



Section VI. Schedule of Requirements

**Procurement of Design, Develop, Implementation and  
Maintenance of Revenue Administration System for Excise  
Department (RASED)**

30/December /2024

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# **1. Background**

Reforms in fiscal management facilitated by the adoption of Information and Communication Technology is among key modernization initiatives in many government reform agendas as it offers many advantages to the management of public funds. The experiences from the implementation of IT systems in public financial management worldwide have shown wider economic benefits. Similarly, monitoring of development interventions financed through the Capital Budget with the support of a comprehensive ICT solution will enhance the performance of development interventions as well as the efficiency and effectiveness of the utilization of resources allocated for their implementation.

The mission of Excise Department is Efficient and effective administration of liquor and other approved alcohol within the country in order to assist economic growth and development through creating incisive awareness programs which are against the improper usage of illegal liquor, dangerous drugs and psychotropic substances abuse by empowering the conformity to all rules and regulations in which we have the power to take action by providing facilities for earning legal trade revenues

## **1.1 Objectives of the Excise Department**

The Excise Department of Sri Lanka operates with the undermentioned objectives to achieve its mission.

- Maximizing Revenue collection through risk management and improving compliance of organizational prospect for the assistance of effective decision making at the strategic, operational and tactical levels.
- To provide facilities for trade through encouraging compliance of stakeholders with the laws pertaining to achieve through perpetual knowledge sharing aimed at enhancing revenue.
- Effective utilization of risk Management principles is the core for achieving the equilibrium between control and providing facilities of liquor and tobacco revenue.
- Building good faith among the public on efficiency and the honesty at the time of collecting excise tax.
- Regulating production and sale of alcohol, rectified spirit and denatured spirit and other approved intoxicants.
- Implementation of laws, rules and regulations to intercept illegal distillation of spirits and unlicensed distillation of spirits clandestinely.
- Improving capacity and abilities of employees to make sure sufficient professional and technical staff by incessant training and development.
- Prevention of the use of alcohol and liquor and to keep away from the illicit trafficking of drugs and psychotropic substances.



## **1.2 Key Functions of the Excise Department of Sri Lanka**

Excise Department of Sri Lanka carries out the following activities to achieve the above Objectives.

- Supervision and control of all Excise licensed premises and the collection of revenue thereof.
- Efficient and effective implementation of Excise Ordinance and Tobacco Tax Act.
- Act as a law enforcement institution regarding the Poisons, Opium and Dangerous Drugs Ordinance.
- Implementation of National Authority of Tobacco and Alcohol Act for the social protection of the nation.
- Building a close relationship with other law enforcement institutions such as Police, Customs and Inland Revenue Department in Sri Lanka.
- Make awareness through institutional programs against the illicit liquor and drugs abuse and make aware students and the community about the harmfulness of illicit liquor and dangerous drugs abuse.
- Implementation of Convention against Illicit Trafficking in Narcotics Drugs and Psychotropic Substances Act No: 01 of 2008.

## **1.3 Legal Requirement to be met by RASD**

- Excise Ordinance No.08 of 1912 which is the 52nd Chapter of the Legislative Enactment.
- Tobacco Tax Act No.8 of 1999, Poisons, Opium
- Poisons, Opium and Dangerous Drugs Ordinance and the subsequent amendments thereof
- National Authority on Alcohol Tobacco & Act No.27 of 2006.
- Cabinet Decision for the RASD No 24/0867/604/098 on 2024.05.07
- 2022 Budget Proposal No 7.14.3
- Electronic Transactions Act, No. 19 of 2006
- Data Protection Act.

## 2. Overview of Excise Department in Sri Lanka (EDSL)

Excise Department of Sri Lanka operates under the direction of a Commissioner General of Excise. Departmental Officers and Officers from the Combined Services and Island wide Services have been attached to carry out duties of these offices while Departmental Officers have attached to Excise Stations and Units.

## 2.1 Organizational Structure of the Department

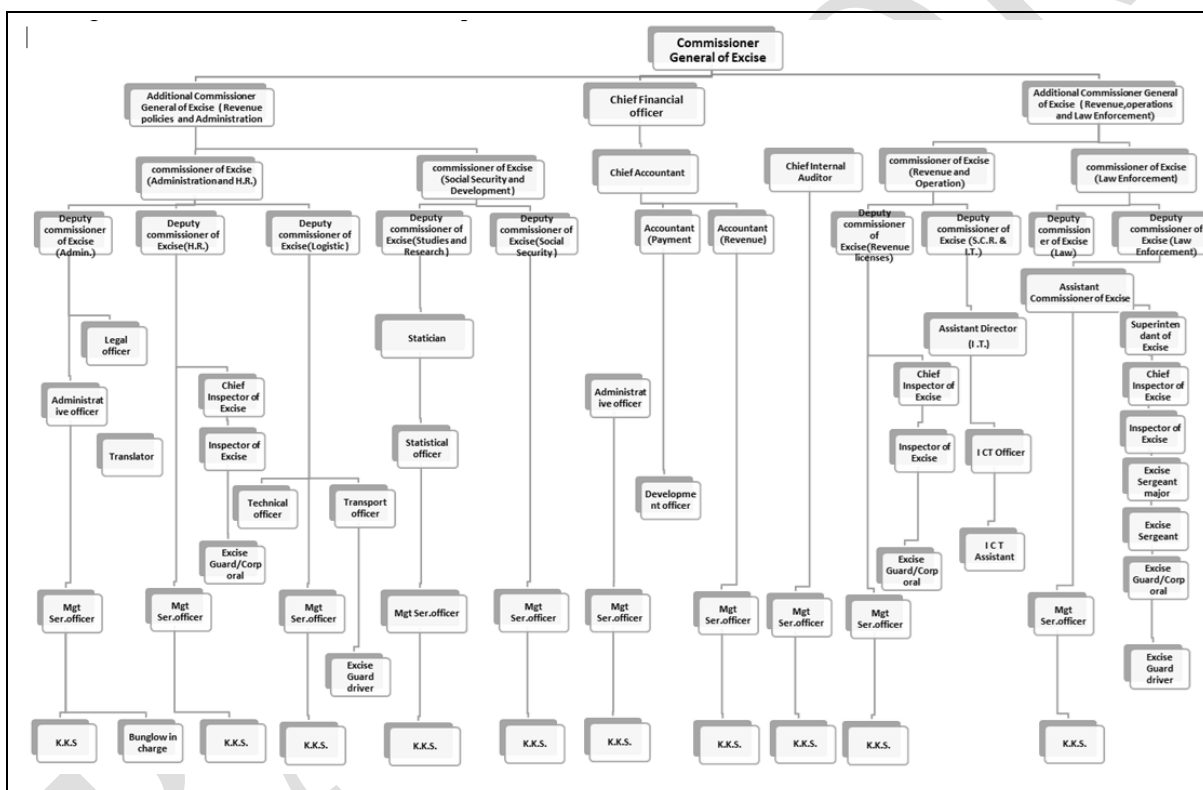


Figure 1: Organizational Structure of the Department

With respect administration of the regional offices of the Excise Department, island has been divided into 'Excise Divisions' on provincial basis and the Western Province has been divided in to three Divisions while each of North Western and Northern Provinces have been divided in to two Divisions on district basis based on the density of population, licenses and crimes. These Excise Divisions are supervised by the Assistant Commissioners of Excise

Excise Stations have been established under Excise Superintendents' Offices and they administer the Excise areas, of which the limits have been determined by the Department. Officers of Inspector Grade and of other ranks have been attached to these Excise Stations. The Senior Most Officer of the inspectorate, generally serves as the Officer in Charge.

Further, Special Operations Units and Narcotic Unit have been established and related particulars have been separately given here. Excise Units have been established in all licensed Tobacco and Alcohol manufactories located island-wide and permanent staffs have been assigned to them. Excise Department of Sri Lanka, comprised of a Head Office, 13 Offices of Assistant Commissioners of Excise or Divisional Offices, 33 Offices of Excise Superintendents, 56 Excise Stations, 05 Special Operations Bureaus, a Narcotic Unit and Excise Units which have been established in all licensed Tobacco and Alcohol manufactories located island-wide, operate to fulfill the missions of Excise revenue management, law enforcement and social security.

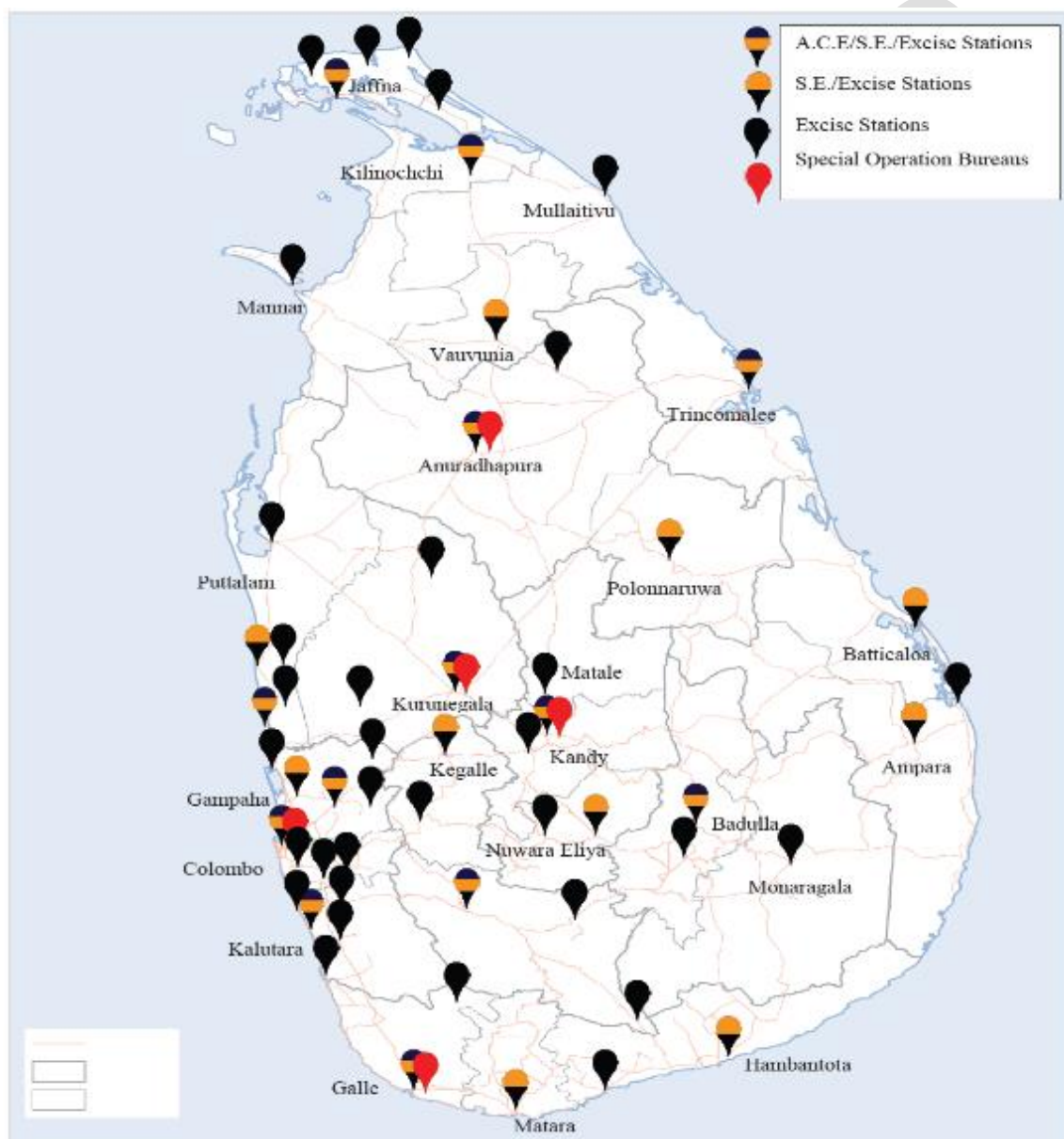


Figure 1: Distribution of Regional Offices

Each Excise station needs to coordinate with relevant Divisional Secretariat as below mentioned

Table 01: Connection with Divisional Secretariats						
	Office of Assistant Commissioner of Excise		Office of Superintendent of Excise		Excise Station	Divisional Secretariat
1	W.P. I	1	Colombo City I	1	Colombo City	11
	Colombo			2	Kesbewa	6
		2	Colombo City II	3	Sri Jayawardhanapura	10
				4	Padukka	3
		3	Office of the Superintendent of Excise ( SO )			
		4	Office of the Superintendent of Excise( Narcotic Unit )			
2	W.P. II	5	Kalutara	5	Kalutara	1
	Kalutara			6	Horana	5
				7	Aluthgama	1
				8	Panadura	1
				9	Mathugama	4
		6	Office of the Superintendent of Excise ( Distilleries Circle )			
3	W.P. III	7	Gampaha	10	Gampaha	6
	Gampaha			11	Pugoda	2
				12	Meerigama	7
		8	JaEla	13	JaEla	7
				14	Negambo	6
4	Central Province	9	Kandy	15	Kandy	15
	Kandy			16	Gampola	8
		10	Matale	17	Matale	10
		11	Nuwara Eliya	18	Nuwara Eliya	5
				19	Hatton	3
		12	Excise Special Operations Bureau ( Central Province )			
5	Southern Province	13	Galle	20	Galle	18
	Galle			21	Elpitiya	5
		14	Matara	22	Matara	14
		15	Hambanthota	23	Hambanthota	4
				24	Thangalle	7
		16	Excise Special Operations Bureau ( Southern Province)			
6	Northern Province I	17	Jaffna	25	Jaffna	4
	Jaffna			26	Chankani	3
				27	Chawakachcheri	1
				28	Mallakam	1
7	Northern Province II	18	Killinochchi	29	Killinochchi	2
	Killinochchi			30	Mullaithivu	4
		19	Vavuniya	31	Vavuniya	4
				32	Mannar	2
				33	PointPedro	
8	Eastern Province	20	Trincomalee	34	Trincomalee	7
	Tricomalee	21	Batticaloa	35	Batticaloa	9
		22	Ampara	36	41	8
				37	42	5
				38	43	
9	North Western	23	Kurunegala	38	44	20
	Kurunegala			39	Maho	6
				40	Kuliyapitiya	8
		24	Excise Special Operations Bureau (North Western)			
10	North Western	25	Naththandiya	41	Wennappuwa	2
				42	Maravila	10
		26	Chillaw	43	Chillaw	3
				44	Madampe	1
				45	Puttalam	4

		27	Excise Special Operations Bureau (North Western Province)			
11	North Western	28	Anuradhapuraya	46	Anuradhapuraya	14
	Anuradhapuraya	29		47	Kebithigollawa	8
				48	Polonnaruwa	8
12	Uva Province	30	Badulla	49	Badulla	9
	Badulla			50	Bandarawela	6
		31	Moneragala	51	Moneragala	9
13	Sabaragamuwa	32	Rathnapuraya	52	Rathnapuraya	9
	Rathnapuraya			53	Balangoda	7
				54	Ambilipitiya	3
		33	Kegalle	55	Kegalle	3
				56	Ruwanwella	6
					Total	345

## 2.2 Overview of Current IT Infrastructure of the EDSL

- Wide Area Network with Internal VLAN of 6 Floors of the Head Office
- Two Internet Leased Line for Sticker Project and for the Head Office users with Sri Lanka Telecom Firewall Security Management
- WiFi facility from Lanka Government Network (LGN) and EDSL
- LGN Email service with limited facilities
- Currently, EDSL does not have the File Server, Directory Service, File Storage facility and other sophisticated IT Infrastructure.

## 2.3 Overview of Current Information Systems

EDSL has been making concerted efforts in the adoption of IT for improving operational efficiency in the organization. Few applications are developed and implemented for the automation of certain key departments/functions.

