. • Apps to include multi-factor authentication (MFA), offline sync, and data encryption.

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	The successful bidder will be responsible for designing, developing, and deploying the LIOC Enterprise IoT Platform, ensuring a complete end-to-end rollout that covers device integration, forecourt configuration, enterprise system integration, and development of mobile applications. The bidder must also provide comprehensive training, ongoing support, and maintenance services to ensure smooth adoption and continuous operation. In addition, the solution should be built with scalability and future-proofing in mind, enabling LIOC to seamlessly onboard new devices, protocols, and business rules without requiring architectural rework, thereby ensuring long-term flexibility and adaptability of the platform.
3.2.2.4.	Implementation Methodology
A.	Implementation Objectives The successful bidder shall design, develop, deploy, and maintain the LIOC Enterprise IoT Platform, enabling secure, real-time integration of IoT devices at Retail Outlets. The platform will act as a centralized gateway for data acquisition, validation, control, and monitoring of forecourt and auxiliary equipment. The solution shall be future-ready, ensuring scalability to onboard new devices, protocols, and business rules without architectural rework. The scope also covers rollout, training, end-user support, and compliance with LIOC's operational and security requirements.
B.	Overall Solution Architecture The LIOC Enterprise IoT Platform shall be designed as a multi-layered architecture ensuring high availability, robust communication, and centralized management. The system must: • Support both cloud-hosted and hybrid deployments for resilience. • Integrate seamlessly with dispensers, ATG Systems, . • Enable two-way communication with IoT devices using industry-standard protocols such as HTTPS APIs, COAP, and MQTT. • Provide an open integration framework for interfacing with LIOC ERP, CRM, Command & Control Centre, and other enterprise platforms.
C.	Device Onboarding & Lifecycle Management Each IoT device at the Retail Outlet shall be uniquely identified by a serial number embedded in its base firmware. This identifier will: • Facilitate secure device registration with the Enterprise Platform. • Manage device lifecycle events (commissioning, updates, retirement). • Link devices to specific Retail Outlet assets for accurate configuration. Enable remote provisioning and authentication before integration
D.	Firmware Architecture & Upgrade Strategy The IoT firmware is critical for enabling communication between the LIOC Enterprise IoT Platform and connected assets. The firmware shall consist of:

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	• Bootloader (ensuring secure startup and firmware validation). • Kernel (managing device resources). • File System with built-in compression, encryption, wear levelling, and integrity checks. Firmware shall be delivered as either: • BIN files for microcontrollers (e.g., ESP32) • Stripped Linux variants (Debian/Fedora-based) for advanced hardware. The bidder must maintain a centralized firmware repository, supporting: • Vendor-specific firmware images. • Secure downloads for registered devices. • Version tracking and update logs. • Protocol translators embedded within firmware images. •
E.	Central Repository & Protocol Translation Framework Different equipment OEMs use proprietary communication protocols. The bidder shall: • Develop and maintain a Protocol Definition Repository (supporting up to 10-20 OEMs per equipment type). • Ensure protocol translation so device-specific data can be normalized into LIOC's standard format. • Deliver new OEM protocol integrations within 21 days of documentation handover. • Support parallel development of up to 5 protocol translators per equipment type. The Protocol Executor within the platform shall map equipment data points to standard LIOC business rules, ensuring seamless data exchange.
F.	Data Management & Workflow Orchestration The LIOC Enterprise IoT Platform shall: • Collect, validate, and store device data in an optimized database. • Implement state machines to define workflows for different equipment. • Support real-time routing of data (asset data, alarms, logs). • Generate role-based reports including sales, reconciliation, inventory, alarms, and utilization metrics. • Provide data APIs for external reporting, analytics, and enterprise integration.
G.	Security Standards & Cyber Resilience Measures Security is central to the platform design. The bidder must implement: • Secure boot processes (preventing unauthorized firmware flashing). • Device authentication and authorization mechanisms. • Encrypted communication protocols for all data transmission. • Regular firmware updates to mitigate vulnerabilities. • Zero-trust architecture for device-to-platform communication.

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	The system must protect against threats including botnets, ransomware, DDOS, invisibility attacks, and convergence exploits. LIOC reserves the right to conduct VAPT and security audits, with bidders required to address findings promptly.
H.	Retail Outlet Operations Management Modules The platform must provide configurable modules for day-to-day Retail Outlet operations, including: • Station operations dashboard. • Retail Selling Price (RSP) updates. • Product receipt tracking. • Shift and staff management. • Dispenser and nozzle control (start/stop, presetting). • Inventory and reconciliation management. • Alarm monitoring and status reporting. • Comparative sales and trend analysis (volume, payment modes, attendant-wise).
I.	Role-Based Applications & User Interfaces The solution shall provide role-based access for dealers, LIOC staff, and authorized partners. Applications must be: • Accessible across desktop, tablet, and mobile devices. • Responsive and adaptive based on user roles. • Designed with intuitive UX/UI for ease of use at Retail Outlets.
J.	Forecourt Automation & Customer Experience Automation shall enhance customer experience through: • Seamless post-paid and pre-paid fueling workflows. • Integration of fueling transactions with LIOC's payment and ERP systems. • Auto-reconciliation of sales with equipment logs. • Configurable modes of operation (e.g., night mode, happy hours, auto-authorize).
K.	Documentation, Training & Knowledge Transfer The bidder shall prepare and deliver: • Business-As-Is and Functional Requirement Documents, signed off by LIOC. • User and Technical Manuals. • Training sessions for Retail Outlet staff and LIOC officers. • Knowledge transfer for long-term internal support.
L.	Support, Maintenance & Compliance Audits The bidder shall provide: • End-to-end support (L1-L3). • Regular preventive maintenance and upgrades. • 24x7 helpdesk availability. • Compliance with audit findings (internal LIOC checks).

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M.	Scalability, Future Readiness & SLA Commitments The LIOC Enterprise IoT Platform must: • Onboard new devices and protocols without re-architecture. • Scale horizontally and vertically to support expanding Retail Outlet networks. • Ensure performance SLAs for uptime, response times, and data accuracy. • Remain adaptable to emerging technologies during the contract period.
N.	Firmware Architecture, Custom OS & Upgrades The bidder shall design, develop, and deliver a customized firmware and operating system (OS) stack exclusively for the LIOC Enterprise IoT Platform. This ensures that the solution is purpose-built for LIOC's operational, security, and business requirements and not dependent on generic, off-the-shelf stacks. i. Key Elements of Firmware Architecture • Bootloader: Secure, verified bootloader ensuring trusted startup of the IoT device. • Kernel: Hardened kernel (Linux variant or microcontroller OS) optimized for forecourt operations and high reliability. • File System: Must include built-in compression, encryption, wear leveling, and integrity checking. • Protocol Translator: Each firmware package shall contain the necessary protocol translators for interfacing with forecourt devices such as dispensers, ATG systems, Price Monoliths etc, and other connected assets. ii. Custom OS Stack for LIOC • The operating system shall be a custom microcontroller OS (for ESP32 boards). • All unnecessary services shall be stripped down to minimize attack surfaces. • Security features such as secure boot, encrypted communication, and device authentication shall be embedded at OS level. • The OS shall be hardened specifically for forecourt operations, aligned with LIOC's defined cybersecurity standards. iii. LIOC Ownership of Firmware & Source Code • <i>All firmware and OS code developed under this project shall be the sole property of LIOC.</i> • <i>The bidder shall hand over the complete, vetted source code, binaries, build scripts, documentation, and version control history to LIOC at deployment, and upon release of any updates.</i> • <i>No proprietary or vendor-controlled binaries shall be permitted. The solution must ensure no vendor lock-in by using standard interfaces and open APIs.</i> iv. Firmware Repository & Management • A centralized firmware repository shall be maintained within the LIOC Enterprise IoT Platform, storing different firmware images with embedded vendor protocol translators.