### Fool Proof System

The core objectives to implement Fool-Proof Sticker Management Solution are

- ✓ To protect Manufacturer's Products from duplication
- ✓ Protect genuine Importers
- ✓ Empower Citizens to identify the Product is genuine
- ✓ To Ensure Tax is paid
- ✓ Effectively manage the Tax System

The Main Components of the Fool Proof Sticker Management System Project are

- ✓ Fool-Proof Stickers –Self-adhesive paper-based stickers that are affixed on the alcohol packages like Bottles, Tetra Pack, Cans & Kegs
- ✓ Fool-Proof Stickers Management System – Web portal that enables the Manufacturer to place an order for the stickers with EDSL and manage the inventory. The web portal will also provide some useful reports to the Manufacture

- **Crime Management Software**

The Crime Management software used by couple of stations. It was build using MS Access Forms and Database.

- **Complaint Management System:**

The internally developed web based system is being used for managing the complaints received to excise hotline no 1913

- **Technical Crime Reward System**

The standalone system uses to record the e basic information of raid and the participants for the particular raid . According to the Excise Notification 818, Technical Crime rewards are also recorded to the system

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### **3. Objectives of the RASED**

This section provides background and overview of the Revenue Administration System of Excise Department (RASED) project to enable the bidders to gain a sufficient understanding of the genesis of the project, business need, objectives for RASED, expected benefits from system implementation etc.

#### **3.1 Key Objectives of RASED implementation**

Following are the main key objectives

1. EDSL is the revenue generation organization and one of the main objective is to streamline and improve the efficiency of tax collection.
2. It was observed that most of the activities conducted by the EDSL is manual work. Staff spend lot of time for paperwork. One of the main objectives is to automate the process and reduce the duplicate activities.
3. It was observed the Manufacturer also keeping the same information and need to reduce and duplicate work. If any information deviate through the system they can inform to the relevant EDSL officers.
4. Get real time information on the revenue and to support forecasting the future revenue.
5. Reduce illegal alcohol in the market via installation of POS system.
6. Track and monitor wholesale and retail the quantity of the liquor.
7. 24/7 audit access to identify the any deviation of the production, licenses and tax process.

#### **3.2 Expected outcomes of the RASED.**

1. Online availability of information about supply, distribution, storage, movement and sale of liquor, with scope to extend to other excise goods, along with information relating to the support activities such as licensing, regulation, finance and grievances.
2. Supporting self – assessment of Excise duty liabilities by licensees with an on-line system-based assessment and reporting of excise duty via electronic returns, thus reducing manual interference including removal of scope of human error.
3. Payment of excise duty, license fees and other fees and fines in real time through e payment and effective interface with banking and Treasury systems resulting in elimination of manual excise related revenue collection.
4. Online Management Information System (MIS) system for prompt and efficient decision making, such as license applications, permit applications, licensee files including renewal applications.

5. Better monitoring and regulation of production, transport, stoking and sale of raw material and processed liquor in support of risk management-based administration through the lodgment by licensees of periodic operating statements, which may be reconciled with excise payments, and capable of providing analytical reports.
6. Improved enforcement results (case management) including legal management.

## 4. Scope of Work

This section provides a brief overview of the scope of work for RASSED System. This procurement document refers to the successful bidder as a SIP (Software Implementation Partner).

Key areas of scope of work	Summary of Scope of Work
1. Requirements Specifications Study for RASSED	<p>SIP needs to perform the following key activities for finalization of requirements specifications for RASSED:</p> <ol style="list-style-type: none"> <li>a. As-Is study for functions, services and processes of Excise revenue management as administered by EDSL, including its interfaces with external entities, and the stakeholders</li> <li>b. Business process reengineering and definition of to-be processes including incorporation of best practices in Excise revenue management and related functions</li> <li>c. Reengineering of current forms and formats used for Excise revenue management. Illustrative list of forms and formats are provided in annexure 5</li> <li>d. Finalization of functional and system requirements specifications for RASSED to be documented and signed-off.</li> <li>e. Recommendations on the changes to the Excise acts, ordinance and regulations based on the reengineered business processes, functional requirements etc to be submitted.</li> </ol>
2. Implementation of EDSL Portal	<p>SIP is required to design, develop and implement a portal for EDSL to deliver information and transaction services to the stakeholders. This portal will replace the existing website of EDSL (<a href="http://www.excise.gov.lk">http://www.excise.gov.lk</a>), while the same domain name may be retained for the portal. To begin with, the SIP is required to design and implement the portal for delivering the information services (<i>with entire content in all the three languages</i>) and subsequently to integrate the portal with RASSED to deliver the transaction services to the stakeholders. SIP is required to redesign, format, organize and migrate the existing content in EDSL website into the proposed new portal.</p> <p>The portal design shall take the specific requirements of each of the stakeholders into consideration and the content shall be designed and presented based on the type of stakeholder.</p> <p>SIP will also be responsible for content design and hosting for current and any subsequent content identified by EDSL for the purpose of hosting into the portal.</p>
3. Supply, installation, customization and	SIP needs to design, develop or customize and implement the proposed RASSED software for EDSL based on the signed-off



Key areas of scope of work	Summary of Scope of Work
commissioning of RASSED Software	<p>requirements specifications. The services to be delivered by SIP include:</p> <ol style="list-style-type: none"> <li>Design, development or customization and commissioning of application and system software as needed for RASSED</li> <li>Supply, installation, configuration and commissioning of integration systems for data exchange from and to RASSED with other related IT systems</li> <li>Preparation of necessary documentation for the solution</li> <li>Implementation of RASSED etc</li> </ol>
4. Provisioning of an Identity Management System	<p>SIP needs to provision an appropriate identity management system to manage internal and external system users. This identity management system should be able to cater for authentication and authorization needs with single sign on (SSO) facility to enable access to RASSED, email system as well as other services such as WLAN access.</p>
5. Provisioning an email system	<p>SIP needs to provision an email server (preferably based on Microsoft Exchange) for the internal users of EDSL and to be used with the proposed RASSED system. Internal users should be able to log in to email system via SSO facility.</p>
6. Design and propose the Cloud infrastructure requirements for the implementation of RASAD	<p>SIP needs to propose in detail the cloud infrastructure required to meet the strict system performance criteria of the RASAD system specified in this document (Annex 2). Special emphasis must be given to the scalability of the system and, Cyber security measures and user authentication of users.</p> <p>SIP shall also specify the Cloud resources required for backup and disaster recovery aspects of the solution</p> <p>The SIP shall provide the system architecture and the computations used to specify the cloud infrastructure to demonstrate that the specified Cloud infrastructure is capable of meeting the performance specifications of RASAD</p> <p>Once the project is awarded it will be the responsibility of the SIP to implement the RASAD on the cloud infrastructure and demonstrate the performance under simulated load conditions.</p>
7. Provision of Physical IT infrastructure at the EDSL	<p>SIP needs to provide/ reconfigure and use the IT infrastructure at EDSL.</p> <ul style="list-style-type: none"> <li>Establishment of Local Area Network for approximately 1000 users/nodes</li> <li>Establishment of Network Operations Center (NoC) for hosting the LAN equipment and cabling infrastructure</li> <li>Personal computers, printers etc</li> <li>Power supply systems including UPS, and standby generator etc.</li> </ul>
8. Training of staff at EDSL and stakeholders	<p>SIP is required to provide comprehensive training to the concerned staff at EDSL and the stakeholders on various aspects related to RASSED covering:</p> <ul style="list-style-type: none"> <li>RASSED usage and operations for business Users of EDSL and stakeholders</li> <li>IT systems usage and operations for employees of EDSL</li> <li>RASSED administration and maintenance for technical staff at EDSL</li> <li>IT Infrastructure installation, configuration, operations and maintenance</li> </ul>

Key areas of scope of work	Summary of Scope of Work
9. Change Management and communications support for RASSED implementation	<p>SIP is required to provide change management and communications support for addressing the people related concerns and aspects in RASSED implementation to ensure successful adoption of the system by the staff at EDSL and stakeholders. SIP is required to:</p> <ul style="list-style-type: none"> <li>• Assess the impact on RASSED implementation on the processes, organization structures and systems at EDSL and stakeholders</li> <li>• Assessment of the impact of the changes in processes, structures and systems on the staff at EDSL and stakeholders</li> <li>• Development of a comprehensive change management strategy for addressing the people related concerns and aspects in RASSED implementation and to minimise the impact of changes to enable successful adoption of the system</li> <li>• Development of a comprehensive communications management strategy addressing the project communications requirements and approach for addressing the requirements</li> <li>• Support to EDSL in implementation of change management and communications strategies</li> </ul>
10. Data digitization & migration	<p>SIP is required to digitize and migrate (including existing digital records) required data into RASSED for enabling its usage and operations by EDSL and stakeholders. SIP shall be responsible for ensuring that all the data is made available in digital format in RASSED for successful go-live and operations of RASSED. However, the data entry for the transactions post-go-live of RASSED shall be performed by staff of EDSL/stakeholders. Please refer to section 3 for scope of work related to data digitization and migration.</p>
11. Establishment and operations of help desk	<p>SIP is required to establish helpdesk for supporting the system users (<i>from EDSL and stakeholders</i>) in day to day operations of RASSED. SIP needs to implement the helpdesk to provide systems support, recording and addressing the system issues reported by the users and to provide resolution support etc.</p> <p>SIP is required to establish the necessary software, tools and supporting infrastructure and operate the help desk including the deployment of skilled staff from SIP/consortium partner for the helpdesk. The services in the helpdesk need to be delivered in three languages (English, Sinhala and Tamil) and the staff deployed for the helpdesk should provide the services in all the three languages.</p>
12. Supply and implementation of solution for user authentication using secure tokens and supply of secure tokens	<p>SIP is required to supply and implement solution for supporting the user authentication using the secure tokens or biometrics. SIP will be responsible for supply/issuing/reissuing the secure tokens/biometric readers to the identified staff of EDSL, the Solution to include the registration/enrolment of the EDSL users using the secure tokens or Biometrics.</p>
13. Site preparation for EDSL facilities ( <i>establishment of helpdesk, NoC etc</i> )	<p>EDSL, under RASSED implementation, will modernize the existing infrastructure such as the current Network Operations Center (NoC) at EDSL and the facility for hosting the helpdesk operations of RASSED etc.</p> <p>SIP is required to undertake the site preparation activity for establishment of the NoC and helpdesk. The bid document includes a provision sum, for these works, and the same cost under provisional sum will be applied to the commercial bids of all the bidders. The successful bidder/SIP is required to undertake these activities, post award of contract, based on the design, bill of quantities and layouts finalised for implementation of these</p>

Key areas of scope of work	Summary of Scope of Work
	facilities. These works/services are an integral part of the RASED project.
14. Supply and implementation of Liquor Sales Outlet Management system (POS)	SIP shall develop a cloud-based Liquor sales management module to be used by all sales outlets licensed to sell liquor in Sri Lanka. All data shall be stored centrally and accessed in the liquor store as a point of sale system. All liquor sales shall be done using this RASAD POS system that will upload the USDN number of all bottles that are taken into stock and all bottles sold to customers.
15. Warranty, operations and maintenance support for RASED software	<p>SIP is required to provide warranty, operations and maintenance services for all the systems (software or any other items supplied by SIP to EDSL under this project) throughout the contract period till completion of four years of warranty, operations and maintenance phase post go-live of RASED system.</p> <p>These services will include:</p> <ol style="list-style-type: none"> <li>Ensuring defect free operations of systems, infrastructure and services from SIP</li> <li>Operations and maintenance support for RASED application software including, but not limited to, addressing the gaps, errors, functional, integration, security, performance and any other issues related to RASED software</li> <li>Warranty for the systems and infrastructure provided and implemented for RASED</li> <li>Operations support and maintenance for IT infrastructure supplied and implemented by SIP</li> </ol>
16. Post warranty Support	<b>EDSL, based on the quality of services delivered by SIP during RASED implementations and warranty phases, may decide to engage SIP for providing post warranty support for RASED for a period of three years. The services to be provided by SIP during the post warranty period would largely remain same as the warranty, operations and maintenance phase. However, extension of contract to post warranty support is only at the discretion of EDSL.</b>

Note:

The Bidder needs to address the following areas in the procurement document.

1. The User Sizing requirements
2. Application Hosting on Clouds and Disaster Recovery Architecture
3. All the devices for High availability
4. Remove the Single point of Failures
5. Replication methods and suggested RPO and RTO parameters
6. Bandwidth Requirement
7. Back-Up and Recovery Procedures
8. Database suggested by the bidder
9. Minimum End-user device requirement
10. Bulk Email sending facility instead of Lanka Government Mail

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## 5. Implementation Approach of RASED Application

The table below presents the scope of work for SIP for requirements study and finalization, design, installation, development/customization and commissioning of RASED application and related system software, Data Digitization & Migration, Documentation for RASED Systems & Sub-systems.

Detailed scope of work for RASED implementation partner

Milestone	Scope of work for SIP
Activity #1: Project Planning	<p>Bidder must prepare detailed Project Plan containing sufficient detail to show work breakdown structure, sequencing and time frame for every activity. The plan must include the proposed staffing plan including numbers, roles, and responsibilities of team members. The plan must have a practical phasing of the RASED development, testing, implementation, and roll out including project milestones and performance indicators that may be used to monitor progress, and specific deliverables to be made to the EDSL. The plan must also include:</p> <ul style="list-style-type: none"> <li>the project management tool to be used (project management software or other tool(s))</li> <li>project communication plan</li> <li>project schedule, by item and start and end dates</li> <li>work breakdown structure</li> <li>Schedule of project review etc.</li> </ul> <p>The preliminary plan submitted in the bid shall be further strengthened and finalised by SIP upon commencement of the engagement and need to submit a comprehensive project plan and project management approach to EDSL.</p> <p>Similarly, SIP is also required to submit a project inception report, along with the detailed project plan, in line with the general requirements of GOSL for preparation of inception report.</p>
Outputs at this activity: 1. Project Inception Report 2. Detailed project plan 3. Project management approach document	
Activity #2: Systems Requirement Study	<p>For the functions and transactions proposed to be covered under RASED, as listed under various sections of this document, SIP shall perform the following key activities:</p> <ul style="list-style-type: none"> <li>Detailed As-Is process study including review of existing acts, ordinance and regulations of EDSL, conducting stakeholder consultations for understanding the detailed business processes, conducting management interviews and workshops for identification of key issues and challenges in the current environment, validation of as-is study outputs and observations and finalization of as-is study report</li> <li>Detailed assessment of current business processes adopted by EDSL to identify the redundant, non-value added activities and other critical areas which are impacting the operational effectiveness and performance of EDSL</li> <li>Detailed assessment of current forms and formats used by EDSL and all other stakeholders for performing the functions</li> </ul>

and transactions proposed to be covered under RASED to identify the redundant and unused information captured currently and to identify the redundant forms/formats used in current environment

- Reengineering the business processes, using the standard BPR principles and guidelines, to eliminate the process deficiencies identified during the as-is process assessment
- Application of best practices for Excise revenue management and administration in reengineering the business processes of EDSL, and other related stakeholders
- Reengineering the application forms used by EDSL, other related stakeholders, etc to eliminate the redundant and unused information captured now and to eliminate the redundant forms/formats as applicable
- Conducting the workshops to present the recommendations on to-be processes and to-be forms/formats recommended for EDSL and Excise Licence premises
- Preparation of to-be process maps based on the reengineering business processes and inputs gathered during the validation workshops
- Study the system integration/interfacing requirements to and from RASED with the other related ICT systems implemented within and outside EDSL and finalization of system integration requirements in consensus with EDSL
- Finalization of to-be report and sign-off from EDSL on the to-be report
- Preparation of system requirements specifications for RASED based on the signed-off to-be process report
- Obtaining sign-off on the requirements specifications report by EDSL
- Assessment of impact of BPR and forms reengineering on the current acts, ordinance, rules and regulations of EDSL
- Identification and recommendation of specific changes to be performed by the EDSL to their **existing/proposed** acts, ordinance and regulations to implement the new business processes and forms. Any changes to the related legislation may be addressed by the Government as appropriate.
- Supporting EDSL in preparation of necessary background notes and approach papers for amendment of acts and legislations

SIP shall ensure that its team has renowned experts in Government finance, accounting, legal, taxation, etc for providing best practice inputs in to-be process design. The experts engaged SIP shall have experience in providing recommendations/reforming the Excise revenue management including taxation for counties worldwide and the panel of experts should also include individuals with deep skills and experience in implementation of information systems to organizations such as EDSL/IRD in countries around the world. Proposed experts must have successful credentials to prove these abilities and such proposed experts must be actively involved throughout this phase with significant onsite involvement, which is an essential requirement.