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	• Each IoT device shall download the correct firmware image from the repository based on its unique serial number, device model, and vendor configuration. • Remote patching and upgrades shall be centrally controlled by LIOC, with automatic fallback to previous stable versions in case of failure.
4.	SYSTEM FUNCTIONS AND OPERATIONS
	The primary function of the RO Automation System is to control, monitor, and record fueling transactions and to deliver wet stock reconciliation in combination with the ATG system. This section specifies the functional and operational requirements of the Back Office System (BOS) and Mobile Application, aligned with the LIOC Enterprise Cloud FCC Application and LIOC Enterprise HOS. The Back Office System (BOS) forms the operational backbone of each Retail Outlet (RO) under the proposed automation solution. BOS application is designed to function as a mission-critical application, running continuously (24x7) to ensure that the outlet's business processes are seamlessly managed and monitored at all times. BOS Application serves as the primary interface for the RO dealer and staff, capturing all transactions, operations, and device-level data, while ensuring uninterrupted synchronization with the LIOC Enterprise Platform and the centralized Head Office System (HOS). In the event of temporary internet outages, BOS ensures business continuity through IoT at the RO level by storing transactional data locally and resuming synchronization automatically once connectivity is restored. This guarantees that no information is lost, and compliance with operational and audit requirements is fully maintained. The system is deployed as a secure, web-hosted application accessible at the RO level, complemented by a mobile application that ensures operational visibility anytime, anywhere. The BOS application is not just a data capture tool; it is an intelligent decision-support platform for the dealer, providing user-friendly dashboards, graphs, and reports that present real-time operational and financial insights in a simplified format. Through BOS Application, the RO dealer and staff can: • Monitor fuel and lubes inventory in real time • Track pump-wise and nozzle-wise sales continuously • Ensure adherence to shift operations and daily closure protocols • Receive real-time alerts on anomalies, device failures, or low stock This ensures that the RO is managed with maximum efficiency, transparency, and reliability, while providing LIOC with end-to-end visibility of its nationwide network of outlets.
4.1.	Dispenser Unit (DU) Control The LIOC Enterprise Cloud FCC Application shall control and monitor all connected Dispenser Units (DUs) and their in-built printers (wherever applicable). Continuous monitoring shall be ensured for: • DU status (Idle, Fueling, Transaction Complete) • Printer status and availability • Real-time GUI representation of fueling positions in BOS Application and Mobile App

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	• Display of Product, Amount, and Quantity at each fueling position The system shall be expandable up to 36 fueling positions across different makes and models available at an RO. Upon DU connection, the FCC application shall perform the following: 1. Register initial nozzle totalizer. 2. Read and set nozzle prices. 3. Capture preset details at the beginning of a sale. 4. Read calibration data and DU logs.
4.2.	Back Office System (BOS) The BOS application shall act as the central command and monitoring platform for the Retail Outlet, interfacing with the LIOC Enterprise FCC Application and LIOC Enterprise HOS. It will ensure end-to-end forecourt management, reconciliation, and reporting.
4.2.1	BOS Menu Functions The BOS shall include, but not be limited to, the following modules: 1. RO Configuration (Products, Tanks, Pumps, RSP, DU Lock/Block/Control) 2. Dispenser Status GUI 3. Tank Status GUI with Tank Inventory Table 4. Live Communication Status of all connected devices/equipment 5. Tank Truck Receipt Entry, Shift Management, Price Scheduler, User Rights, HOS Status, Daily Sales Register, Density Register, Transaction Marking 6. Alarm Dashboard & Alarm Configuration 7. Standard and Customizable Reports with filters 8. Trend Reports 9. Vendor-provided Additional Reports
4.2.2.	User Login and Access • BOS access shall be secured with unique user IDs and passwords. • Role-based access will be maintained through LIOC Enterprise HOS, synchronized with local BOS via FCC. • Auto-logout after 10 minutes of inactivity. • Login/logout timestamps, including remote sessions, communicated to HOS. • Default Roles: ○ LIOC Users (Corporate, Regional, or Divisional Officers with access across ROs) ○ RO Users (Dealers, Managers, Attendants)
4.2.3.	DU Status (Forecourt GUI) • Real-time graphical representation of each dispenser.

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	• Each dispenser “cell” shall include: Make, Product, Unit Price, Pump Status, Transaction Details, Interlocking Messages. • Color-coded/icons for dispenser states. • Emergency Stop option for all dispensers.
4.2.4.	DU Control through BOS • Auto-Authorize Mode available at ROs without RFID. • Need-Authorize Mode with RFID tags/readers at ROs (Future requirement).
4.2.5.	Tank Status • Tank-level monitoring through ATG or mathematical reconciliation • Variance detection via comparison of computed vs. actual dip stocks • Automated reporting of stock loss/gain for early anomaly detection
4.2.6.	RO Operations BOS will provide operational functions including: • Shift Management • Price Updates • Attendant Tag Allocation (Future Requirement) • Transaction Marking (Sales/Test) • Alarm Dashboard Monitoring • Discount Management as per LIOC Enterprise HOS rules (slabs, MOP-based, customer-specific, time-based, etc.) • Automated Report Generation
4.2.7.	Security and User Rights • Managed centrally by LIOC Enterprise HOS. • Roles and rights synchronized to FCC/BOS. • User authentication integrated with LIOC employee systems. • Local caching for offline continuity.
4.3.	Mobile Application To enhance operational efficiency, real-time monitoring, customer engagement, and decision-making, the system shall provide dedicated mobile applications for Dealers, Sales Officers, and LIOC Officers. These mobile applications will be integrated with the IoT-enabled Enterprise Cloud FCC system to ensure seamless data flow and actionable insights.
4.3.1.	Dealer App Purpose: To empower dealers with real-time insights, automated monitoring, and operational control for daily fuel retail operations. Key Features and Functionalities: 1. Daily Sales Monitoring: ○ View day-wise and shift-wise sales at a glance. ○ Track volume and revenue per fuel type, dispenser, and pump.

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- Receive automated alerts for unusual sales patterns.
- 2. Tank Stock Visibility:
 - Real-time tank inventory via integration with ATG or manual inputs.
 - Alerts for low stock, high water levels, and tank discrepancies.
- 3. RSP Management:
 - View Retail Selling Price (RSP) updates.
 - Ability to adjust or validate prices within limits set by LIOC.
- 4. Alerts and Notifications:
 - Receive alarm notifications from Cloud FCC/BOS (e.g., ATG communication failure, high water level, tank leakage etc.).
 - Configurable alerts for sales variance, tank stock limits, or dispenser errors.
- 5. Reconciliations:
 - Automated daily and shift-wise reconciliations of sales, deliveries, and payments.
 - View exception reports, including preset vs actual delivered quantities, irregular totalizer reports, and TT decantation discrepancies.
- 6. Communication:
 - Direct messaging and escalation channel with LIOC officers and the Command Centre (CCC).
 - Real-time updates on policy changes, operational instructions, or emergency alerts.

4.3.2.

Sales Officer App

Purpose: To enable field officers to monitor RO performance, ensure compliance, and optimize their visits with real-time insights.

Key Features and Functionalities:

- 1. RO Performance Tracking:
 - Monitor daily/shift-wise sales, stock levels, and revenue for all assigned ROs.
 - Access exception reports such as fuel variance, stock discrepancies, and alarm history.
- 2. Visit Logs:
 - Maintain geo-tagged visit records with timestamps.
 - Capture photos, notes, and attendance confirmations during visits.
- 3. Compliance Reporting:
 - Verify tank stock, ATG/DU connectivity, and NPND compliance.
 - Ensure regulatory compliance and automated report submission to LIOC HQ.
- 4. Dealer Support:
 - Assist dealers in resolving alerts, reconciling discrepancies, and managing deliveries.
 - Initiate real-time escalations to LIOC officers if issues are unresolved.