It is to be noted that EDSL will deploy an independent team of experts (both internal and external) who will work in close coordination with SIP in identification of process improvement opportunities and SIP shall take cognizance of such recommendations from the EDSL team in finalizing the to-be processes and system requirements

Outputs at this activity:

4. As-Is study report for functions and services related to Excise revenue management including the gaps and challenges identified in the current environment w.r.t. processes and forms of EDSL
5. Workshops for As-Is validation and to-be process validation
6. To-be process report detailing the recommendations on reengineering the current business processes, forms and formats, to-be process (including IT enabled process points) maps for identified functions and services
7. System Requirements Specifications for RASED based on the approved to-be process report including system integration/interfacing requirements
8. Recommendations on specific changes to existing acts and regulations of Government for implementation of proposed to-be processes, systems and forms

Activity #3: Solution gap analysis and customizations requirement assessment	Based on the system requirements specifications finalised for RASED in activity #2, SIP shall perform detailed gap analysis and development / customizations requirements assessment for the proposed solution for EDSL and shall submit the report on gaps and customizations requirement.
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Outputs at this activity:

9. Solution gap assessment and customization requirements report

Activity #4: Solution design, development/customisation	<p>The SIP shall perform the development/ customization of proposed solution based on the functional, system requirement specifications and designs finalized for the RASED services.</p> <p>During the development/customization phase, SIP shall conduct multiple conference room pilots for RASED to demonstrate the prototype of the solution and to obtain inputs on the proposed prototype. SIP shall avoid demonstrating the final solution to EDSL without any interim reviews of prototypes of the system.</p> <p>SIP shall also implement and customise the necessary tools and interfaces for automated exchange of data to and from RASED with other related ICT systems in EDSL and other related government agencies. Please refer to annexure 6 for the external agencies and IT systems implemented in these agencies with which system interfaces are needed from RASED.</p> <p>SIP shall also perform data digitization and migration requirements study and shall prepare the data migration strategy and plan for migration of existing digital and hardcopy data and documents into RASED.</p>
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Outputs at this activity:

10. Supply, installation and commissioning of hardware and software for development and test instances of RASED
11. Conference room pilots/demonstration of prototypes of proposed solution based on the agreed to-be process maps and system requirements
12. Design, development/customization of solution proposed for RASED
13. Data digitization and migration strategy and plan

Activity #5: Software Testing	<p>The SIP shall design the software testing strategy including traceability matrix, test cases and conduct testing of various components of the software developed/customized for RASED project. The software testing shall include unit testing, system testing, performance testing, stress testing, integration testing etc.</p> <p>The SIP shall obtain the sign-off from EDSL on testing approach and plan. The SIP shall perform the testing of the solution based on the</p>
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	<p>approved test plan, document the results and shall fix the bugs found during the testing. Though EDSL is required to provide formal approval for the test plan, it is the ultimate responsibility of SIP to ensure that the end product delivered by SIP meets all the requirements of the RASD Project signed-off with the EDSL.</p> <p>The basic responsibility of testing the system lies with SIP. The acceptance testing by the EDSL or any third party identified by the EDSL envisaged in this RFP is for ensuring the systems provided by SIP meets the EDSL's requirements. SIP shall provide and ensure all the necessary support to the EDSL or any third party in conducting the Acceptance Testing including sharing necessary project documentation, systems designed &amp; developed, testing strategy, test cases developed for the project, test results etc.</p>
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Outputs at this activity:

14. Test strategy, test plans, test cases and test results
15. Fully tested and final version of software for third party acceptance testing and verification

<p>Activity #6:</p> <p>Third party acceptance testing and verification</p>	<p>EDSL shall engage a third party quality assurance service provider to perform independent verification and validation of solution delivered by SIP to assess the solution in various areas such as functionality, security, scalability, integration performance etc.</p> <p>SIP shall provide access to the solution instance to the entity identified by EDSL for performing acceptance testing and shall provide complete coordination and support in conducting the testing including detailed demonstrations/walkthrough of system configured and customized for EDSL.</p> <p>SIP shall address all the gaps identified during the acceptance testing, which will be revalidated by the third party/EDSL. SIP shall deliver an error free solution upon addressing all the identified gaps.</p> <p>Please refer to section 4.4 for scope and coverage of third party acceptance testing and verification.</p>
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Outputs at this activity:

16. System walkthroughs and demonstrations to the identified third party for performing acceptance testing
17. Coordination and supporting during acceptance testing
18. Addressing the gaps identified in third party acceptance testing and verification and delivery of error free solution for RASD to EDSL

<p>Activity #7:</p> <p>Data Digitization &amp; Migration</p>	<p>The SIP shall perform the data digitization &amp; migration from manual and/or the existing systems to the Database implemented for RASD. The Data digitization &amp; migration to be performed by SIP shall be preceded by an appropriate data migration methodology, prepared by SIP and approved by EDSL. Though EDSL is required to provide formal approval for the Data Migration Strategy, it is the ultimate responsibility of SIP to ensure that all the data sets which are required for operationalization of the agreed user requirements are digitized &amp; migrated. Any corrections identified by EDSL or any external agency, during Data Quality Assessment and Review, in the data digitized by SIP, shall be addressed by SIP at no additional cost to the EDSL.</p>
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Outputs at this activity:

19. Digitized data/documents in line with the agreed data digitization and migration strategy
20. Corrections in digitized data/documents based on third party validation



## 21. Migration of error free data and documents to RASED

Activity #8: Comprehensive Training	<p>For each module/application installed, SIP is required to train the designated technical and end-user staff to enable them to effectively operate and perform the services using the software. The SIP shall also be responsible for re-training the employees whenever changes are made in the software.</p> <p>Please refer to section 4.2.3 for detailed scope and coverage for the training plan. The SIP shall provide Hardcopy of the training material to all the employees participating in the Training and softcopy of the training material shall be made available in the proposed RASED portal for the users. Please refer to section 4.2.3 for detailed training requirements.</p>
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### Outputs at this activity:

- 22. Training strategy document
- 23. Training material including training content, participant handouts, trainer handouts for train the trainer programmes

Activity #9: Documentation	<p>The SIP shall prepare/update the documents including that of Functional Requirements Specifications, Systems Requirement Specification, Test Cases &amp; Results, User Manuals, Training Manuals, Operational Manual, Maintenance Manuals etc. as per acceptable standards.</p> <p>The SIP shall obtain the sign-off from EDSL for all the documents submitted for RASED Project and shall make necessary changes as recommended by EDSL before submitting the final version of the documents.</p>
Activity #10: Implementation of RASED and go-live	<p>SIP need to install software and tools necessary for implementation of RASED in production instance. After successful acceptance testing of the software in the test instance, SIP need to implement the accepted solution on production instance. SIP is also required to perform the migration of data and documents to the production instance and need to ensure that system is operational in all aspects. Upon implementation of the production system, another round of acceptance testing shall be carried out for ensuring completeness of the implementation. Upon successful acceptance testing and certification and addressing all the gaps identified during the testing, system shall be put into operations and it will be declared as 'go-live'.</p>

### Outputs at this activity:11

- 24. IT infrastructure and solution implementation for RASED production instance
- 25. Data migration to production instance
- 26. Configuration of users
- 27. System go-live

Activity #11: Transition	<p>The RASED rollout for Excise Licence premises is envisaged to occur in a phased manner considering that system adoption across 7250 + Excise Licence premises is a difficult task. Considering this, for certain period, few Excise Licence premises may continue to make use of existing standalone manual / application post RASED go-live till RASED is extended and rolled out to all the Excise Licence premises.</p>

**Activity #12:**  
**Procurement and implementation of IT Infrastructure for RASED**

**SIP shall design for IT infrastructure and assist EDSL for procurement and implementation.**

## 6. Implementation Schedule

The table below presents an implementation schedule for RASED. Apart from the specific deliverables asked in the table below, the SIP is required to complete all the activities/tasks indicated in SoR as required for respective phase of the project.

Table 1: RASED implementation schedule and deliverables

S.N	Milestone	Deliverables from SIP	Timelines
1.	Commencement Date	<ul style="list-style-type: none"> <li>Performance bank guarantee</li> <li>Signed agreement</li> <li>Advance Payment guarantee</li> </ul>	Contract Sign-off +14 days (T)
2.	Submission of detailed project plan and inception report	<ul style="list-style-type: none"> <li>Detailed project plan for design, development &amp; implementation of RASED</li> </ul>	T+ 2 weeks
3.	Completion of as-is study and validation of the as-is understanding*	<ul style="list-style-type: none"> <li>As-is study report</li> <li>Validation workshops</li> </ul>	T + 10 weeks
4.	Review and sign-off on as-is report by EDSL		T + 12 weeks
5.	Design and development of EDSL portal*	<ul style="list-style-type: none"> <li>EDSL portal for acceptance testing</li> </ul>	T + 12 weeks
6.	Completion of to-be process design including BPR *	<ul style="list-style-type: none"> <li>To-Be process report</li> <li>Reengineered forms</li> <li>Validation workshops</li> <li>Recommendations on changes to acts, ordinance &amp; legislations based</li> </ul>	T+ 16 weeks

S.N	Milestone	Deliverables from SIP	Timelines
		on to-be processes and systems	
7.	Go-live of EDSL portal	▪ Error free and operational EDSL portal for external users	T + 16 weeks
8.	Review and sign-off on to-be processes by EDSL		T+18 weeks
9.	Submission of report on system requirements specifications for RASED*	▪ System Requirements Specifications Report	T + 20 Weeks
10.	Sign-off on requirements specifications for RASED		T+ 22 weeks
11.	Installation of development and test instances for RASED	▪ IT infrastructure for development and test instances of RASED	T + 26 Weeks
12.	Preparation and submission of change management strategy and plan, communications management strategy and plan	<ul style="list-style-type: none"> <li>▪ Change management strategy and plan</li> <li>▪ Communications Management strategy and plan</li> </ul>	T + 26 Weeks
13.	Implement of IT and cloud infrastructure for EDSL	▪ End user IT infrastructure solution for end user locations including implementation and integration of the same to make sure that RASED services are accessible through all systems across all locations, all requirement and technical specification of the Cloud Services	T + 26 Weeks

S.N	Milestone	Deliverables from SIP	Timelines
14.	Submission of system design/customisations documents & testing approach & plan documents	<ul style="list-style-type: none"> <li>▪ Technical / System Design Document including but not limited to               <ul style="list-style-type: none"> <li>• Logical and Physical Data base Design</li> <li>• Logical Data Dictionary and data / file formats</li> <li>• Component, and Deployment Views of the Application</li> <li>• Collaboration, Class diagrams in the UML notations</li> <li>• Security and Features</li> <li>• Performance Features</li> <li>• Interface / Control Design Features</li> </ul> </li> <li>▪ Report on Fitment &amp; Gap Analysis for proposed COTS applications, in case of a COTS application</li> <li>▪ Traceability Matrix</li> <li>▪ Document on Testing Approach for RASED Application Software, along with the test results cases and test results including but not limited to               <ul style="list-style-type: none"> <li>• Type of Inputs ( functional /</li> </ul> </li> </ul>	T + 30 Weeks

S.N	Milestone	Deliverables from SIP	Timelines
		performance / stress / Acceptance / structural) also including Test Coverage / boundary conditions <ul style="list-style-type: none"> <li>Machine Configuration</li> <li>Test Assumptions</li> <li>Exact test stimuli as applicable</li> <li>Response Time / Execution Time / Throughput</li> </ul>	
15.	Change Management Workshops for identified stakeholders	<ul style="list-style-type: none"> <li>Data Migration Plan</li> <li>Change Management workshops</li> </ul>	T + 32 weeks
16.	Development/customization of application software and submission of solution for third party acceptance testing & UAT*	<ul style="list-style-type: none"> <li>Developed/ customized, tested RASED software for all the systems and sub-systems (Note: before submission of software for third party acceptance testing &amp; UAT, SIP should perform in-depth internal testing and should address all the gaps identified during such internal testing.)</li> <li>Reports on Various Tests performed for RASED Solution along with the results &amp; resolution</li> </ul>	T + 50 Weeks

S.N	Milestone	Deliverables from SIP	Timelines
		reports for the issues identified during Testing	
		<ul style="list-style-type: none"> <li>▪ Submission of digitized records and documents for validation</li> <li>▪ System Documentation</li> </ul>	
17.	Installation of RASED production instance	<ul style="list-style-type: none"> <li>▪ IT Infrastructure solution encompassing servers for the RASED implementation and integration of the same to make sure that RASED services are available across all the locations</li> </ul>	T+56 Weeks
18.	Submission of third party and user acceptance testing reports	<ul style="list-style-type: none"> <li>▪ None (Deliverables for this milestone shall be responsibility of EDSL and is dependent on conformance of SIP's performance against the above mentioned activities and milestones).</li> </ul>	T + 58 Weeks
19.	Addressing the gaps in Third party audit	<ul style="list-style-type: none"> <li>▪ Delivery of error free software, hardware, data, documentation etc for RASED</li> </ul>	T + 60 Weeks
20.	Operational acceptance of RASED *	<ul style="list-style-type: none"> <li>▪ Defect free RASED solution including systems and sub-systems along with source Code, library files, DLL's, Setup programs,</li> </ul>	T+ 72Weeks

S.N	Milestone	Deliverables from SIP	Timelines
		<p>Documentation, etc.</p> <ul style="list-style-type: none"> <li>▪ Migration of data to production instance</li> <li>▪ Updated &amp; Final System Requirements and Design Documents for all the software components</li> <li>▪ Updated project documentation including Maintenance Manuals for Administration and Maintenance of RASED Solution for all the software components</li> <li>▪ SLA Monitoring &amp; Measurement system</li> <li>▪ Helpdesk operations along with the automated solution for helpdesk operations</li> </ul>	
21.	End – user training for Phase I users*	<ul style="list-style-type: none"> <li>▪ Delivery of end user training material</li> <li>▪ Completion of Training for all the users covered in including issuing training material to each participant</li> <li>▪ Updated Training &amp; User Manuals</li> </ul>	T+ 76 Weeks
22.	Go-live of RASED Phase I users	<ul style="list-style-type: none"> <li>▪ Same as in S.No 20 including system configuration (such as configuration of workflows, users, authorisations etc) to make system</li> </ul>	T+76 weeks

S.N	Milestone	Deliverables from SIP	Timelines
		ready for operations by the phase I users of RASED	
23.	Operations & Maintenance Support for RASED Phase I	<ul style="list-style-type: none"> <li>Post Implementation Support to EDSL</li> <li>Call Log &amp; Resolution Reports for Helpdesk</li> <li>Daily/Weekly/for-nightly/monthly Performance Monitoring Reports for the RASED Solution</li> <li>Updated system design documents, specifications,</li> <li>Updated source code, application deployment files, configuration files for entire solution</li> <li>Updated user manuals, administration manuals, training manuals etc</li> <li>Software change logs etc.</li> <li>Deliverables as applicable for helpdesk and call centre operations etc.</li> </ul>	<p>To commence from T+76 weeks and continue for 48 months</p> <p>At the end of Each Quarter during O &amp; M</p>
24.	End – user training for Phase II users*	<ul style="list-style-type: none"> <li>Delivery of end user training material</li> <li>Completion of Training for all the users covered in including issuing training material to each participant</li> </ul>	T+ 84 Weeks



S.N	Milestone	Deliverables from SIP	Timelines
		<ul style="list-style-type: none"> <li>Updated Training &amp; User Manuals</li> </ul>	
25.	Go-live of RASED Phase II users	<ul style="list-style-type: none"> <li>Same as in S.No 20 including necessary system configuration, customisation (such as configuration of workflows, users, authorisations etc) to make system ready for operations by the phase II users of RASED</li> </ul>	T+90 weeks
26.	Operations & Maintenance Support for RASED PhaseII	<ul style="list-style-type: none"> <li>Post Implementation Support to EDSL</li> <li>Call Log &amp; Resolution Reports for Helpdesk</li> <li>Daily/Weekly/for-nightly/monthly Performance Monitoring Reports for the RASED Solution</li> </ul>	To commence from T+90 weeks and continue for 48 months

**Key Notes for above Table:**

- “Go-live”** is the date on which the proposed RASED solution is completely operational as per the requirements provided in this RFP, subsequent changes agreed and signed-off with SIP and all the acceptance tests are successfully concluded to the satisfaction of EDSL.
- SIP is required to perform change management and communications management as per the agreed strategy and plan for these areas and shall ensure that these are designed and implemented within the overall project timelines.
- It is to be noted that upon completion of Go-live and at the end of each quarter of operations and maintenance support, SIP is required to submit all the updated system design documents, specifications, source code for customized components, application deployment files, user manuals, administration manuals and all other applicable deliverables.
- All the documents/manuals as referred above shall be kept up to date by SIP based on the changes to the system functionality performed during the contract period. The revision history shall be maintained by SIP for all such changes. It may be noted that the timeline for each milestone shown in the table above will be enforced independently, even though some of them are inter-dependent. This will have the cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Hence SIP will have to be extremely careful in establishing an excellent project management set-up.

- e. The Go-live of solution shall be upon certification of the RASED project by third party agency. SIP is required to address all the gaps identified during the testing to the satisfaction of the EDSL prior to Go-live.
- f. The payment during O & M phase is also subject to successful demonstration of SLA measurement process/reports for the SLA's indicated in annex 2. The SIP shall implement/customize/develop any additional tools to record and report the performance indicators as detailed in annexure (Annex 1 & 2)
- g. It is to be noted that upon completion of Go-live and at the end of each quarter of operations and maintenance support, SIP is required to submit all the updated system design documents, specifications, source code, application deployment files, user manuals, administration manuals, training manuals, software change logs and all other applicable deliverables as listed in this section and payment of fees related to these mile stones is subject to receipt of such deliverables.

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## 7. Existing Business and Functional Process of the EDSL

This section discusses the existing business processes of Excise Department in high-level and Software Implementation partner need to analyse in details with the requirement of Business Process Re-engineering (BPR)

### 7.1. Functional Area: Licenses

The Excise Department of Sri Lanka is responsible for the entire administration of the licensing process, including issuing licenses, renewing licenses, inspecting of the licensed premises and the proper functioning of the licenses. Therefore, in order to accomplish these tasks, the EDSL allocates a considerable amount of its resources.

The issuance and renew of the licenses are considered as one of the key functions of the Excise Department. The licenses are issued with great responsibility. It is a process that has to be done meticulously with due care and proper procedure. The moment an application for a license is approved by the Commissioner General of Excise, a much greater responsibility is attached to the Excise Department as it entails this department the entire supervision, control and the collection of revenue thereof.

For the entire administration of the licensing process, it is identified and classified as follows with various Excise Notifications under the Excise Ordinances and Tobacco Act.

1. Licences
2. Permits
3. Passes
4. Authority cards
5. Certificate of Registration

Mainly licenses are issued by the and Divisional Secretariats issue selling license mostly by order of Commissioner General of Excise.

Issued by Department of Excise (ECG/EC/AC/SE/OIC/IPR)	Issued by Divisional Secretariat (DS)
<ol style="list-style-type: none"><li>1. Manufacturing license</li><li>2. Warehouse License</li><li>3. Industrial (Medicinal preparation)</li><li>4. Whole sale license (AM 6 )</li><li>5. Special approval License</li><li>6. Non potable license</li><li>7. Tapping license</li><li>8. Certificate of Registration (Tobacco )</li><li>9. Import and export Permits</li><li>10. Transport and Possession Permits</li><li>11. Passes</li><li>12. Authority cards</li><li>13. Certificate of Registration</li></ol>	<ol style="list-style-type: none"><li>1. Wholesales License (FL3)</li><li>2. Retail license<ol style="list-style-type: none"><li>2.1 Consumption on the premises</li><li>2.2 Consumption out of the premises</li><li>2.3 Other (FL 28 - Wine spirit</li></ol></li><li>3. Tavern License</li><li>4. Other (Sweet Toddy etc..)</li></ol>

Table 04: Agencies of Licensing Issuing

### 7.1.1 Licenses

Licenses can be categorized as follows. All licenses are authorized by an Excise Notification/s

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
	Manufacturing license				
1		FL.1 (Malt liquor )		ECG	EN 219
2		FL.1.A (Foreign Spirits)			EN 219
		Refined Arrack			EN 301
3		FL.1.B (Milk Punch)			EN 219/301
4		FL.1.C (Country maid foreign spirits )			EN313/301
5		M.C.S. 1,2 (Medicated Country Spirits)			EN 299/301
6		T. C. 1,2 (Tea Cider)			EN 419
7		Coconut Cider			EN 418
8		Fruit Cider			EN 418
9		Polpala Decoction			EN 418
10		D1 - Distilled license			

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
11			Coconut Spirits		EN 335/EN844
12			Rectified Spirits		EN 335/EN844
13			Palmyra Spirits		EN 335/EN844
		Bottled toddy license			
14			B2. Bottled toddy license		EN 345
15			B2A Bottled toddy license		EN 345
16		Vinegar manufacture license			EN 349 /EN 406
17		B 1 Bottling license			EN304
		Arrack manufacture			
18			Sugar cane /molasses arrack manufacture license		EN792
19			Special arrack manufacture license.		EN 794
20			Coconut arrack manufacture license.	ECG	EN 795
21			Palmyra arrack manufacture license.		EN793
22			Processed arrack		EN791
23			AE 1 Export only arrack manufacture license.		EN449
24			Refined arrack		EN 293

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
25	Warehouse license			ECG	EN 738
26	Medicinal Preparation (Industrial products)			ECG	EN 386
27		License issued to manufacture drugs that includes the meaning drugs			EN 944
28		License issued to manufacture cosmetics			EN 944
29		License issued to manufacture preservatives and essence			EN 944
30		License issued to place that includes the meaning Ayurveda Drugs			EN 944
31		License issued to manufacture gelatinous substances or additives			EN 944
32		License issued to manufacture productions that do not include the meaning drugs			EN 944
33		License issued for any other industrial purpose			EN 944

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
	Wholesale license				
34		AM.6 – Manufacture’s wholesale Arrack license		ECG	
35			Manufacturers’ Wholesale - Arrack	ECG	EN 796
36			Manufacturers’ Wholesale - Beer		EN 849
37			Manufacturers’ Wholesale - Foreign		EN 796
38		FL.3 – Wholesale license		DS	EEN219
39		AFL.4 – Arrack license		DS	EN 704
40		FL.17 – Rectified / Spirits/ Ethanol spirits selling license		ECG	EN 756
	Special approval license				
41		For sale of wine, Beer, and all liquor license		ECG	EN 936
42		Soft Liquor License		ECG	EN 5/2022
43		FL.15C- Supplementary license to extend the hours of sale		ECG/EC	EN 219

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
44		FL.15 - Auctioneer's license		ECG	EN 219
	Non potable license				
45		Manufacture, storage and whole sale of non-potable spirit		ECG	EN 7/2018
46		License for importation, storage and whole sale of non-potable spirit			EN 7/2018
47		License for exportation			EN 7/2018
48		License for storage and retail sale of non-potable spirit			EN 7/2018
	Tapping License				
49		Tapping license for coconut		SE	EN 291
50		Tapping license for Palmyra			EN 291
51		Collection station license (toddy collection license).			EN 290
52		T 35 Special tapping license for medical purpose.			EN 500



No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
53		License for tapping kithul tree and selling toddy		DS	EN 862
54		Sweet toddy -Coconut			EN 462
55			Cottage		EN 462
56			Commercial		EN 462
		Sweet toddy - Palmyra			
57			Cottage		EN 462
58			Commercial		EN 462
	Retail Licenses	Consumption on the premises			
59			FL.6B – Beer and wine	DS	EN 742
60			FL.7 - Hotel license		EN 219
61			FL.8 – Hotel bar license		EN 219
62			FL.9 – Entertainment bar license for cinema		EN 219
63			FL.10 – Railway restaurant license		EN 219

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
64			FL.11 – Restaurant license.		EN 219 / EN 340
65			FL.12 – Rest house license.		EN 219
66			FL 12A - Rest house license.		EN 219
67			FL.13 – Proprietary club license.		EN 219
68			FL.13A – Members only clubs / Sports club license	DS	EN 747
69			FL.22B – License for consumption beer, Ale, stout and wine		EN 848
70			AFL.1 – Arrack license		EN 661
71			AFL.2 – Arrack license for rest house		EN 661
72			B3 – Bottled toddy selling license.		EN 662
73			CS 27 - Estate canteen license		EN 493
74			FL.14 Occasion License		EN 219
		Consumption off the premises			
75			FL.4 - wine store license	DS	EN 219

No	Category	Sub category	Sub Sub category	Issuing Authority	Excise Notification/ Rules & Regulations
76			FL.6A - sales of beer ale stout and porter.		EN 248
77			FL.22A- Retail License for Beer, Ale, Stout and wine		EN 848
78			AFL.3 license		EN 661
79			B 3 – Bottled toddy selling license.		EN 662
80			FL.15b. (Medicated Wine)		EN 219
		Other			
81			FL 28 - Wine spirit license.	DS	EN 470
	Tavern license				
82		T15. Toddy Tavern		DS	EN 575
83		FL5. Foreign Liquor Tavern		DS	EN 219

Table 05: Categories of License

### 6.2.1 Permits:

Permits are issued for transport and possession of Spirits , Arrack and Toddy

No	Category	Sub category	Sub Sub category		Excise Notification
1	Transport and Possession Permits of				EN 199
2		Bottled Arrack and Foreign Liquor		ECG/EC/DC/AC/SE	EN 199
3		Bottled Toddy		ECG/EC/DC/AC/SE	EN 199
4		Sprits and Bulk Arrack-D28		OIC/IPR	EN
5		Toddy- T3		SE	EN 289
6		Non potable spirits		ECG/EC/DC/AC/SE	EN 7/2018
7		Bona-Fide		AC/SE	
	Import and export Permits	Import Permits			
8			Spirits	ECG/EC/DC	EN 988
9			Foreign liquor	ECG/EC/DC	EN 8/2019
10			Other (Molasses)		

No	Category	Sub category	Sub Sub category		Excise Notification
11			Non potable spirits		
		Imports Permits of Tobacco			
12			Cigarette		Tobacco Tax (General Regulations 01/2009 1625
13			Beedi		
14			Cigars		
15			Pipe Tobacco		
16			Tobacco		
			Beedi Tobacco		
			Cigarettes Tobacco		
17			Thendu leaves		
		Export Permits			
18			Arrack	ECG/EC/DC	
19			Foreign liquor		
20			Non potable spirits		
		Export Permits of Tobacco			
21			Cigarette	ECG/EC/DC	Tobacco Tax (General Regulations 01/2009
22			Beedi		
23			Cigars		
24			Pipe Tobacco		

No	Category	Sub category	Sub Sub category		Excise Notification
25			Tobacco		
			Cigarette Tobacco		

Table 06: Category of Permits

### 6.2.2 Passes

No	Category	Sub category	Sub Sub category		Excise Notification
1	Toddy Measure Passes			SE	
2	Pingo passes			SE	
3	Advice Note			Out side person of a company	EN 424/425

Table 07: Category of Passes

### 6.2.3 Authority cards

No	Category	Sub category	Sub Sub category		Excise Notification
1	Authority Card for Distillery, Manufactory, Warehouse			SE	EN 666

No	Category	Sub category	Sub Sub category		Excise Notification
2	Authority Card for Bartender			SE	EN 666
3	Authority Card for toddy collection stations				EN 666

Table o8 : Category of Authority Cards

#### 6.2.4 Certificate of Registration

No person shall manufacture, store ,import or export any raw material or finished product of cigarettes or pipe tobacco and shall manufacture, import or export any raw materials or finished products of cigars or beedi without obtaining a certificate of Registration issued by the Commissioner General Of Excise in accordance with the provisions of the Tobacco Tax act. Please refer the Tobacco Tax Act No , No 8 of 1999

The Certificate of Registrations can be categorized as bellow

No	Category	Sub category	Sub Sub category	Responsibility	Excise Notification
	Tobacco				
		Cigarette			
01			Manufacture of Cigarette	ECG	Tobacco Tax (General Regulations 01/2009
02			Storage of Cigarette, Raw materials, finished products (Outside the Manufactory )		

03			Storage of Cigarette, Raw materials (Inside the Manufactory )	
		Beedi		
04			Manufacture of Raw Tobacco	
05			Manufacture of Beedi	
06			Storing of Beedi Tobacco	
07			Transporting Beedi	
08		Manufacture of Cigar		
09		Manufacture of Pipe Tobacco		

Table 09 :Authority cards



## 6.2.5 Issuing licenses

According to the Excise notification issued on 10.08.2008 common application form was introduced to issuing licenses. The **common activity process** is as follows when issuing a licence from EDSL (Pl refer EN 2/2024)

### License Issue Main Process (common) - Liquor

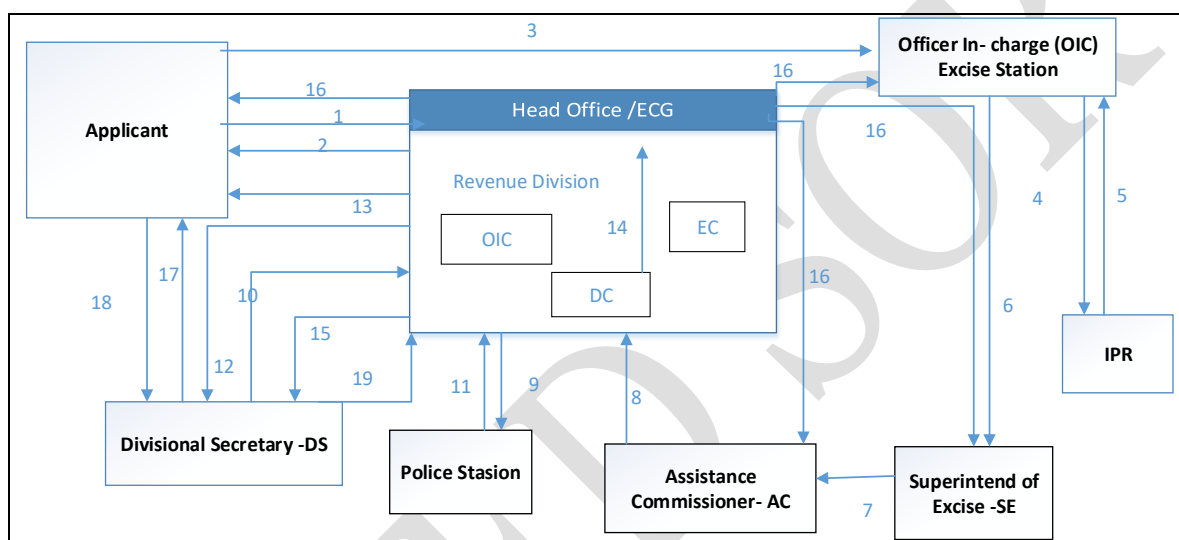


Figure 2: License Issue Main Process (common) - Liquor

Process activity		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / Tourist board approval (as applicable)	Applicant	ECG
<b>Step 2</b>	Issuance of application subjected to the payment of application fee	ECG	Applicant
<b>Step 3</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	OIC
<b>Step 4</b>	OIC assigns the application to IPR and IPR inspects the relevant premises and documents. (Requirements according to EN 902)  Checklist : 1. Filled application. 3. Applicants National ID.	OIC	IPR

	<p>4. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Applicant's Name)</p> <p>5. Deed or Registered and valid Lease agreement with owner consent letter.</p> <p>7. Tourist board approved document. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval.</p> <p>08. Plan of the building, approved by the local authority.</p> <p>09. Survey plan, indicating the radius distance to nearest places of public regional to worships and school.</p> <p>10. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involves in moral turpitude last five years.</p> <p>11. Certificate of incorporation or business registration.</p>	Applicant	IPR
<b>Step 5</b>	IPR check s all documents, Site visit send it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police a report to head office about applicant.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports clarify the rejection details and if reject sends reason for the rejection as a message to the licensee.	ECG	Applicant
<b>Step 14</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG

<b>Step 15</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issuing the license.	ECG	Respective DS
<b>Step 16</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Applicant	ECG	DCE, Relevant AC,SE,OIC, Applicant
<b>Step 17</b>	Applicant hands over the approve letter from divisional secretary (DS) and Pays license fee to DS office, according to EN 1004	Applicant	Respective DS
<b>Step 18</b>	DS issues license with relevant format after signing the counterpart agreement	DS	Applicant
<b>Step 19</b>	DS sends the proof of issuance of license to the ECG	DS	ECG

**Table 10:New License Process for Retail Licenses (Common)**

### **6.2.6 Requests which related to the licenses**

A license can be requested by a user based on bellow scenarios;

- a. Request for New License
- b. Request for Renewal of License
- c. Request for Co-Ownership (Nominating a Co-Licensee)
- d. Request for change of Ownership
- e. Request for Change of Location
- f. Request for Change of the Premises of License
- g. Request for Auxiliary License
- h. Request for Lapsed License
- i. Request for Special Approval
- j. Request to cancel the license

### a. Request for New License

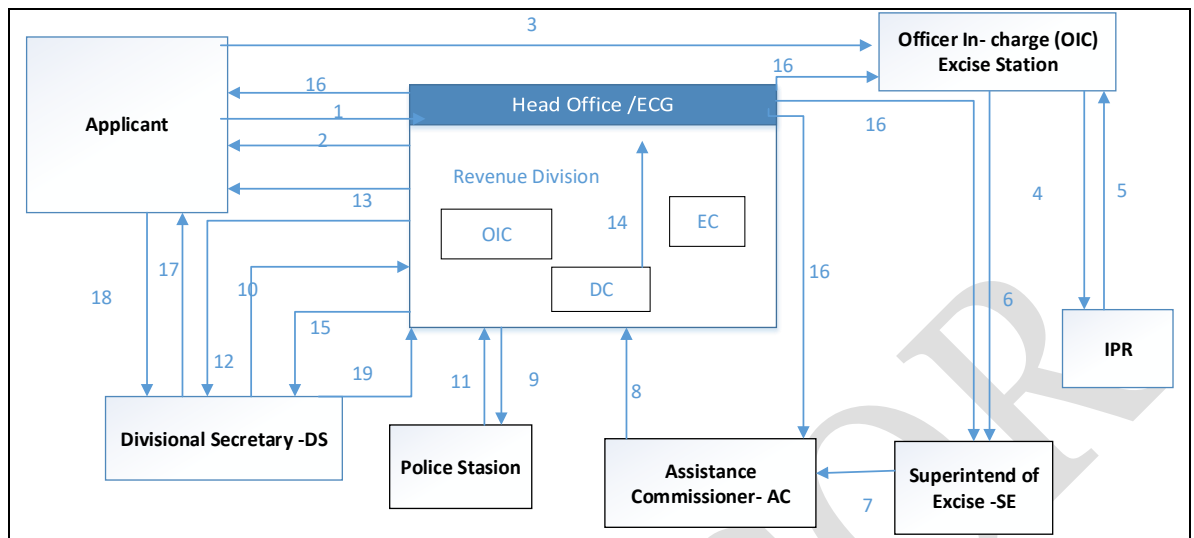


Figure 03: New License Process for Retail Licenses (Common) (without Boutique and villas)

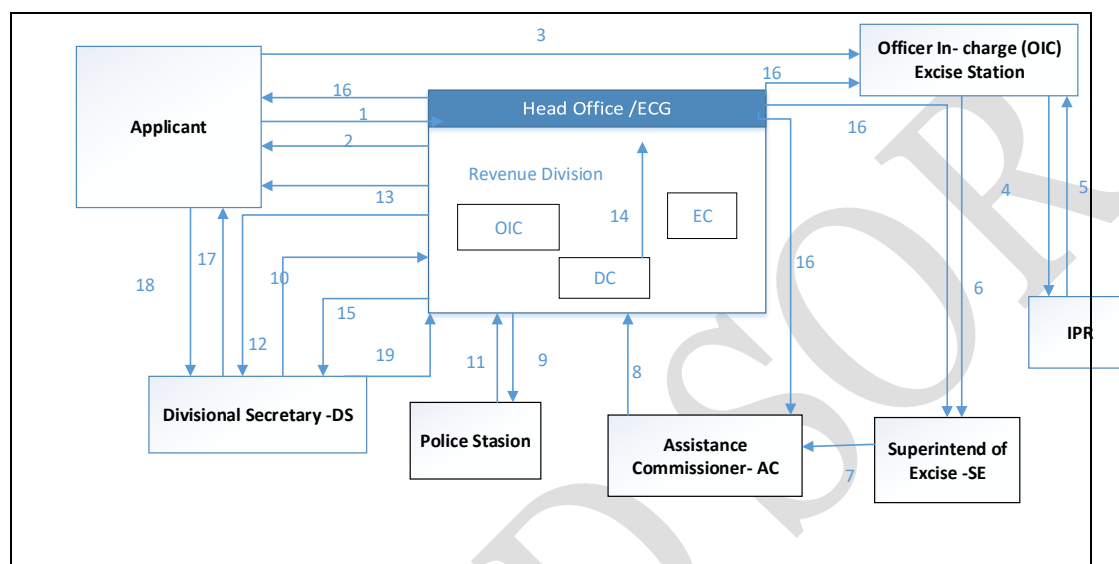
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	<p>7. Survey plan, indicating the radius distance to nearest religious/ worshipped places and schools.</p> <p>8. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involve in moral turpitude last five years. Certificate of incorporation or business registration.</p>		
<b>Step 5</b>	IPR checks all documents, Site visit s and sends it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police report about applicant to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports clarify the rejection details and if reject ion sends reason for the rejection as a message to the licensee.	ECG	Applicant
<b>Step 14</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issue the license.	ECG	Respective DS
<b>Step 16</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Applicant	ECG	DCE, Relevant AC,SE,OIC, Applicant
<b>Step 17</b>	Applicant hands over the approve letter from divisional secretary (DS) and Pay license fee to DS office, according to EN 1004	Applicant	Respective DS
<b>Step 18</b>	DS issues license after signing the counterpart agreement	DS	Applicant

<b>Step 19</b>	DS sends the proof of issuance of license to the ECG	DS	ECG
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**Table 11: New License Process for Retail Licenses (without Boutique and villas)**

### b. Request for Renewal of License



**Figur 04: Renewal License Process for Retail Licenses (without Boutique and villas)**

Renewal License Process Activity		Responsibility	To Whom
<b>Step 1</b>	Issuance of application subjected to the payment of application fee	AC	Licensee
	Issuance of application subjected to payment of application fee after the 15th of December	DC (Revenue)	Licensee
<b>Step 2</b>	Licensee submits the application with correct details about supportive documents to relevant excise office.	Licensee	OIC
<b>Step 3</b>	<p>OIC assigns the application to IPR and IPR inspects the relevant premises and documents. (Requirements according to EN 902)</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>1. Filled application.</li> <li>2. Applicants National ID.</li> <li>3. Photocopy of receipt in proof of payment of Application Fee and Receipt</li> <li>4. (Receipt must be in Applicant's Name)</li> </ol>	OIC	IPR

	5. Deed or Registered and valid Lease agreement with owner's consent letter. 6. Tourist board approved document. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval. 7. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involving in moral turpitude last five years. 8. Copy of existing year license 9. If Non Tourist board Restaurants/Hotels certificate of suitability of the building ...) 10. Letter of Requesting the TCR clearance		
<b>Step 4</b>	IPR checks all documents; send it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 5</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 6</b>	SE sends recommendation to the AC.	SE	AC
	If Non Tourist board Restaurants/Hotels, visit the site and submit the certificate of suitability of the building	OIC/SE/ACE together	
<b>Step 7</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 8</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 9</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issuing the license.	ECG	Respective DS
<b>Step 10</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Licensee	ECG	DCE, Relevant AC,SE,OIC, Licensee
<b>Step 11</b>	AC issues the TCR clearance Letter	AC	Respective DS
<b>Step 12</b>	Licensee hand s over the 3 <sup>rd</sup> quarter Tax payment receipt to divisional secretary (DS) and Pay license fee and stamp fee to DS office, according to EN 1004 & Stamp Duty Act	Licensee	Respective DS

<b>Step 18</b>	DS issues license after signing the counterpart agreement	DS	Licensee
<b>Step 19</b>	DS sends the proof of issuance of license to the ECG	DS	ECG

Table 12: Renewal License Process for Retail Licenses (without Boutique and villas)

### c. Request for Co-Ownership ( Nominating a Co-Licensee)

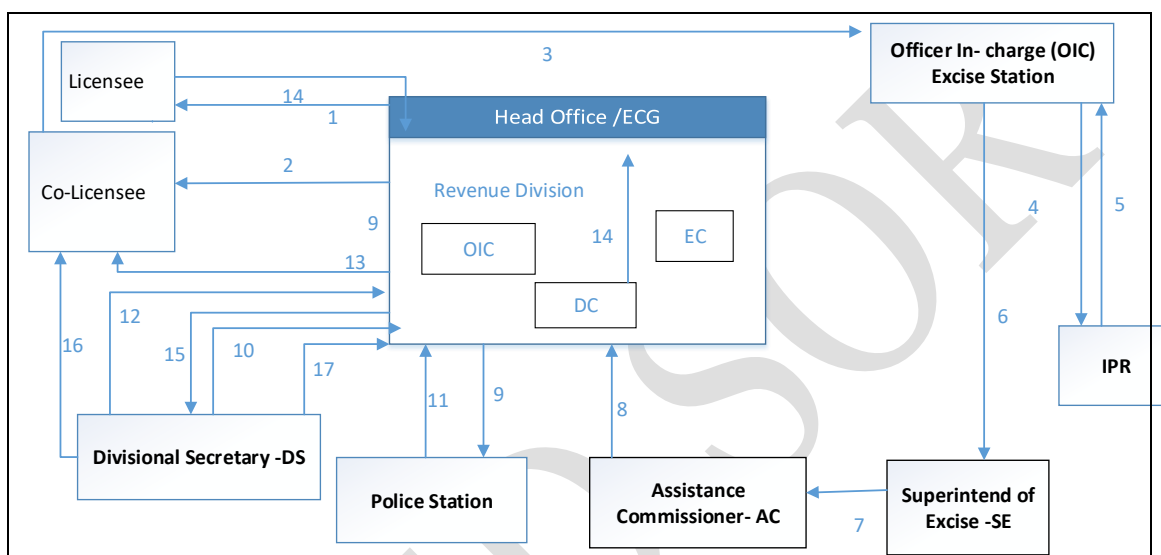


Figure 04: Request for Co-Ownership ( Nominating a Co-Licensee)

Activity to Nominating a Co-Licensee		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / copy of existing license. Affidavits of the licensee and the proposed licensee/ Co-Licensee with declaring the consent.	Licensee	ECG
<b>Step 2</b>	Issuance of application subjected to payment of application fee	ECG	Proposed Licensee/ Co-Licensee
<b>Step 3</b>	Licensee submits the application with correct details about supportive documents to relevant excise office.	Proposed Licensee/ Co-Licensee	OIC
<b>Step 4</b>	OIC assigns the application to IPR to check the documents. (Requirements according to EN 902, EN 983) Checklist: 1. Filled application. 2. Proposed Licensee's National ID/ Certificate of incorporation or Business Registration. (if relevant)	OIC	IPR

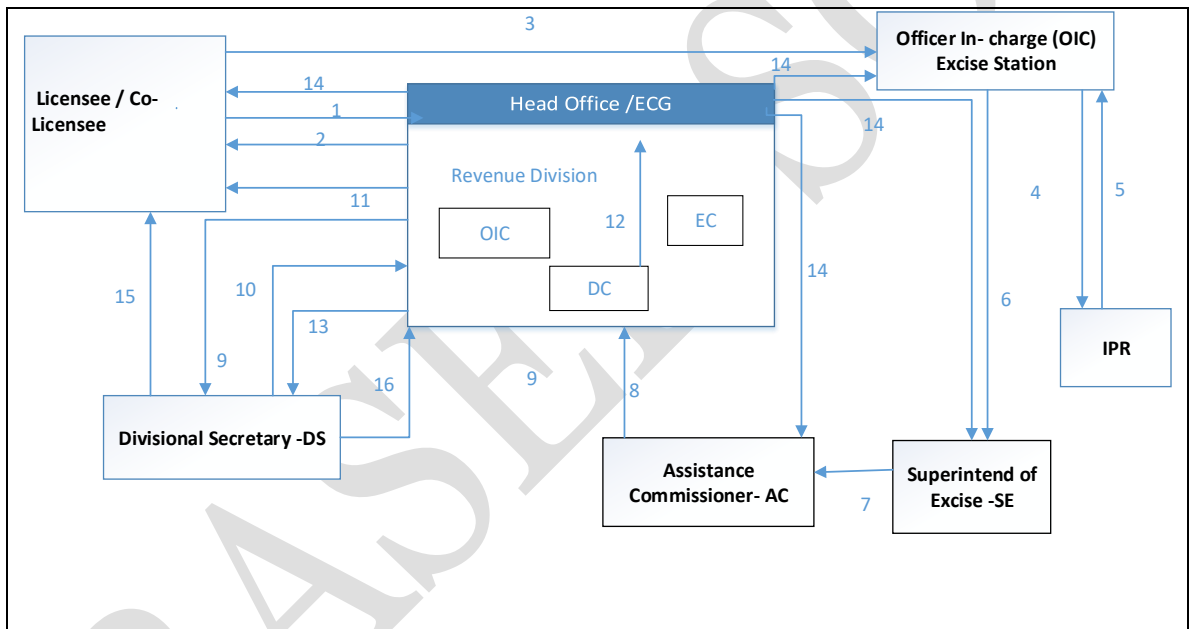


	3. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Proposed Licensee's / Co-Licensee Name) 4. Deed or Registered and valid Lease agreement with owner's consent letter (if not mentioned in the lease agreement). 5. Declaration by way of affidavit, the proposed Licensee / Co-Licensee not convicted of any offense under the penal code or any other offense involving in moral turpitude last five years. 6. Tourist board approved document issued to proposed licensee's name. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval. 7. A copy of existing license. 8. If not liable to pay the name transfer fee, I. Marriage certificate / Birth Certificate of Proposed Licensee/ Co-Licensee II. The affidavit declaring the consent of other heirs (if relevant).	Proposed Licensee/ Co-Licensee	IPR
<b>Step 5</b>	IPR checks all documents to send it to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the proposed licensee has been previously convicted of any offences, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed Licensee & character of the Proposed Licensee/ Co-Licensee	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police report to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports if there are any objections, ECG informs the Proposed Licensee/ Co-Licensee.	ECG	Proposed Licensee/ Co-Licensee

<b>Step 14</b>	If there are no objections in both reports, DC recommends and forwards to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to change the ownership of the license after making the relevant payments if applicable. Then ECG sends approval to DS for change name of the ownership.	ECG	Respective DS
<b>Step 16</b>	DS changes the ownership according to the approval of ECG.	DS	Proposed Licensee/ Co-Licensee

**Table 12:Name change of the licensee/ Nominating a Co-Licensee**

#### d. Request for change of Ownership



**Figure 5: process of change of Ownership**

<b>Name change of the licensee/ Nominating a Co-Licensee</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / copy of existing license. Affidavits of the licensee and the proposed licensee/ Co-Licensee with declaring the consent.	Licensee	ECG
<b>Step 2</b>	Issuance of application subjected to payment of application fee	ECG	Proposed Licensee/ Co-Licensee



<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the proposed licensee has been previously convicted of any offences, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed Licensee & character of the Proposed Licensee/ Co-Licensee	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police report to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports if there are any objections, ECG informs the Proposed Licensee/ Co-Licensee.	ECG	Proposed Licensee/ Co-Licensee
<b>Step 14</b>	If there are no objections in both reports, DC recommends and forwards to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to change the ownership of the license after making the relevant payments if applicable. Then ECG sends approval to DS for change name of the ownership.	ECG	Respective DS
<b>Step 16</b>	DS changes the ownership according to the approval of ECG.	DS	Proposed Licensee/ Co-Licensee
<b>Step 17</b>	DS sends the proof of Change of ownership to the ECG	DS	ECG