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4.3.3.	LIOC Officer App Purpose: To provide decision-making tools and consolidated operational insights for officers at regional and head-office levels. Key Features and Functionalities: 1. Consolidated Dashboards: - o Real-time view of all RO operations, stock status, sales performance, and dispenser utilization. - o Drill-down analytics by tank, DU, or fuel type. 2. KPIs & Escalations: - o Monitor key performance indicators for dealers and ROs. - o Receive automated alerts for critical events such as stock shortages, leakages, or communication failures. 3. Predictive Analytics: - o Analyze trends in fuel sales, stock loss/gain, and dispenser performance. - o Predict potential stock-outs, sales anomalies, and operational risks. 4. Access to CCC Alerts: - o Real-time visibility of critical alarms and escalations from the Command & Control Centre. - o Assign tasks or follow up with field officers directly through the app.
4.3.4.	Key Technical Features of the Mobile App • Secure Login with Multi-Factor Authentication (MFA): Ensures authorized access to operational data. • End-to-End Data Encryption: Protects sensitive sales, stock, and financial data in transit and at rest. • Offline Sync: Mobile apps continue to operate in low or no connectivity areas, syncing data automatically once network is restored. • IoT Integration: Seamless connection with Cloud FCC, ATG, DUs, and BOS, providing real-time alerts, interlocks, and inventory data. • Configurable Alerts & Thresholds: Each app allows role-specific configuration of alerts and notifications. • Role-Based Access Control: Ensures users only access data relevant to their role (Dealer, Sales Officer, or LIOC Officer).
4.4.	Wet Stock Management Cloud FCC shall provide an advanced Wet Stock Management Module to ensure transparent monitoring of fuel inventory, delivery reconciliation, and real-time reporting to LIOC HOS. This module shall handle both ATG-integrated ROs and ROs without ATG, with proper mathematical calculation methods for tank stock.
4.4.1.	Real-Time ATG Integration (in RO's where ATG System is available)

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	• Tank Inventory Monitoring: The system shall continuously capture and display the following parameters from ATG: ○ Fuel Volume (litres) ○ Fuel Density (kg/L) ○ Water Level (mm or volume) ○ Temperature (°C) • These parameters shall be reflected in real-time dashboards on BOS for HOS monitoring. i. Delivery Reconciliation • Tank truck receipts shall be validated against: ○ ATG dip readings ○ Challan quantities ○ Invoice quantities • Short/over deliveries shall be automatically logged, with variance reports generated for each shift/day. ii. Loss/Gain Monitoring • BOS shall compute sales vs. tank depletion for each shift/day: ○ Sales from POS system are subtracted from tank stock to determine theoretical depletion. ○ Variances beyond a defined tolerance (e.g., >0.5%) trigger automatic alerts to HOS for investigation. iii. Water Dip Alerts • BOS shall raise alarms if water ingress exceeds safe thresholds. • Alerts include water volume, percentage of tank capacity, and affected fuel type. iv. Compliance Reporting • Shift-wise wet stock reports are mandatory, ensuring audit trails for LIOC. • Reports shall include: ○ Opening stock ○ Deliveries ○ Sales ○ Closing stock ○ Water levels ○ Loss/gain variance
4.4.2.	Mathematical Calculation Methodology for Tank Stock (At RO's where ATG System is not available)
	Step 1: Measure Closing Stock (Physical Volume) 1. Insert dip rod into tank. 2. Note dip height in millimeters (mm).

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3. Refer to **tank calibration chart** and convert the dip height to **closing stock in liters**.

- Example: 890 mm = 4,150 liters (from chart).

Step 2: Calculate Book Stock

Use the formula:

Book Stock = Opening Stock + Receipts – Sales

Example:

- Opening Stock = 5,000 L
- Receipts = 3,000 L
- Sales = 6,200 L

Book Stock = 5,000 + 3,000 – 6,200 = 1,800 L

Step 3: Compare Physical Stock vs Book Stock

Difference = Physical Stock – Book Stock

Example:

- Physical Stock = 1,750 L
- Book Stock = 1,800 L

Difference = –50 L (Shortage)

Step 4: Record and Report

- Enter all values in daily stock register.
- Investigate differences beyond acceptable limits (e.g., > ±0.5%).
- Report shortages/excess to Station Manager.

Variance Guidelines

- **Normal variance:** ±0.2% to ±0.5% of sales (due to evaporation, hose retention).
- **Action required:** Variance exceeds ±0.5%, or pattern persists for 3+ days.

4.4.3.

Shift Management

The system shall provide comprehensive shift management functionality to align with the operational requirements of Retail Outlets (ROs). Shift control will be available via the Cloud FCC on the BOS application and accessible to authorized users, ensuring that shift opening, closing, and reconciliation are executed accurately.

- **Shift Flexibility:** The RO personnel shall have the ability to create multiple shifts within a day, depending on the dealer's operational requirements. All shift changes shall be performed through the Shift Control Menu of BOS, ensuring proper authorization and audit logging.
- **Automatic End-of-Day Closure:** The system shall enforce a mandatory end-of-day closure at 23:58 hrs daily to comply with LIOC's enterprise reporting requirements. At this time, the system shall automatically close the active shift and simultaneously initiate a new shift at 00:00 hrs. All dispensers shall resume operation in the same state as they were prior to the closure.

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- **Dealer's Daily Sales Register (DSR) Integration:** In addition to automatic closure, dealers shall be provided the flexibility to define one custom shift aligned with their manual DSR reporting cycle. BOS will provide an interactive prompt during the dealer-defined shift interval (maximum 30 minutes) to facilitate manual closure and data capture (totalizer, wet stock, density, etc.). In case the dealer does not close the shift manually, the system shall auto-close at the end of the defined interval to prevent data loss.
- **Transaction Continuity:** If a fueling transaction is ongoing during the scheduled closure, the transaction shall be captured in the next shift. The last known totalizer reading shall be taken for the closing shift to ensure financial reconciliation accuracy.
- **Contingency Handling:** In case auto-closure does not execute at 23:58 hrs due to system downtime, the FCC shall perform the closure process as soon as it is powered on and before authorizing new sales. For reporting, the system shall always align opening and closing balances with this enforced closure.
- **Operational Transparency:** Each shift change shall capture dispenser totalizers, tank inventory data, density, and transactional logs to generate accurate wet stock and sales reconciliation reports.

This ensures both compliance with LIOC's central reporting standards and flexibility for dealer-level operations.

4.4.4.

Product Pricing Schedule

The BOS application shall incorporate a comprehensive product pricing module that enables both instant price updates and scheduled price changes for all products dispensed at the RO.

- **Instant and Scheduled Updates:** Authorized users may update prices manually by selecting the product, entering the new price, and defining either an immediate or scheduled activation time.
- **Integration with LIOC Enterprise HOS:** The system shall seamlessly accept price change instructions communicated from the LIOC Enterprise HOS. Such centrally mandated prices shall overwrite existing prices locally and shall be applied at the IoT level to ensure synchronization across all dispensers.
- **Acknowledgement and Confirmation:** After successful application of new prices, the IoT shall generate an acknowledgement message back to the HOS. This ensures closed-loop confirmation and prevents discrepancies between field pricing and enterprise records.
- **Historical Tracking:** The system shall maintain a complete price change history log, accessible through the BOS application reporting module, ensuring transparency and compliance with audit requirements.

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- Discount and RSP Handling: The IoT shall maintain both the Retail Selling Price (RSP) and any applicable discount values per product and timestamp. At runtime, the IoT shall compute the effective delivery rate and communicate this to all connected Dispensers (DUs).
- Local and Central Updates: While RSP updates may be performed locally or through HOS, discount schedules shall only be configurable centrally from LIOC HOS to ensure standardization.

This dual-level pricing control ensures that LIOC maintains governance over enterprise-wide pricing while still offering operational flexibility at the Retail Outlet level.

Tank Truck Receipt Entry

The BOS application shall provide a robust mechanism for Tank Truck (TT) Receipt Entry, integrating data from the ATG system, IoT, and SAP to ensure accurate reconciliation of delivered fuel quantities against invoices.

- Automated Detection: The IoT shall automatically detect incoming product receipts via the ATG system. Detected volumes shall be logged and reconciled against the challan/invoice quantities received from SAP.
- Manual Entry and Validation: RO personnel shall be required to manually enter TT receipt details in BOS. A GUI-based interface will allow the selection of pending receipts, enabling entry of actual delivered quantities, density, and temperature.
- Alarms and Enforcement:
 - If manual receipt entry is not completed within 30 minutes after unloading, the system shall raise an alarm.
 - If manual entry is not completed within 6 hours (configurable downwards), fueling positions connected to the tank shall be locked until the entry is made.
- Multi-Chamber Mapping: BOS shall support advanced reconciliation scenarios, such as mapping multiple TT chambers to one ATG delivery or handling non-FIFO decantation.
- Short Receipt Handling: BOS shall allow entry of shortages against challan quantities with an enforced confirmation prompt (e.g., transporter acknowledgement). Reports shall adjust total received volumes accordingly.
- Density Checks: BOS shall enforce density reconciliation by comparing manual measurements, SAP invoice data, and ATG readings. Variations beyond permissible thresholds (e.g., $\pm 4\%$ capacity, $\pm 3.0 \text{ kg/m}^3$ density) shall generate alarms.
- Data Synchronization: TT receipt data shall be communicated to the LIOC Enterprise HOS twice:
 - i. Immediately after ATG delivery detection (without invoice).
 - ii. After complete TT reconciliation with SAP invoice details.

4.4.5.

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	• Audit Controls: Once a TT receipt is entered, no modifications shall be allowed. All records shall be permanently logged for compliance. • Future Integration: Cloud FCC shall be future-ready for integration with Sealed Parcel Delivery Systems (SPDS) to enable tamper-proof TT receipt management. This ensures that every drop of product received is reconciled, discrepancies are flagged, and enterprise records are updated in real-time for operational and compliance integrity
4.4.6.	Loyalty and Fleet Card Integration Cloud FCC shall integrate with LIOC Enterprise Loyalty Programs and Fleet Card Management Systems in future, ensuring that customers and corporate accounts benefit from centralized schemes.
4.4.7.	Reporting and Analytics BOS Application shall deliver a wide array of shift-wise, daily, monthly, and custom reports, ensuring transparency and compliance. • Mandatory Reports: ◦ Shift Sales Report ◦ Daily Sales Register (DSR) ◦ Wet Stock Report ◦ Price Change Log • Export Options: Reports shall be exportable in PDF, Excel, and CSV formats. • Auto-Sync to HOS: All reports shall be pushed daily to LIOC Enterprise HOS for enterprise consolidation. Role-Based Access: Only authorized users may generate or view sensitive reports (e.g., financial settlement, refunds).
5.	ALARM REPORTS AND INTERLOCKS
5.1.	Alarm Dashboard The Alarm Dashboard provides a consolidated view of all equipment-related alarms along with their duration. Key features include: • Once an alarm is normalized, it automatically disappears from the dashboard. • Alarms are categorized by device and type for easy identification. • Dashboard supports real-time monitoring, reflecting alarms triggered by Cloud FCC (IoT-enabled) and connected devices.
5.2.	Alarm Configuration The system includes a comprehensive set of alarms configurable as per site requirements. Alarms can be enabled/disabled, and their trigger thresholds can be set per site. List of Alarms (Non-exhaustive):

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	<table><tr><th>Device</th><th>Alarm Name</th></tr><tr><td>ATG</td><td>ATG Product High, ATG Water Level High, ATG Low Product Level, ATG Struck, ATG Equipment Communication Failure, ATG Console Communication Failure, Product Receipt in Tank in Progress, Leak Detection Alarm</td></tr><tr><td>DU</td><td>Pump Communication Failure, Preset Validation against actual delivered quantity</td></tr><tr><td>Connectivity</td><td>No connection to LIOC Server, No connection to Loyalty Server, No connection to TPS Server, No connection to Vendor's Server</td></tr><tr><td colspan="2">Additional Notes: - Alarms related to downtime of automation equipment automatically generate e-complaints for vendor intervention. - Integration with the vendor's complaint system ensures real-time alerts to service engineers via mobile applications. - Manual complaint logging is also available for exceptional cases. </td></tr></table>	Device	Alarm Name	ATG	ATG Product High, ATG Water Level High, ATG Low Product Level, ATG Struck, ATG Equipment Communication Failure, ATG Console Communication Failure, Product Receipt in Tank in Progress, Leak Detection Alarm	DU	Pump Communication Failure, Preset Validation against actual delivered quantity	Connectivity	No connection to LIOC Server, No connection to Loyalty Server, No connection to TPS Server, No connection to Vendor's Server	Additional Notes: - Alarms related to downtime of automation equipment automatically generate e-complaints for vendor intervention. - Integration with the vendor's complaint system ensures real-time alerts to service engineers via mobile applications. - Manual complaint logging is also available for exceptional cases.	
Device	Alarm Name										
ATG	ATG Product High, ATG Water Level High, ATG Low Product Level, ATG Struck, ATG Equipment Communication Failure, ATG Console Communication Failure, Product Receipt in Tank in Progress, Leak Detection Alarm										
DU	Pump Communication Failure, Preset Validation against actual delivered quantity										
Connectivity	No connection to LIOC Server, No connection to Loyalty Server, No connection to TPS Server, No connection to Vendor's Server										
Additional Notes: - Alarms related to downtime of automation equipment automatically generate e-complaints for vendor intervention. - Integration with the vendor's complaint system ensures real-time alerts to service engineers via mobile applications. - Manual complaint logging is also available for exceptional cases.											
5.3.	Interlocking Configuration IOT Automation provides configurable interlocking mechanisms to ensure operational safety and compliance. Key interlocks are:										
5.3.1.	ATG Equipment Communication Failure (No ATG, No Fueling) - If ATG equipment or console communication fails continuously for 180 seconds, connected DUs/nozzles are automatically locked. - Unlock occurs automatically once communication is restored. - Configurable tank-wise enable/disable. Default: DISABLED.										
5.3.2.	No Print No Delivery (NPND) - Transactions cannot proceed unless a printout of the previous transaction is completed. - Works with integrated DU printers; if the printer is out of paper or malfunctioning, the system will hold the next transaction. - Mobile number entry is optional if supported by DUs. - Configurable pump/fueling position-wise. Thresholds for NPND can be set per user profile. - Flag "Y" marks transactions with completed printouts. - Default: DISABLED.										

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5.3.4.	Dispenser Testing Interlock • Authorized testing via Testing Tag reader locks nozzles for regular fueling. • Transactions under testing are limited to a preset volume (default 5 L, configurable). Nozzle unlock occurs only after completion of testing transaction
5.3.5.	Preset vs Actual Delivered Quantity at RO • Alarms appear if there is a discrepancy between preset and actual delivered quantity. • Affected nozzle is blocked for further delivery until resolved. • Configurable per DU; depends on DU protocol.
5.3.6.	DU Operation During ATG Communication Failure Interlock Alarm • Continuous ATG communication failure for ≥ 180 seconds locks connected nozzles. • Unlock occurs after communication restoration. • System cross-checks sales through tank vs. connected DUs; discrepancies trigger additional locks. • Tank-wise enable/disable. Default: DISABLED Note: Interlocks show a mnemonic reason on the dashboard for RO user clarity.
5.4.	Reports
5.4.1.	Standard Reports 1. Daily Sales Report (Auto Shift closure at 23:58 hrs) 2. Dealer's Daily Sales Report (Shift closure at dealer-defined DSR timings) 3. Shift Report 4. Stock Reconciliation Report 5. Inventory Report 6. Field Officer Inspection Report 7. Tank Truck Receipt Report 8. Transaction Report 9. Product Price History Report 10. Alarm History Report 11. Dispenser Reconciliation Report 12. EOD Push Status 13. UPS Parameters Report 14. DU Log Reports 15. Preset vs Actual Delivery Exception Report 16. Irregular Totalizer Report 17. Manual Sales Record 18. Downtime Report for each integrated equipment

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5.4.2.

Other Reports

1. Customized Report
2. IOCL Loyalty Transactions Report
3. DU/Nozzle Wise Sales Report
4. Attendant Sales Total Report
5. Tank-wise Reconciliation Report
6. Product Sales Total Report
7. Transaction Type/MOP Sales Report
8. User Activity Report

Remarks:

- Any mismatch between closing and opening totalizers is flagged as Irregular Totalizer Report.
- System captures DU delivery logs post-downtime and generates separate reports.
- Any other FDS-required reports must be supported.

6.