**Table 13: Name change of the licensee/ Nominating a Co-Licensee**

### e. Request for Change of the Premises of Licensee

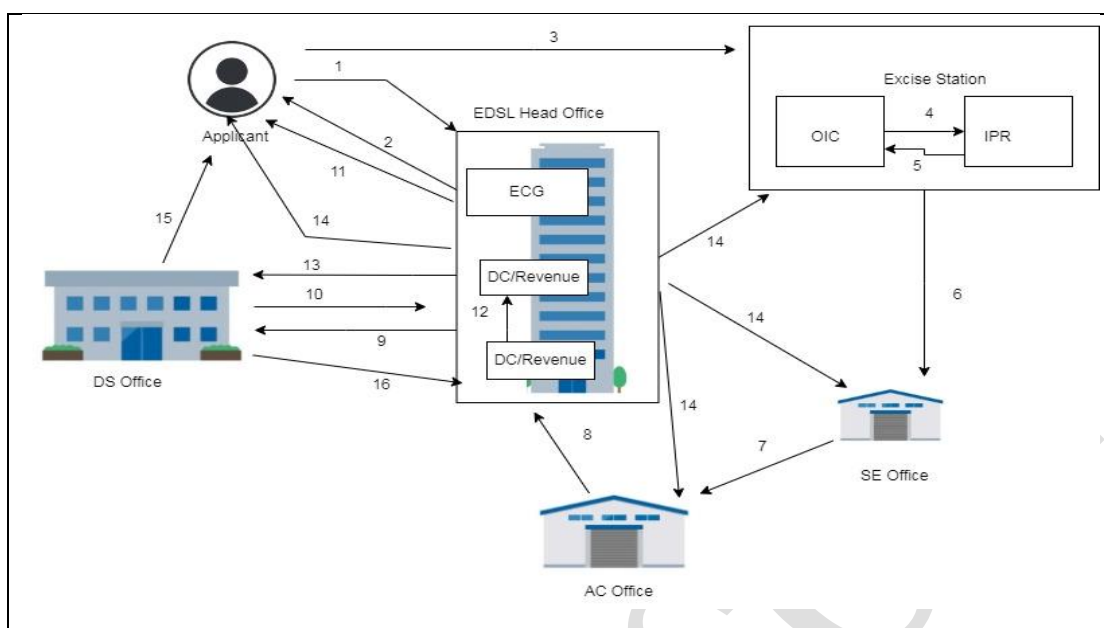


Figure 5: Process of Transfer the premises (Common)

Activities for Transfer the premises (Common)		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / Tourist board approval (as applicable), copy of existing license copy & proof document for explaining reasons for transferring the premises, Building owner's consent letter (if the building doesn't belong to the licensee)	Licensee	ECG
<b>Step 2</b>	Issuance of application subjected to payment of application fee	ECG	Licensee
<b>Step 3</b>	Licensee submits the application with correct details about supportive documents to relevant excise office.	Licensee	OIC
<b>Step 4</b>	OIC assigns the application to IPR and IPR inspects the relevant premises and documents. (Requirements according to EN 902, EN 983) Checklist: 1. Filled application. 2. Licensee's National ID/ Certificate of incorporation or Business Registration. (if relevant) 3. Photocopy of receipt in proof of payment of Application Fee and Receipt	OIC	IPR

	<p>4. (Receipt must be in Licensee's Name)</p> <p>5. Deed or Registered and valid Lease agreement with owner's consent letter (if not mentioned in the lease agreement).</p> <p>6. Tourist board approved document. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval.</p> <p>7. Plan of the building, approved by the local authority.</p> <p>8. Survey plan, indicating the radius distance to nearest places of public regional to worships and school.</p> <p>9. Proof document for explaining reasons for transferring the premises.</p> <p>10. A copy of existing license.</p> <p>11. Suitability report of the building (OIC/SE/ACE should have certified – Non Tourist Board hotels &amp; restaurant only).</p>	Licensee	IPR
<b>Step 5</b>	IPR checks all documents & after the Site visits sending it to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 10</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 11</b>	After receiving DS report if there are any objections, those details will be informed to the licensee	ECG	Licensee
<b>Step 12</b>	If there are no objections from the DS, DC approve the relevant application & recommendation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG

<b>Step 13</b>	ECG approves and orders to issue the transfer approval after paying the transfer fee to Excise HQ( EN 902)	ECG	Respective DS
<b>Step 14</b>	ECG sends a copy of license premises transfer approval to DCE,AC,SE, OIC and Licensee	ECG	DCE, Relevant AC,SE,OIC, Licensee
<b>Step 15</b>	DS alters license premise address and the boundaries according to the ECG approval.	DS	Applicant
<b>Step 16</b>	DS sends the proof of alteration of license to the ECG	DS	ECG

Table 14: Process of Transfer the premises (Common)

#### **f. Request for Lapsed License**

**If the licence is not renewed by yearly it will be lapsed. It requires to pay all licence fees for the past years if they willing to renew the licence.**

#### **g. Request for Special Approval**

- a. Request for Occasional Licenses
- b. Request for extend the time
- c. Auctioneer License

#### **h. Request to cancel the License**

The excessing license could be discontinued by the two ways according to the Excise Ordinance with the delegation power of Commissioner General Of Excise

- Suspension
- Cancellation

#### **Suspension**

A temporary suspension of the license will be made due to the violation of the license conditions. When suspension is proceeded, it will be informed to the licensee, Assistance Commissioner of Excise , Superintend of Excise , OIC of the Excise Station and the Divisional Secretariat simultaneously.

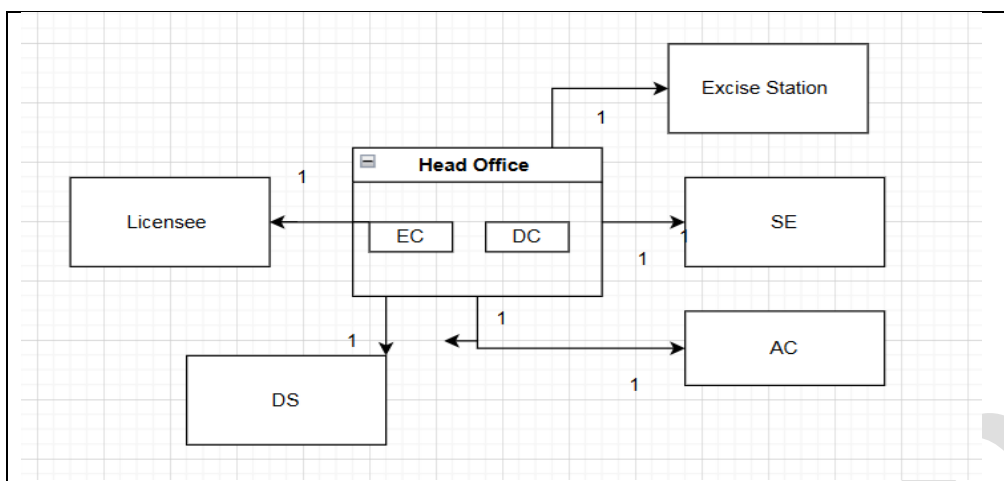


Figure 6: Process of suspension of a license

## Cancellation

Cancellation will be proceeded by

- » On Request by Licensee
- » Oder By EDSL
- » Order by court
- » By Finance Minister

### i. Cancellation on Request

When cancellation is proceeded it will be informed to the licensee, Assistance Commissioner of Excise , Superintend of Excise , OIC of the Excise Station simultaneously.

### 7.1.8 Toddy Tapping license – Common

Tapping license - Common		Responsibility	To Whom
<b>Step 1</b>	Request letter to SE by the relevant Distillery/Tavern/BTM/Vinegar Manufactory owner (Applicant) with declaring the name of the toddy suppliers, Agreement of Toddy Supplier & applicant.	Applicant	SE
<b>Step 2</b>	Issuance of application to the applicant	SE	Applicant
<b>Step 3</b>	Toddy Supplier submits the application with correct details	Toddy Supplier	SE
<b>Step 4</b>	SE Forwards the Application to the OIC after registering the application.	SE	OIC
<b>Step 05</b>	OIC registers the application in the office register & submit to the ES/ ESM / IPR	OIC	ES/ ESM / IPR



<b>Step 6</b>	ES/ ESM / IPR checks all documents & send it to the OIC with his recommendations. Check list: 1. Deed 2. The affidavit declaring the consent of the land owner. 3. Checking the previous convictions 4. Copy of NIC & GS report of Applicant, Tappers, Collectors & Transporters. 5. Details of the transport vehicles (License/ Insurance/ Vehicle Number/ Driver's license)	IPR	OIC
<b>Step 7</b>	ES/ ESM / IPR checks the relevant documents and after the field visit & forward the application with recommendation to the OIC.	ES/ ESM / IPR	OIC
<b>Step 8</b>	OIC sends recommendation to the SE.	OIC	SE
<b>Step 9</b>	SE approves & informs the applicant for payment.	SE	Applicant
<b>Step 10</b>	Applicant makes the payments (EN 08/2018)	Applicant	SE
<b>Step11</b>	SE approves & issues the tapping license & transport permits with CS license.	SE	OIC
<b>Step12</b>	OIC assigns the permits & license to mark the trees.	OIC	ES/ESM/IPR
<b>Step13</b>	ES/ESM/IPR Marks the trees & enter the details in the tree marking register after handing over the permits & license ( CS license, Tapping license, CS managers authority card, T-03 permits)	ES/ESM/IPR	Applicant
<b>Step14</b>	Hand over the filled application to the OIC	ES/ESM/IPR	OIC
<b>Step15</b>	OIC forwards the application to SE	OIC	SE

Table 14:Process of requesting a Tapping License

### 7.1.9 Permits

New Export Permit process		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with NIC / BR / Company registration. Request from FL 03 Licensee or consent from FL 03 license holder/ Manufacturer. Details of Export Liquor Items	Applicant	ECG
<b>Step 2</b>	Initial decision taken by the department, according to the existing legal framework	ECG	

<b>Step 3</b>	Hand over to the request letter to the revenue branch	ECG	EC (Rev) / DCE(Rev)
<b>Step 4</b>	Checklist: 1. Request from FL 03 License holder/ Manufacturer/ Other. 2. Details of Export Liquor Items 3. NIC/ BR/ Company Registration	Applicant	EC (Rev) / DCE(Rev)
<b>Step 5</b>	Recommendation of the revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 6</b>	Inform to Import and Export controller	ECG	Import and Export controller
<b>Step 7</b>	ECG issues the permit.	ECG	Applicant
<b>Step 8</b>	Send a copy of the permit to OIC/ Customs	ECG	OIC/Customs
<b>Step 9</b>	Handing over the export permit to FL 03 license premises/ Manufacturer (When the exporter is not the Licensee or Manufacturer).	Applicant	FL 03 Licensee/ Manufacturer
<b>Step 10</b>	OIC checks the consignment & seal the container in the presence of Customs officers.	Relevant OIC	
<b>Step 11</b>	Submitting the documents for tax rebate. Documents according to the EN 937 (amended 10/2019) Checklist: 1. Cusdec. 2. Bill of Lading / Air way bill. 3. Packing list. 4. OIC certification.	Exporter	DCE(Rev)/ Relevant OIC
<b>Step 12</b>	Issue the letter to rebate the tax	ECG	Exporter
<b>Step 13</b>	Send a tax rebate letter copy to relevant OIC of the Manufactory.	ECG	OIC Manufactory

New License Process for Export Permit (common)

#### **Process for Import Permit for foreign liquor (consignment by consignment)**

<b>Process for Import Permit for foreign liquor (EN 02/2019)</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter with application to ECG with Performa invoice by FL 03 Licensee Details of Import Liquor Items	FL 03 Licensee	ECG
<b>Step 2</b>	Initial decision taken by the department, according to the existing legal framework whether new brand or approved brand.	ECG	
<b>Step 3</b>	Issue the permit to the FL 03 Licensee	ECG	FL 03 Licensee

<b>Step 4</b>	Send copy of permit to the SL custom and respective OIC	ECG	OIC , DG Customs
<b>Step 5</b>	Customs informing the details of the consignment.	Customs DG	ECG
<b>Step 6</b>	FL 03 Licensee handover to relevant document 1. Copy of import permits 2. Cusdec 3. Commercial Invoice 4. Bill of Lading / Air way bill 5. Packing list 6. Analyst report from the country of origin.		
<b>Step 7</b>	Issue the PIV to pay the relevant Tax amount According to EN 08/2019	EC (Rev) / DCE(Rev)	FL 03 Licensee
<b>Step 8</b>	Submit the Tax payment receipt.	FL 03 Licensee	EC (Rev) / DCE(Rev)
<b>Step 9</b>	Issue the transport permit	EC (Rev) / DCE(Rev)	FL 03 Licensee
<b>Step 11</b>	Copies of the transport permits and	EC (Rev) / DCE(Rev)	Customs, Relevant OIC
<b>Step 12</b>	If new brand, request the label approval with sample and label copies	FL 03 Licensee	OIC,SE,AC, DCE(Rev)
<b>Step 13</b>	If new brand, call the Analysis report	DCE(Rev)	Government Analyst
	If approved brand issue the consignment to the market after affixing the foolproof sticker and price	OIC/ FL 03 Licensee	
<b>Step 14</b>	Issuing the Government analyst report	Government analyst	ECG
<b>Step 15</b>	Approve the label if the government analyst report satisfied, if not, reject and inform	ECG	FL 03 Licensee
<b>Step 16</b>	Informing the Approved band list with labels	ECG	AC

#### **Process for Import Permit for potable spirits (consignment by consignment)**

<b>Process for Import Permit for potable spirits</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter with application to ECG with Performa invoice (EN 988 schedule-ii)	Manufacture (Industrial/Liquor) FL-17 license holder	ECG
<b>Step 2</b>	Initial decision taken by the department, according to the existing legal framework.	ECG	

<b>Step 3</b>	Issue the permit to the Import/Export controller (if the strength > 60%) (EN 988 schedule-iii)	ECG	Import/Export Controller
<b>Step 4</b>	Send the copy of import permit	ECG	Manufacture (Industrial/Liquor) FL-17 license holder
<b>Step 5</b>	Sending the acknowledgment of the consignment (EN 988 schedule-iv)	DG Customs	ECG
<b>Step 6</b>	Relevant manufacture or license handover to relevant document 1. Copy of import permits 2. Cusdec 3. Commercial Invoice 4. Bill of Lading / Air way bill 5. Packing list 6. Import / export controller certificate 7. Analyst report from the country of origin.	Manufacture (Industrial/Liquor) FL-17 license holder	ECG
<b>Step 7</b>	Issue the PIV to pay the relevant Tax amount – (EN 02/2020)	EC (Rev) / DCE(Rev)	Manufacture (Industrial/Liquor) FL-17 license holder
<b>Step 8</b>	Submit the Tax payment receipt.	Manufacture (Industrial/Liquor) FL-17 license holder	EC (Rev) / DCE(Rev)
<b>Step 9</b>	Issue the transport permit ( D-28)	EC (Rev) / DCE(Rev)	Manufacture (Industrial/Liquor) FL-17 license holder
<b>Step 10</b>	Copies of the transport permits	EC (Rev) / DCE(Rev)	Relevant OIC
<b>Step 11</b>	Receiving the Consignment and denature (if necessary)	SE and OIC	Manufacture (Industrial/Liquor) FL-17 license holder
<b>Step 12</b>	Draw samples and send to the analyst	SE and OIC	Analyst
<b>Step 13</b>	After receiving the analyst report dispatch the consignment	OIC	Manufacture (Industrial/Liquor)

			FL-17 license holder
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**Process for Import Permit for non-potable spirits (consignment by consignment)**

<b>Process for Import Permit for non-potable spirits</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter with application to ECG with Performa invoice (EN 7/2018 schedule-ii, EN 10/2018)	Non-potable Import license	OIC through ECG
<b>Step 2</b>	Initial decision taken by the department, according to the existing legal framework.	ECG	
<b>Step 3</b>	Issue the permit to the Import/Export controller only Methanol (EN 7/2018 schedule-vi Format i)	ECG	Import/Export Controller
	Issue the permit to the Import/Export controller other than Methanol (EN 7/2018 schedule-iv)	ECG	DG Customs
<b>Step 4</b>	Send the copy of import permit	ECG	OIC, Non-potable Import license holder
<b>Step 5</b>	Sending the acknowledgment of the consignment (EN 7/2018 schedule-vi Format ii)	DG Customs	ECG
<b>Step 6</b>	Relevant manufacture or license handover to relevant document 1. Copy of import permits 2. Cusdec 3. Commercial Invoice 4. Bill of Lading / Air way bill 5. Packing list 6. Import/Export controller's certificate 7. Analyst report from the country of origin.	Non-potable Import license holder	ECG
<b>Step 7</b>	Issue the PIV to pay the relevant Tax amount	EC (Rev) / DCE(Rev)	Non-potable Import license holder
<b>Step 8</b>	Submit the Tax payment receipt.	Non-potable Import license holder	EC (Rev) / DCE(Rev)
<b>Step 9</b>	Issue the transport permit (EN 7/2018 schedule-vi format iii)	EC (Rev) / DCE(Rev)	Non-potable Import license holder

<b>Step 10</b>	Copies of the transport permits	EC (Rev) / DCE(Rev)	DG Customs/ Relevant OIC
<b>Step 11</b>	Receiving the Consignment and denature if necessary.	OIC	Non-potable Import license holder
<b>Step 12</b>	Draw samples and send to the analyst	OIC/IPR	Analyst
<b>Step 13</b>	After receiving the analyst report dispatch the consignment	OIC/IPR	Non-potable Import license holder

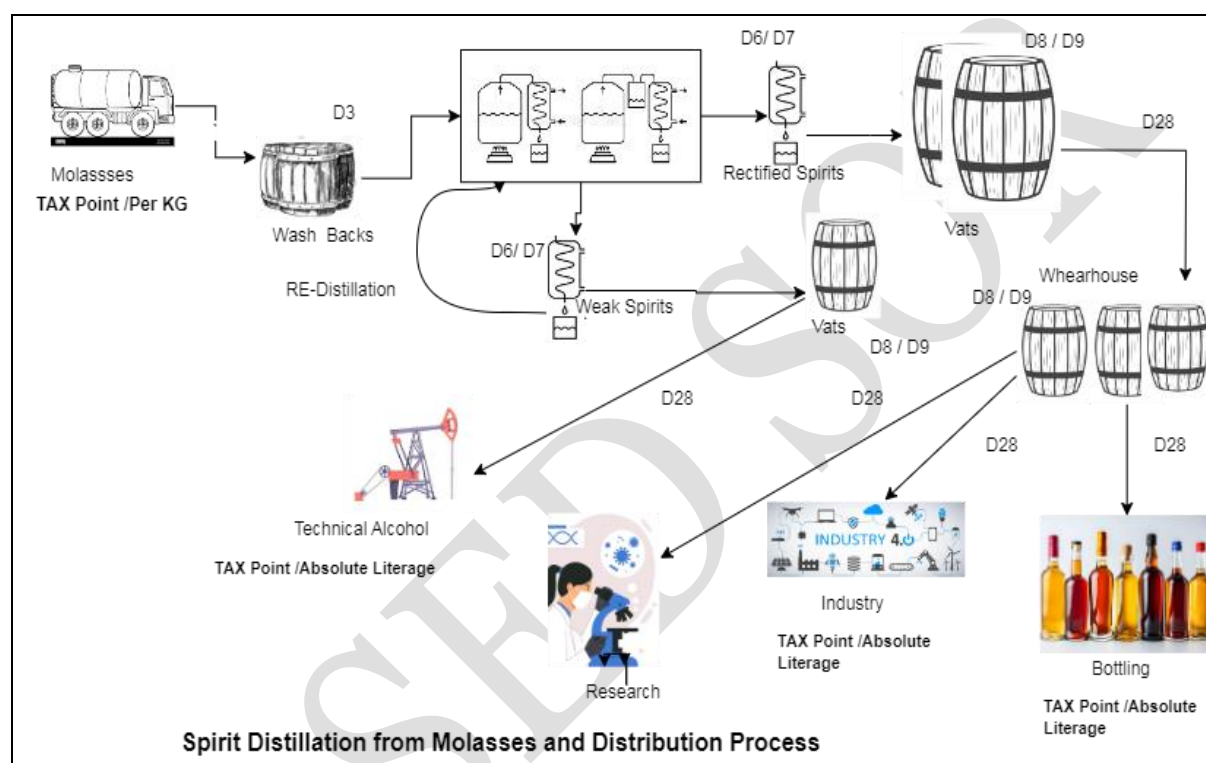
#### **7.1.10 More other process of issuing of licenses**

Details are attached in Annex 04

## 7.2 Functional Process : Production(Raw materials, Distillation and Bottling)

### 7.2.1 Distillation Process

Production process starts at the distillery, where production of the spirits from different raw materials take place. Each Distillery has an Excise Unit where a group of Excise Officers is on duty on round the clock basis. Those Excise Officers monitor and records the production at every stage and also tax points take places.



Spirit Distillation from Molasses and Distribution Process





## The Process of Distillation of Spirits at the Distilleries

The distillery consists of different type of containers such as:

1. Wash Backs : Used to store raw materials (Register of Wash back)
2. Receivers : Used to store the Product (Spirit) received from the distillation
3. Vats : Used to store spirits transformed from the receivers, drums and Vats and any other receptacles.
4. Drums : Used to store spirits transferred from the receivers, drums and vats and any other receptacles

Spirits are made of different raw materials are Toddy, Sugar cane (Molasses) and Palmyra, Fruits, etc. and are stored in Wash backs. These raw materials are stored in wash backs. The EDSL officers daily collects data on the raw materials received (volume and strength) before utilize them in the distillation process. They use D3 Form. This data used to estimate the output of the product (spirit or distillate) compared to the raw materials used to determine the outturn off the process.

During the distillation, the end product (spirits) is collected into the receivers. Volume and the strength of the end product is then measured by the EDSL officer. At this point the EDSL officer takes the measurements of temperature and density/ specific gravity to find the corresponding alcoholic strength of the End product using "alcoholic table"

At each end every transfer of spirits, this measurements such as Bulk Literage, Alcoholic strength ( as ABV%), and Absolute Alcohol Literage should be taken into and start them in the system. **Use D6 Form.**

The end product stored in the receivers found to be undesired quality are then then transferred into the Vats for storage. When transferred spirits into these vats , the strength of each volume of may vary from each other.

The end product stored in the receivers found to be undesired quality are then back for re-distillation. When transferred spirits for re-distillation, the strength of volume of spirits may vary from each other.

One the production of sealed bottles is verified and labeled at the bottling plant. The finished product (sealed bottles) will be moved to an adjoining where house. The taxation will be performed at this point in the process

## Issuance of spirits from the Distilleries

The spirits from the Distillery is used for producing liquor or to industrial purposes. The issuance of spirits is closely monitored by the EDSL Officers. The following processes will be adopted in those scenarios:

## **Issuance of spirits for producing Liquor**

- The Relevant manufactory should apply to obtain spirits from the distillery.
- EDSL, on consignment of spirits, charges a tax, based on the Bulk Alcohol Literage.
- The transport permits are issued according to the ravel distance. If the transportation will happen within a province Assistant Commissioner of relevant province issue the permit otherwise by the EDSL Head office.
- When the consignment of spirits arrived at liquor manufactory they are stored in containers of the factory using **Form D6**
- The examination of volume and strength to be performed at the followings with **Form D33**
  - I. Before and after receiving of spirits
  - II. Before and after issuing of spirits
  - III. Before and after any changes for the content
  - IV. Fortnightly or when required (in suspicion/In inspection /In Physical)
- Before commencing bottling, the Excise Officer should record and monitor the bellow activity
  - I. Date and type of Commandment of Bottling
  - II. Receptacles involves in production
  - III. Verity of liquor and strength
  - IV. Type of Liquor
  - V. Bottling variation (content)
  - VI. Quantity of spirits released for the production Balance of spirits at the end of the production
  - VII. Information of officers in the production
- After commencing the bottling, the Excise Officer should record and monitor the following
  - I. Date and type finishing of bottling
  - II. Quantity bottled
  - III. Volume of bottles
  - IV. Wastage occurred
  - V. Amount of tax liability crated

## **Issuance of spirits for Industrial Purposes**

- Applications for the issuances of spirits should be submitted to the excise OIC of the respective Excise station alone with multiple supporting documents.
- These applications are verified by different level of users. Eg. Inspector of Excise Station OIC of the area of authority, Superintendent of Excise

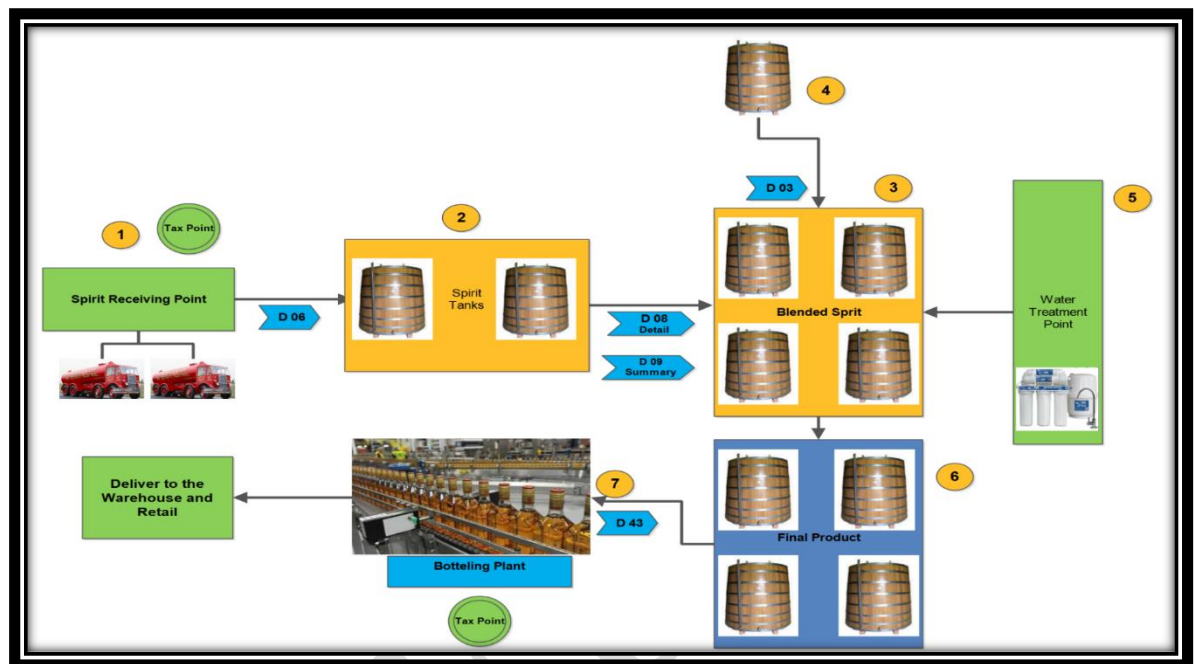
Circle and Assistant Commissioner of the Division and the Excise Head Office

- Once the application is approved a Duty is imposed on the purpose and the quantity.
- Once the relevant Duty is paid, a letter of Authorization will be issued by the Excise Head Office to obtain the quantity of Spirits approved from the respective Distillery.
- The Excise Officer –in Charge of the Distillery issue a permit to transport the spirits based on the letter of Authorization issued with the fulfilling of **Form D 28**
- Once the consignment of spirits received at the destination, an Excise officer from the respective Excise Station would present himself to verify consignment and supervise the unloading process.
- A physical verification followed by bonding procedure, and subsequent issues and updating the stock in future occurrence would be the continuous practices at the receiving point
- The Excise Officer in the relevant Distillery will release the recommended quantity of spirits as per the letter of Authorization and would update the balance volume to be released future.
- Each and every issuance of spirits should be notifying to the relevant officials at the EDSL.

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### 7.2.2 Production of Liquor (Bottling )

**Liquor Production generally is called bottling and the bottling process can be differed from the Production Process, Technology and material.**



#### Step 1 : Spirit Receiving point

The Manufacture will collect the Spirits in the receiving points. This is the one of the taxes points that collect tax for each liter. EDSL and Staff manufacture measure the Spirit Strength. All the spirits will be going to the Spirit Tanks.

#### Step 2 : Spirit Tanks

All Spirits collect from bowsers will be stay in the Spirits Tank send to the Blended Spirits.

#### Step 3 and Step 4 : Blended Spirits

All the manufacture has the recipe for their own brand. In the blended spirits will added coloring, other alcohol percentage (Coconut 3%).

#### Step 5 and Step 6 : Water Treatment Point

These Spirits need to measure the Strength level and added the water to the blended spirits. Base on the brand relevant alcohol in percentage, it will add the water to final products. All alcohol productions need to use the treated water. The manufacture can be used different technology such as reverse osmosis water treatment.

#### Step 7 : Botteling Point

The Final process is the bottling of final product and this is one of the tax points.

**Pasting a Fool proof Sticker :** This is phase where the Fool Proof sticker is passed on the liquor bottles. This sticker is consisted with below details with security features.

1. Company Name
2. Brand
3. Product Name
4. Strength
5. Volume
6. Date of Produced
7. Sticker USDN number

### **Step 8 : Deliver to the warehouse and retail outlets**

The Manufacture or wholesale operation will be the relevant transport licenses and deliver to their wholesales and the retail outlets.

### **Tax calculation Mechanism**

Excise taxation is being functioned at the Distillery, Manufacturing and the stage of imputation of foreign liquor.

- **At the Distillery**

- Taxation on the Molasses is done on the weight as Raw material Tax

$$\text{Total Tax} = \text{Weight of Molasses (Kg)} \times \text{Rate of Duty}$$

- Taxation on the Starch is done on the weight as Raw material Tax

$$\text{Total Tax} = \text{Weight of Starch (Kg)} \times \text{Rate of Duty}$$

- Taxation on every transfer/issuing of spirit

$$\text{Total Tax} = \text{Absolute Literate} \times \text{Rate of Duty}$$

- **At the Manufacturing of Liquor**

The current EDSL process includes tax calculation mechanism based on the manual process by filling “Google Sheets” by the Excise Officer –in Charge located in the manufacturing sites.

- Taxation on the manufacturing of liquor to be done on the bulk volume of Bulk Literage /Proof Literage Calculation of the due tax is performed based on the following classifications.