HARDWARE MINIMUM TECHNICAL SPECIFICATIONS

IoT Device

Specification	IOT Device
Chipset	ESP32 ARM dual core
SRAM (ESP32)	520 KB SRAM minimum
RAM (RasPi)	2GB minimum
ROM (ESP32)	4MB Flash
Communication Protocols	WiFi, LoRa, 2G/3G/4G, BLE, RS485
MODBUS	RS485 interface with Dual TVS Diodes for protection
4G Module	Nano SIM support; WiFi Hotspot capable - 2.4GHz; M2M SIMs
WiFi Hotspot Range	Must cover all installed devices at site
Persistent Memory (SD Card) [Min.]	32 GB Rated High Endurance
RTC	High precision, over I2C with CR2032 battery and holder
Power Supply	Self-Contained; 85 to 280V AC input, 3kV , solid state capacitors, Resin Cast Components; Over voltage and overload protection with auto reset (no one time fuse)
LoRa Connectivity	867MHz; UART protocol, minimum 100m range

6.1.

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	Casing		IP65, provision for external antennas for WiFi and 4G; PG Gland for wires
	External Wires		RS485, AC power (No external power supply)
	Operating Temperatures Range		-25C to 85C
6.2.	Dual SIM Router		
	SI No	Parameter	Minimum Specification Requirement
	1	Network Type	4G LTE (Cat 4 or higher) with automatic fallback to 3G/2G
	2	SIM Slots	Dual SIM - Automatic failover and switch-over between SIMs
	3	Ethernet Ports	Minimum 2 × 10/100 Mbps RJ45 LAN/WAN configurable ports
	4	Wi-Fi Support	IEEE 802.11 b/g/n (2.4 GHz), Access Point & Client Mode
	5	Antenna Interfaces	External SMA connectors for cellular and Wi-Fi antennas
	6	Protocols Supported	TCP/IP, UDP, MQTT, Modbus TCP/RTU, HTTP/HTTPS, SNMP, VPN (OpenVPN/IPsec)
	7	VPN & Security	IPsec/OpenVPN/L2TP/PPTP support, Firewall, NAT, Port Forwarding
	8	Serial Interface	1 × RS232 and/or 1 × RS485 (configurable)
	9	Digital I/O	Minimum 2 digital inputs and 2 digital outputs (optional)
	10	Power Supply	9-36 V DC with reverse polarity protection
	11	Operating Temperature	-10° C to +60° C (industrial grade)
	12	Enclosure	Metal or ruggedized industrial housing, DIN-rail / wall mountable
	13	LED Indicators	Power, Network, Signal Strength, SIM Status, LAN/WAN activity
	14	Device Management	Web-based GUI, Remote OTA firmware update, SNMP/CLI/REST API
	15	Failover Functionality	Automatic SIM/network failover and recovery without reboot
	16	Data Throughput	Minimum 100 Mbps (downlink) and 50 Mbps (uplink)

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	17	Certifications	CE / FCC / RoHS compliance; Local telecom regulatory approval
6.3	ATG (if applicable)		
	SI No	Particular	Description
	1	Principle of operation	Magnetostrictive
	2	SERVICE CONDITIONS:	
	2.1	Process fluid	High Speed Diesel (HSD) & Motor Spirit (MS), with or without additive
	2.2	Include Ethanol blends	Should be able to serve in Ethanol Blend up to 20% or more
	2.3	Explosive Certification	ATEX Approved
	2.4	Temperature Range	0 °C to 50 °C
	2.5	Ingress Protection	IP 68
	2.6	Mounting	In the underground tank manhole, through a riser pipe, inside 50 mm dia socket.
	3	CONSTRUCTION:	
	3.1	Wetted Surface	SS Conforming to ASTM / EN / KHK standards.
	3.2	Exposed Surface	SS Conforming to American Society for Testing and Materials / European Norm / Japanese Industrial Standards (ASTM / EN / KHK).
	3.3	Floats Size	Float size to be suitable for passing through 50 mm socket.
	4	MEASUREMENT RANGE:	
	4.1	Product range	125 mm (or below) from the tank bottom Maximum up to 3200 mm.
	4.2	Water range	Minimum to be 25 mm from the tank bottom.
	5	Accuracy Under Lab Test Condition	
	5.1	Level	± 1.0 mm

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	5.2	Temperature	$\pm 0.5^{\circ}\text{C}$
	5.3	Water Level	$\pm 1.0\text{ mm}$
	5.4	Static Leak Detection	Required, 1 Lt / Hr to be detected with in a period of 2 hours under Laboratory conditions.
	5.5	Field Accuracy of Product Level	$\pm 4.0\text{ mm}$ wrt Manual Dip Rod performance.
	In case of Wireless communication between ATG probe and Barrier		
	1	Frequency	Vendor to Specify. (Suitable to work under Heavy Metal Manhole cover. Communication between Probe and Barrier should not be impacted due to presence of water in the manhole, Heavy Metal vehicle or any other environmental factor such as heavy rain etc.)
	2	Battery	Intrinsic Safe Battery (Battery needs to be replaced safely by the Vendor whenever required, till end of CAMC period without any cost to IOCL).
	3	Receiver Interface Ports	Should have sufficient serial ports / TCP IP ports to interface with Barrier
	4	Receiver Enclosure Ingress Protection	IP 54
	5	Receiver Input Power	Should operate on available power at the RO

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ANNEXURE-III

*(Documents to be filled up on Bidder Letter Head, signed by
Authorized Signatory, Stamped and enclosed)*

*Supportive Documents in Support of Pre-Qualification Criteria of Tenderers to be enclosed here
for both Technical and Financial Criteria*

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(Documents to be filled up on Bidder Letter Head, signed by
Authorized Signatory, Stamped and enclosed)

ANNEXURE-IV

DECLARATION BY THE BIDDER

To,
VP (E), Lanka IOC PLC

I / We have examined carefully, read and understood the above Terms and Conditions, Specifications and General Conditions of Contract. I / We hereby tender and undertake to execute and complete all the works required to be performed in accordance with the Specifications, Bill of Quantities, General Conditions of the Contract and the Terms and Conditions as stated in the Tender and at rates and prices set out in the annexed Bill of Quantities within the time period as stated in the Tender. In the event of our Tender being accepted in full or, in part, I / we also hereby agree that the said Tender, Specifications, Bill of Quantities, General Conditions of Contract and the Terms and Conditions as stated in the Tender together with the acceptance thereof in writing by or, on behalf of the Tender Inviting Authority shall form the Contract. I / We are a fully aware of the nature and specifications of materials and my / our offer is for supply of stores in accordance with the requirement of Lanka IOC PLC, Colombo.

I / We have deposited Requisite Earnest Money.

I / We agree that the period for which the Tender shall remain open for acceptance shall not be less than **120 days**.

Date :
Place :

Tenderer's Signature & Seal

SIGNATURE OF TENDERER
SEAL



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**(Documents to be filled up on Bidder Letter Head, signed by
Authorized Signatory, Stamped and enclosed)**

ANNEXURE-V

To,
VP (E), Lanka IOC PLC

BIDDER'S INFORMATION

Tender No.	LIOC/ENG/GT/06/2025-26
Name of work/Item Description:	DESIGN, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM OF AT 230 NOS PETROL STATIONS OF LANKA IOC PLC
Address:	
Contact Person Name:	
Phone:	
Fax:	
E-Mail Address:	
Have you studied the Pre-Qualification requirement of the selected tender?	Yes / No
Is the company registered in Sri Lanka or should have direct/indirect subsidiary company registered in Sri Lanka for the after sales services?	Yes / No
Is the company having Copy of VAT Registration Certificate / CST Registration Certificate (TIN)?	Yes / No

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Is the company having Current valid Professional Tax Payment Certificate (PTPC)?	Yes / No
Is the Company meeting the pre-qualifying criteria mentioned in the NIT?	Yes / No
Confirm that you will furnish the documentary evidence against pre-qualification criteria along with your offer.	Yes / No
Are you MANUFACTURERS / authorised dealers/ authorized stockiest/ suppliers for the tendered materials and services ? Please indicate your status.	

[Please strike out the alternative which is not applicable in your case out of the following two and initial the same.]

(a) I / We hereby declare that I / We have not been banned or, de-listed by any Government or Quasi-Government Agency or Public Sector Unit.

(b) I / We hereby enclose the details of any banned / de-listed imposed on my / our agency by any Govt. / Quasi - Govt. Agency or, PSU.

I / We agree to upload the copies of pre-qualification documents as per the Notice Inviting Tender along with our offer. I / We undertake and confirm that in case we do not submit these Prequalifying document with our offer or the documents are not found in order by LANKA IOC PLC / not acceptable to LANKA IOC PLC, our tender shall be liable for rejection.

Date :

Place :

Tenderer's Signature & Seal

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ANNEXURE-VI

To,
VP (E), Lanka IOC PLC

DETAILS OF STATUTORY LEVIES FOR ALL BIDDERS

S. NO.	VAT (ONLY IF APPLICABLE)	WHETHER APPLICABLE (If applicable, please state rate in %)	
		YES / NO	In %
1.	(Part A) Supply of Automation hardware & software		
2.	(Part B) Installation and Integration of Automation hardware & software, Testing , Commissioning including SAT		
3.	(Part C) Maintenance Services for 7 Yrs		

Please Note:

VAT SHALL BE APPLICABLE ONLY FOR LOCAL VENDORS AND LOCAL AGENTS,VAT AS APPLICABLE ON THE SCHEDULE OF WORK AT PREVAILING PERCENTAGE SHALL BE PAID TO THEM.

Date :
Place :

Tenderer's Signature & Seal

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**(Documents to be filled up on Bidder Letter Head, Signed
by Authorized Signatory, Stamped and enclosed)**

ANNEXURE-VII

TO INDICATE THE DETAILS OF CURRENCY FOR ALL BIDDERS:-

SL. NO.	DESCRIPTION OF SCOPE OF WORK	Bid Currency in Notation & Words
1.	(Part A) Supply of Automation hardware & software	
2.	(Part B) Installation and Integration of Automation hardware & software, Testing , Commissioning including SAT	
3.	(Part C) Comprehensive AMC for 2 years after one year warranty.	

Date :
Place :

Tenderer's Signature & Seal

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ANNEXURE-VIII

(Documents to be filled up on Bidder Letter Head, Signed
by Authorized Signatory, Stamped and enclosed)

UNDERTAKING TOWARDS DOCUMENTS SUBMISSION

We confirm that we have quoted the rates in this tender considering Inter-alia the:

1. Notice Inviting Tender
2. Price Bid document
3. Special Terms and Conditions of Contract
4. Technical Specifications & Scope Of Services
5. Terms & Condition - Safety
6. Form Of Agreement
7. Conditions of contract (Part I & Part II)
8. Statement of Credentials
9. All other documents forming part of tender

We certify that, we have received the complete Tender Documents as mentioned and have studied the same thoroughly before submitting the Bid. We accept all the terms & conditions specified therein.

Signature of the Tenderer/ Authorized Representative

Name:

Designation:

Address:

Seal:

SIGNATURE OF TENDERER
SEAL



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**(Documents to be filled up on Bidder Letter Head, Signed by Authorized Signatory, Stamped
and enclosed with Technical Bid Documents)**

ANNEXURE-IX

PROFORMA OF DECLARATIONS TO BE FURNISHED BY THE TENDERERS

D E C L A R A T I O N - `A'

We declare that we have complied with the Conditions of Contract.

Date :

Place :

Tenderer's Signature & Seal

D E C L A R A T I O N - `B'

We declare that we do not have any employee who is related to any officer of LIOC PLC

OR

We have the following employees working with us who are near relatives of the Officer Director
of LIOC

Name of the employee of the Tenderer	Name & designation of the Officer of LIOC

Date :

Place :

Tenderer's Signature & Seal

D E C L A R A T I O N - `C'

The Tenderer is required to state whether he is a relative of any Director of LIOC or the Tenderer
is a firm in which any Director of LIOC or his relative is a partner or any other partners of such a
firm or alternatively the Tenderer is a private company in which Director of LIOC is a member or
Director.

S/N	PARTICULARS	DETAILS
-----	-------------	---------

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1	Name of the Tenderer and his relations with the Director in LIOC.	
2	Name of the Director of LIOC who is related to the tenderer	
3	Name of the Director of LIOC who is a member or a Director of the firm.	

Date :

Place :

Tenderer's Signature & Seal

DECLARATION - 'D'

Tenderer is required to state whether they have employed any retired Director and above rank officer of LIOC in their firm. If so, details hereunder to be submitted.

S/N	PARTICULARS	DETAILS
1	Name of the person	
2	Post last held in LIOC	
3	Date of retirement	
4	Date of employment in the firm	

Date :

Place :

Tenderer's Signature & Seal

DECLARATION - 'E'

We declare that we have a company registered in Sri Lanka or should have direct/indirect subsidiary company registered in Sri Lanka for the after sales services. In case, if above company registration is not available with us, we are liable to submit the same within 35 days from the date of placing of LOI (Letter of Intent) by LIOC. And we accept that, failing above condition, our EMD will be forfeited by LIOC.

Date :

Place :

Tenderer's Signature & Seal

N.B.

- a. A separate sheet may be attached, if the above is not sufficient.

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- b. Strike out whichever is not applicable. If the tenderer employs any person subsequent to signing the above declaration and the employee/s so appointed happens to be the near relatives of the Officer/Director of LIOC, the tenderer should submit another declaration furnishing the name/s of such employee/s who is/are related to the officer/s of LIOC
- c. List of Directors of LIOC board is attached.

LIST OF DIRECTORS OF LANKA IOC PLC

SN	NAME OF THE DIRECTORS & ADDRESS
01	Mr. Anuj Jain, Chairman, Lanka IOC PLC 837, Asian Games Village ,Delhi (India) -110049
02	Mr. Sumitra Priya Srivastava , Director, Lanka IOC PLC Indian Oil Bhavan, G-9, Ali Yavar Jung Marg, D Block BKC, Naupada, Bandra East, Mumbai, Maharashtra 400051
03	Mr. Rajesh Singh, Director, Lanka IOC PLC Flat No E401, Rohtas Presidential Vibhukti Khand, Gomti Nagar, Lucknow, Uttar Pradesh, (India) 226010
04	Mr. Dipak Das, Managing Director, LIOC, 20th Floor, West Tower, World Trade centre, Colombo - 01, Sri Lanka.
05	Mr. Hector Manil Anthony Jayasinghe, Director, Lanka IOC PLC, No: 27, Elibank Road, Colombo 05, Sri Lanka
06	Mr. Sivakrishnarajah Renganathan, Director, Lanka IOC PLC, No: 27, Queens Road, Colombo 03, Sri Lanka

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ANNEXURE-X

FORMAT FOR FORM OF BANK GUARANTEE FOR BID BOND

1. In consideration to the Lanka IOC PLC (hereinafter called “The Company”) having agreed to accept from _____ (name of the tenderer) hereinafter called “the said tenderer”) BID BOND in the form of Bank Guarantee, under the terms and conditions of tender No. _____ dated _____ in connection with _____ (mention the details of the tender) (hereinafter called “the said tender”), for the due observance by the said tenderer of the stipulation to keep the offer open for acceptance for a period of _____ days from the date of the opening of the tender and other stipulations of the tender we, _____ (indicate the names of the bank) hereinafter referred to as “the Bank” at the request of _____ (mention the name of the tenderer) do hereby undertake to pay on demand to the Lanka IOC PLC an amount not exceeding Rs. _____ in the event of the said tenderer having incurred forfeiture of earnest money as aforesaid or for the breach of any of the terms or conditions of the stipulations of the said tender and / or the contract if awarded including but not limited to non performance of the contract caused due to revision in price / pricing basis after close of the pricing part of the tender under an order of the Lanka IOC PLC.

2. We _____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Lanka IOC PLC stating that the amount claimed is due by way of forfeiture of bid bond or any loss or damage caused to or suffered or would be caused to or suffered by the Lanka IOC PLC by reason of breach by the said tenderer any of the terms or conditions or stipulations contained in the said tender or by reason of the tenderer’s failure to perform the stipulation of the said tender. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.

3. We _____ (indicate the name of the bank) undertake to pay to the Lanka IOC PLC any money so demanded notwithstanding any disputes raised by the tenderer in any suit or proceeding pending before any court or Tribunal or arbitrator relating thereto our liability under this present being absolute and unequivocal. The payment so made by the bank under this bond shall be a valid discharge of our liability for payment there under and the tenderer shall have no claim against us for making such payment.

4. We _____ (indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the terms, conditions or stipulation of the said tender and that it shall continue to be

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enforceable till all the dues of the Lanka IOC PLC under or by virtue of the said tender/ contract have been fully paid and its claims satisfied or discharged or till Lanka IOC PLC certifies that the terms and conditions of the said tender have been fully and properly carried out by the said tender and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before _____ we shall be discharged from all liability under this guarantee thereafter.

5. We _____ (indicate the name of the bank) further agree with the Lanka IOC PLC that the Lanka IOC PLC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said tender or to extend time or performance by the said tenderer from time to time or to postpone for any time or from time to time any of the powers exercisable by the Lanka IOC PLC against the said tenderer and to forbear or enforce any of the terms and conditions relating to the said tender and shall not be relieved from our liability by reason of any such variation, or extension being granted to the said tenderer or for any forbearance, act or omission on the part of Lanka IOC PLC or any indulgence by the Lanka IOC PLC to the said tenderer or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the bank or the tenderer.

7. The Bank Guarantee is operable/ payable at Colombo branch.

8. We, _____ (indicate the name of the bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Lanka IOC PLC in writing.

Date the _____ day of _____ 20__

For _____

(indicate the name of the bank)

Place:

Date:

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FORMAT FOR BANK GUARANTEE PROFORMA IN LIEU OF SECURITY DEPOSIT

1. In consideration of the Lanka IOC PLC, having its Registered Office at _____ (hereinafter called “the Company”) having agreed to exempt _____ (hereinafter called “The said Contractor(s)/ Supplier(s)/ Seller(s)”) from the demand under the terms and conditions of an Agreement dated _____ made between _____ and _____ for _____ (hereinafter called “the said Agreement”), of Security Deposit for the due fulfilment by the said Contractor(s)/ Supplier(s)/ Seller(s) of the terms and conditions contained in the said Agreement, on production of a bank Guarantee of Rs_____ (Rupees _____) only. We, _____ hereinafter referred to as “the Bank” (at the request of _____ Contractor(s)/ Supplier(s)/ Seller(s) do hereby undertake to pay to the Company an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by the Company by Reason of any breach by the said Contractor(s)/ Supplier(s)/ Seller(s) of any of the terms of conditions contained in the said Purchase Contract Agreement.

2. We _____ (indicate name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Company stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Company by reason of breach by the said Contractor(s)/ Supplier(s)/ Seller(s) of any of the terms or conditions contained in the said Agreement or by reason of Contractor(s)/ Supplier(s)/ Seller(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and this guarantee shall be restricted to an amount not exceeding Rs. _____

3. We undertake to pay to the Company any money so demanded notwithstanding any dispute of disputes raised by the Contractor(s)/ Supplier(s)/ Seller(s) in any suit or proceeding pending before any court of Tribunal or Arbitrator relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s)/ Supplier(s)/ Seller(s) shall have no claim against us for making such payment.

4. We, _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Company under or by

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virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ office/ department at _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s)/ Supplier(s)/ Seller(s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before _____ we shall be discharged from all liability under this guarantee thereafter.

5. We, _____ (indicate name of the Bank) further agree with the Company that the Company shall have the fullest liberty without our consent and without

affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s)/ Supplier(s)/ Seller(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Company against the said Contractor(s)/ Supplier(s)/ Seller(s) and to forebear or enforce any of the terms and conditions relating to the said Agreement and shall not be relieved from our liability by reasons of any such variation, or extension being granted to the said Contractor(s)/ Supplier(s)/ Seller(s) or forbearance act or omission on the part of the Company or any indulgence by the Company to the said Contractor(s)/ Supplier(s)/ Seller(s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/ Supplier(s)/ Seller(s).

7. The Bank Guarantee is operable/ payable at Colombo branch.

8. We, _____ (indicate name of the Bank) lastly undertake not to revoke this guarantee its currency except with previous consent of the Company in writing.

9. This Bank Guarantee is governed by Sri Lankan Law.

Dated the _____ day of _____ 20__

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For _____

(Indicate the name and address of the Bank)

Place:

Date:

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**(Proforma to be filled up on Bidder Letter Head, Signed by Authorized Signatory, Stamped
and enclosed with Technical Bid Documents)**

ANNEXURE - XI

PROFORMA OF DECLARATION OF BLACK LISTING/ HOLIDAY LISTING

In the case of a Proprietary Concern:

I hereby declare that neither I in my personal name or in the name of my Proprietary concern M/s. _____ which is submitting the accompanying Bid/Tender nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a Managing Partner have been placed on black list or holiday list declared by except as indicated below :

(Here give particulars of blacklisting or holiday listing, and in absence thereof state “NIL”)

In the case of a Partnership Firm :

We hereby declare that neither we, M/s. _____, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist or holiday list declared by LIOC except as indicated below :

(Here give particulars of blacklisting or holiday listing and in the absence thereof state “NIL”)

In the case of Company:

We hereby declare that we have not been placed on any holiday list or black list declared by LIOC except as indicated below :

(Here give particulars of black listing or holiday listing and in the absence thereof state “NIL”)

It is understood that if this declaration is found to be false in any particular, LIOC shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Date :

Place :

Tenderer's Signature & Seal

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**(Proforma to be filled up on Bidder Letter Head, Signed by Authorized Signatory, Stamped
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Annexure—XII

PROFORMA FOR DECLARATION OF GENUINENESS OF DOCUMENTS

To,
VP (E)
Lanka IOC PLC
Level 20, West Tower, World Trade Centre
Echelon Square Colombo 01
Sri Lanka

Dear Sir/Madam,

Subject.: Declaration of genuineness of documents submitted for Tender No.....

We, M/s....., the bidder against the
subject tender, hereby declare that all documents, submitted with tender as per tender condition
or to be submitted during execution of contract, are genuine and correct.

In case any document is found to be false / forged / incorrect at any point of time including
execution of contract, we shall be liable for all consequences and responsible for making good
any loss to the trustees. Moreover, in such case trustees reserve the right to take action against
us as deemed proper.

Yours faithfully (NAME)
for & on behalf of M/s.....

Signature & Seal of the Bidder

Authorized Signatory

Name:

Designation:

Note: This letter of authority should be on the Letter-Head of the bidder and signed by the
Authorized Representative holding power of attorney

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Annexure—XIII

(Documents to be filled up on Bidder Letter Head, signed by
Authorized Signatory, Stamped and enclosed)

Undertaking for Establishment of Registered Entity / Authorized Partnership in Sri Lanka

Date: ____ / ____ / 2025

To
The Vice President (Engineering)
Lanka IOC PLC
Level 20, West Tower, World Trade Centre
Echelon Square, Colombo 01, Sri Lanka

Subject: Undertaking for Establishment of Registered Entity / Authorized Partnership in Sri Lanka

Sir,

We, [Name of the Bidder / Company], a company incorporated under the laws of [Country of Incorporation], having our registered office at [Full Address], do hereby solemnly affirm and undertake as follows:

1. That we have submitted our bid against Tender No. [Tender Number] for [Tender Title / Scope of Work] invited by Lanka IOC PLC (hereinafter referred to as “Purchaser/Owner”).
2. That as on the date of bid submission, we do not have a registered entity, subsidiary, branch office, or authorized partner in the Democratic Socialist Republic of Sri Lanka.
3. That in the event of award of the contract by the Purchaser/Owner, we shall duly establish a registered entity in Sri Lanka under the applicable provisions of the Companies Act, No. 7 of 2007, or alternatively, enter into a legally valid partnership or agency agreement with a duly registered local partner in Sri Lanka, in compliance with all local statutory and tax regulations.
4. That such registration or authorized partnership arrangement shall be completed and documentary proof thereof submitted to the Purchaser/Owner prior to or on the start date of Maintenance of the First Retail Outlet (RO) under this Contract.
5. We further confirm and acknowledge that failure to fulfill this undertaking within the stipulated timeframe shall constitute a material breach of contract, and may result in the rejection of our bid, cancellation of the Letter of Award (LOA), and/or forfeiture of our Bid

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Bond/Performance Security, at the sole discretion of Lanka IOC PLC, without prejudice to any other rights available to the Purchaser/Owner under the tender or contract.

We hereby declare that the information furnished above is true, complete, and correct to the best of our knowledge and belief.

Thanking you,
Yours faithfully,

For [Name of Bidder / Company]

Authorized Signatory

(Signature with Company Seal)

Name: _____

Designation: _____

Email: _____

Contact No.: _____

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ANNEXURE-XIV

**PROFORMA FOR OEM AUTHORIZATION LETTER
(To be issued on OEM's official letterhead)**

Date: _____

To
The Vice President (Engg)
Lanka IOC PLC
Level 20, West Tower, World Trade Centre
Echelon Square, Colombo - 01, Sri Lanka

Subject: *Authorization of Dealer / Agent for Submission of Bid*

Reference:

Tender No.: _____

Tender Title: _____

Dear Sir/Madam,

This letter serves as a formal, irrevocable, and unconditional authorization issued by us, M/s. _____ (*OEM Name*), having its registered office at _____, in connection with the above-referenced tender.

1. We, M/s. _____ (*OEM Name*) hereby nominate and authorize, M/s. _____ (*Dealer/Agent Name*) having its registered office at _____ to act as our sole authorized Dealer/Agent for the purposes of:

- A. Submitting the bid, including all technical, commercial, and financial documents.
- B. Participating in all stages of the tender, including presentations, technical clarifications, negotiations, and contract finalization.
- C. Executing the scope of work including supply, installation, commissioning, integration, training, and support as required by the terms & conditions of the tender.

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D. Delivering Service Support post, supply & installation, updates, and upgrades, in coordination with us, M/s. _____ (OEM Name)

2. We, M/s. _____ (OEM Name) hereby make the following commitments, which shall be legally binding on the us for the entire duration of the tender, contract period and any extended support period:

A. We, M/s. _____ (OEM Name) assume full and primary responsibility for the performance of the products, software, hardware, components, licenses, and services offered by our authorized Dealer/Agent, M/s. _____ (Dealer/Agent Name).

B. All products supplied under this authorization shall be genuine, original, of current production, and supported directly by us, M/s. _____ (OEM Name).

C. We, M/s. _____ (OEM Name) guarantee to provide:

- complete technical support,
 - firmware/software/security updates,
 - bug fixes, patches, and version upgrades,
 - spare parts, replacements, and repairs,
- as required for the entire contract duration as per the terms and conditions of the referred tender.

D. In the event our authorized Dealer/Agent fails, M/s. _____ (Dealer/Agent Name), withdraws, becomes insolvent, or is unable to perform any obligations under the tender, we, M/s. _____ (OEM Name) shall take full charge of completing all contractual responsibilities without any additional cost to Lanka IOC.

E. We, M/s. _____ (OEM Name) agree to be jointly and severally be liable with our authorized Dealer/Agent, M/s. _____ (Dealer/Agent Name), for the fulfillment of all obligations arising from the bid, purchase order, contract, SLA, and warranty/service requirements as per the terms and conditions of the referred tender.

F. We, M/s. _____ (OEM Name) confirm that:

- Our Dealer/Agent, M/s. _____ (Dealer/Agent Name), is fully authorized to bind us M/s. _____ (OEM Name) to all bid commitments as per the terms & conditions of the referred tender.
- All offered specifications shall strictly comply with the tender requirements.

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- No deviation shall be made without written approval of the Lanka IOC.

G. This authorization is specific to the above-mentioned tender and is exclusive and valid for the entire tendering process, including the contract execution, delivery period and any extended support period.

3. We affirm that this authorization is issued by us, M/s. _____
(OEM Name) is with full corporate authority and is binding on both us M/s.
_____ (OEM Name) and our Dealer/Agent, M/s.
_____ (Dealer/Agent Name).

Any revocation, amendment, or restriction of this authorization shall not be valid unless expressly approved in writing by Lanka IOC.

For and on behalf of (OEM Name)

(Signature with Seal)

Authorized Signatory: _____

Name: _____

Designation: _____

Email: _____

Phone: _____

Office Address: _____

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Annexure XV

BACK-TO-BACK CORPORATE GUARANTEE

(FOR subsidiary or group company of Foreign Parent/Holding Company)

Date:

To:

Reference:

Tender No:

Tender Title:

From: Name of the Parent Company

Having its office at: _____

With reference to the tender for **Tender No:** and **Tender Title:** we, Name of the Parent Company as Parent/Holding Company of Name of the Subsidiary, do hereby enter into the following unconditional and irrevocable undertaking with Lanka IOC PLC, that on condition that Lanka IOC PLC. enters into a CONTRACT for the subject tender with Name of the Subsidiary, we would like to confirm you that as on date of this writing, we own a share of 51% in the capital of Name of the Subsidiary, and undertake the following:

1. We, Name of the Parent Company are fully aware that Name of the Subsidiary is aiming to get pre-qualified by LankaIOC, to be part of its suppliers list, on the strength of Parent/Holding Company's financial of turnover and net worth.
2. We, Name of the Parent Company would like to inform you that prior intimation shall be given to LankaIOC in the event of any transfer of ownership (including by change of ownership or control, by operation of law or otherwise), its rights and obligations, during the entire contractual period, in whole or part thereof and the new owner shall fulfil the contractual commitment and obligation , by issuing an undertaking to this effect.
3. To ensure that Name of the Subsidiary is in a position to meet its obligations, we, Name of the Parent Company would like to confirm you that, in case of any future business relationship between Name of the Subsidiary and LankaIOC is formalized, we shall supply Name of the Subsidiary with the funding and other supports needed to make it possible for Name of the Subsidiary to meet its contractual obligations towards you at all the times.
4. We, Name of the Parent Company shall fulfil all the contractual obligations of the tendered item, in case of failure of Name of the Subsidiary, as per the tender terms

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and conditions, for the entire contract period and extended period, if any, at no extra cost to LankaIOC.

5. This Guarantee shall be governed by and construed in accordance with the laws of Sri Lanka.
6. We acknowledge that you will use this letter when assessing the financial health of Name of the Subsidiary and that the obligations stated in this Letter of Guarantee are legally valid and binding

Yours faithfully,
For and on behalf of

Signature with Stamp: _____

Date:

Authorized Signatory

Name:

Designation:

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Annexure-XVI

Format for Submission of Pre-Bid Queries

Name of the Tender:

Tender Reference Number:

Pre-bid Query Submission Date:

Bidder Company Name: _____

Bidder Contact Person; Name: _____

Designation: _____

Email ID: _____

Contact No: _____

Pre-Bid Queries

Sl. No.	Page No.	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change Request (if any)

(Add more rows as required)

Note:

1. All Pre-Bid Queries shall be submitted in writing in the above prescribed format only and sent over email to the following email ID's at least three (3) days prior to the scheduled Pre-Bid Meeting.

To	Mr. Buwaneka Abeyesundera Manager (Automation)	buwaneka@lankaioc.com
CC	Mr. Sandeep Gupta Vice President (Engg)	guptasandeep@lankaioc.com

2. Bidders shall ensure that all queries are submitted only in MS Excel (XL) format, as specified.
3. Any query received after the above-mentioned deadline (i.e., less than 3 days before the Pre-Bid Meeting) shall not be considered for clarification.

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Annexure-XVII

**SITE ACCEPTANCE TEST CHECKLIST FOR CLOUD FCC BASED RETAIL
AUTOMATION SYSTEM**

Note:

**SAT Checklist shall be shared with the successful bidder at
the time the time of FDS approval.**

SIGNATURE OF TENDERER
SEAL