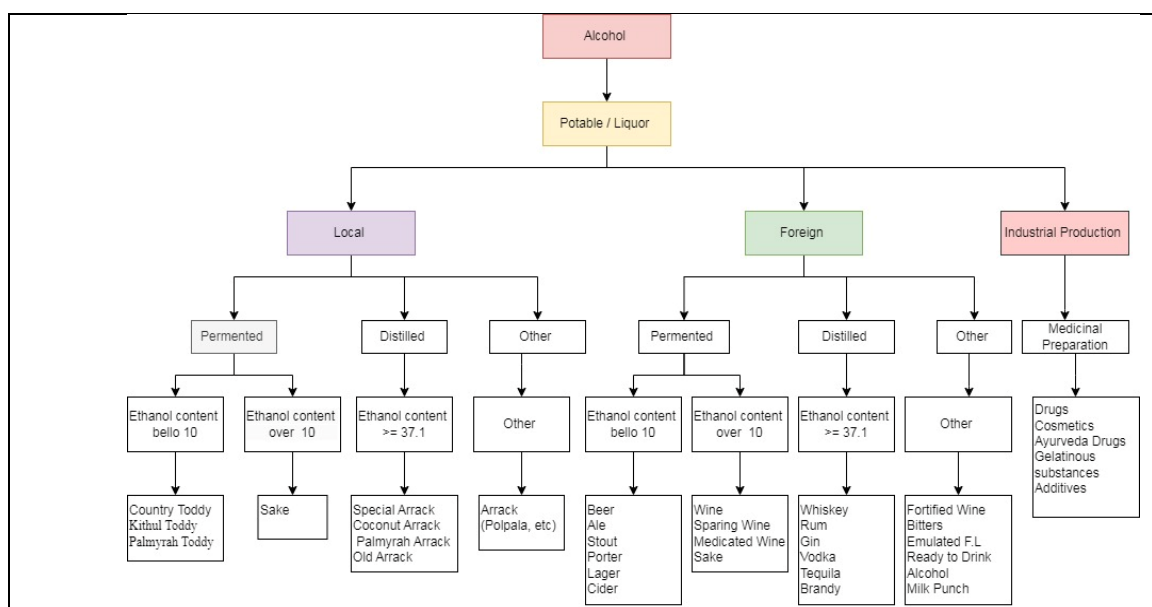


Figure: Classification of Potable Liquor

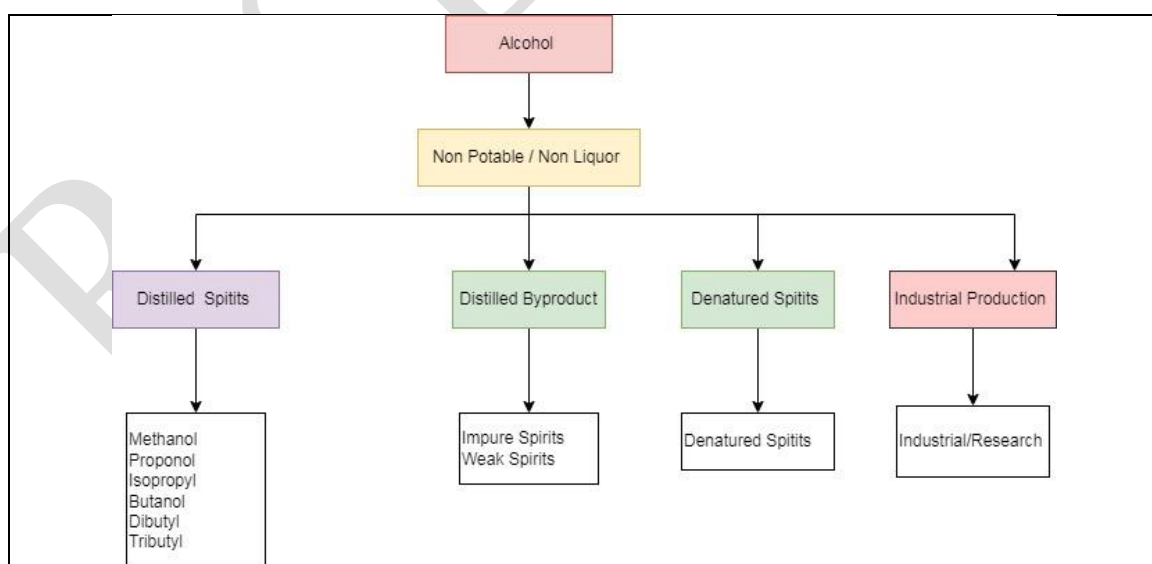


Figure :Classification of Non Potable Liquor

- The Strength (alcohol percentage for the computation of tax for each Label is approved in advance at the time of Label approval.
- The Excise Officer should be able to issue the manufacture, the paying – in slip/s for the duty to be levied.
- Payment of duty should be able to view by Account Division of EDSL by whom these payments will reconcile with the bank and update their manual system.
- Upon failure to the due excise duty on time, a penalty will be imposed.
- The Excise duty should be paid twice a month, on or before the last day of a month in respect of the production of first 15 days of a particular month and on or before the 15<sup>th</sup> day of succession month in respect of the production of the production after 15 date of a particular month where tax will be calculated on the volume and will be converted in to a fixed rate using a following formula

Define Strength	= Strength +0.2
Absolute Literage	= Bulk Literage X Define Strength
Total Tax	=Absolute Literage X Rate of Duty

- Taxation on the Toddy is done as Raw materials when producing Liquor

$$\text{Total Tax} = \text{Literage (Toddy)} \times \text{Rate of Duty}$$

- **At the Manufacturing /bottling of Toddy**

- Taxation on the Toddy is done on the number of bottle produced.

- **At the Production of Fermented Liquor (Beer/Sake )**

- **Bulk Literage** : Rate for a Liter of the type of Alcohol X 625

- **Alcohol Volume** : Rate for Alcohol (in a product eg, Beer) X Available Alcohol VOL

- **Importation of Liquor**

- The Excise duty on Imported liquor should be paid subsequent to the arrival of such liquor at the customs warehouse and prior to the release of such products from customs.
- Once EDSL received the relevant check list with Pay in Voucher is issued for the due in amount of Taxes.

$$\text{Total Tax} = \text{Absolute Literage} \times \text{Rate of Duty}$$

## 7.3 Functional Process: Production and Tax - Tobacco

In Accordance with the provisions of the Tobacco Tax Act No of 1999 , Beedi or cigars can be produced using raw materials supplied by a Registered Manufacture. All The regulations and procedures were published in the Extraordinary Gazette Notification No 1625/1-2009

- Manufacturing of Cigarettes

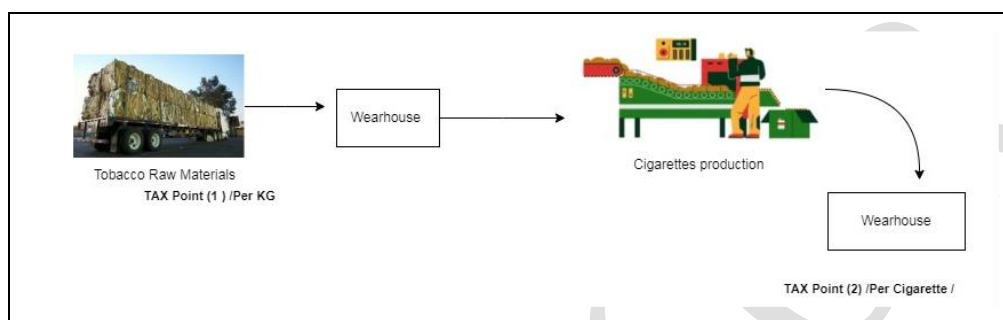


Figure : Manufacturing of Cigarettes and Taxation

- Manufacturing of Beedi

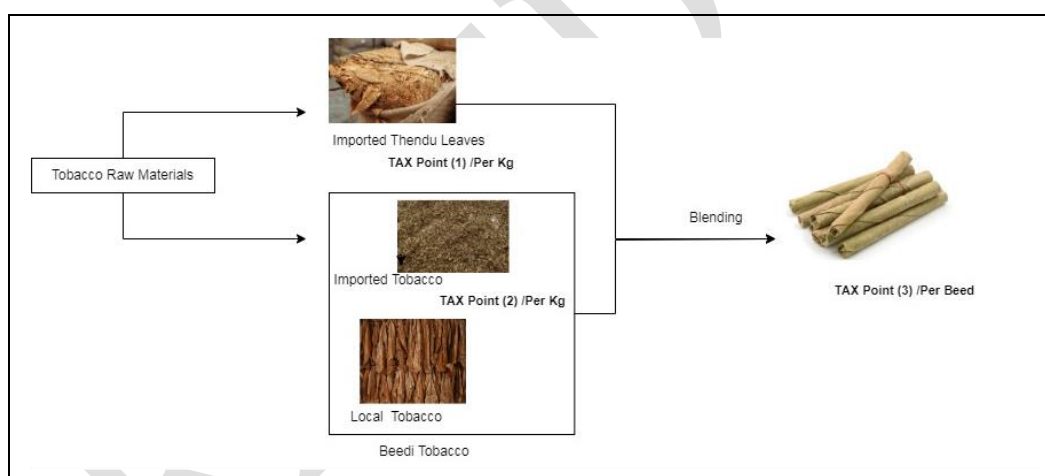


Figure : Manufacturing of Beedi and Taxation



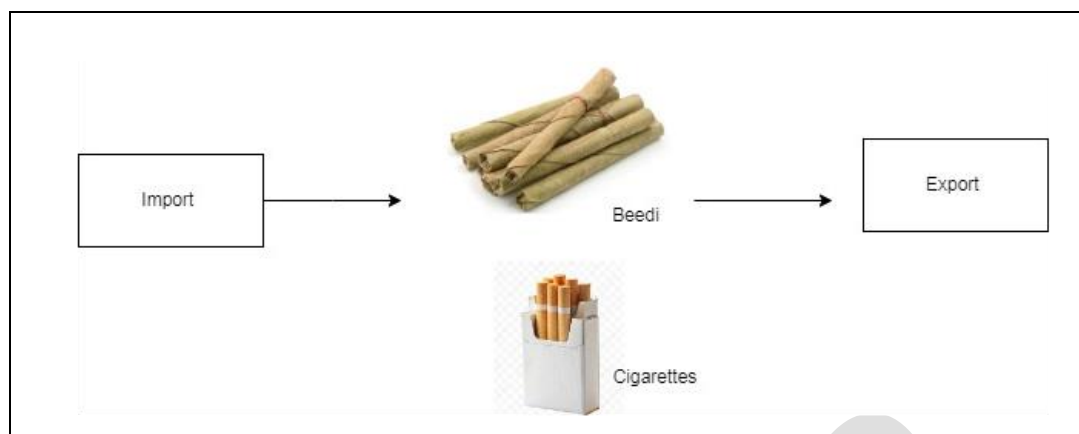


Figure : Import and Export Cigarettes/Beedi

According to the Schedule II of the Notification No 1625/1-2009 following fees are applicable

1. Application Fees :
  - a. Manufacture of Cigarettes
  - b. Manufacture of Cigars and Beedi
  - c. Import or Export of Cigarettes, Cigar, Beedi, Pipe Tobacco
2. Application Fees payable in respect of Premises
  - a. Storage of raw materials for manufacturing of Cigarettes
  - b. Storage of finished product of pipe tobacco
3. Fees payable for the Cigarettes , Transfer of Registration
4. Fees payable for the grant of a Certificate of Registration
  - a. Manufacture of Cigarettes
  - b. Manufacture of Cigar, Beedi, Pipe Tobacco
  - c. Storage of Manufacture of Cigarettes, raw materials , finish products outside the Manufacturing premises
  - d. Storage of Cigarettes, raw materials within the premises separately
  - e. Import Tax (Each Cigarettes )
  - f. Import Tax (Each Cigar )
  - g. Import Tax (Each Beedi )
  - h. Import Tax (for I KG Tobacco )

### 7.3.1 Issuing , and updating Registration of Certificates

According to the Extraordinary Gazette Notification No 1625/1-2009, EDSL issues Registration of Certificate for manufacturing, storing, transporting and import and exports for Tobacco as follows.

Activity		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with NIC / BR / Company registration.	Applicant	ECG
<b>Step 2</b>	Issue the application after paying the relevant fee.	ECG	Applicant
<b>Step 3</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	Relevant area OIC
<b>Step 4</b>	<p>OIC assigns the application to an IPR and IPR inspects the relevant premises and documents. (Requirements according to Extra Ordinary Gazette notification 1625/10 of 2009/10/26 &amp; Tobacco Tax Act</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>1. Filled application.</li> <li>2. Applicants National ID./ Name of Board of Directors</li> <li>3. Deed or Registered and valid Lease agreement with owner's consent letter.</li> <li>4. Plan of the building, approved by the local authority.</li> <li>5. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involving in moral turpitude in last five years.</li> <li>6. Certificate of Incorporation or business registration.</li> <li>7. Receipt for the registration fee.</li> <li>8. For Cigarettes Manufactories – Annual Report</li> </ol>	OIC	IPR
<b>Step 5</b>	IPR checks all documents, Site visit & send a report to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC check sand forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 7</b>	The SE checks and forwards the application with related documents and recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 10</b>	ECG approves and orders to issue the Certificate of Registration to the Applicant. (Extra Ordinary	ECG	Applicant

	Gazette Notification 1625/10 of 2009/10/26 & No 08 of 1999 Tobacco Tax Act		
<b>Step 11</b>	ECG sends a copy of Registration Certificate to AC,SE,OIC	ECG	Relevant AC,SE,OIC,

Table :New Tobacco Manufacturing /Storing Registration Certificates – Common

### 7.3.2 Presess of Renewal of Tobacco Manufacturing/ Storing / Registration Certificate (Common )

Activity		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with NIC / BR / Company registration.	Applicant	ECG
<b>Step 2</b>	Issue the application after paying the relevant fee.	ECG	Applicant
<b>Step 3</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	Relevant area OIC
<b>Step 4</b>	OIC assigns the application to an IPR and IPR checks the documents. (Requirements according to Extra Ordinary Gazette notification 1625/10 of 2009/10/26 & Tobacco Tax Act Checklist: 1. Filled application. 2. Applicants National ID./ Name of Board of Directors 3. Deed or Registered and valid Lease agreement with owner consent letter. 4. Plan of the building, approved by the local authority. 5. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involve in moral turpitude last five years. 6. Certificate of Incorporation or business registration. 7. Receipt for the registration fee. 8. For Cigarettes Manufactories – Annual Report	OIC	IPR
<b>Step 5</b>	IPR checks all documents send a report to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forward the application with related documents and recommendation to the SE.	OIC	SE

<b>Step 7</b>	The SE checks and forward the application with related documents and recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 10</b>	ECG approves and orders to issue the Certificate of Registration to the Applicant. (Extra Ordinary Gazette Notification 1625/10 of 2009/10/26 & No 08 of 1999 Tobacco Tax Act	ECG	Applicant
<b>Step 11</b>	ECG sends a copy of Registration Certificate to AC,SE,OIC	ECG	Relevant AC,SE,OIC,
<b>Table: Renewal of Tobacco Manufacturing/ Storing / Registration Certificate (Common )</b>			

### 7.3.3 Process of Tobacco Registration of Certificate - IMPORTS /EXPORT (Consignment by Consignment)

<b>Activity</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to AC with a Copy of Registration Certificate	Certificate Holder	AC
<b>Step 2</b>	Issue the application after paying the relevant fee.	AC	Certificate Holder
<b>Step 3</b>	Certificate Holder submits the application with correct details about supportive documents to relevant excise office.	Certificate Holder	Relevant area OIC
<b>Step 4</b>	OIC assigns the application to an IPR and IPR checks the documents. (Requirements according to Extra Ordinary Gazette notification 1625/10 of 2009/10/26 & Tobacco Tax Act Checklist: 1. Filled application. 2. Receipt for the application fee. 3. Performa invoice/ Request letter (for Exports). 4. Cusdec/Bill of Lading/ Packing List & the Commercial invoice of the previous consignment.	OIC	IPR
<b>Step 5</b>	IPR checks all documents send a report to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE

<b>Step 7</b>	The SE checks and forwards the application with related documents and recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 10</b>	ECG approves and orders to issue the Certificate of Registration to Import/Export. (Extra Ordinary Gazette Notification 1625/10 of 2009/10/26 & No 08 of 1999 Tobacco Tax Act	ECG	EC (Rev)
<b>Step 11</b>	EC (Revenue) collects the relevant Tobacco Tax for the consignment & issue the Certificate of Registration to Import/Export. (Extra Ordinary Gazette Notification 1625/10 of 2009/10/26)	EC (Revenue)	Certificate Holder
<b>Step 12</b>	ECG sends a copy of Registration Certificate to AC,OIC	ECG	Relevant AC,OIC,
<b>Table: Process of Tobacco Registration of Certificate - IMPORTS /EXPORT (Consignment by Consignment)</b>			

### 7.3.4 Precess of change Ownership –Registration of Certificates Tobacco Manufacturing /Storing

Activity		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with Current Registration Certificate/NIC / New BR / Company registration. Affidavits from both current certificate holder & the proposed person declaring the consent.	Certificate Holder/Proposed Person	Relevant OIC
<b>Step 2</b>	OIC sends the documents to the SE with recommendation	OIC	SE
<b>Step 3</b>	SE sends the documents to AC with Recommendation	SE	AC
<b>Step 4</b>	AC sends the documents to DC (Rev)	AC	DC (Rev)
<b>Step 5</b>	DC (Rev) forwards the documents to ECG through EC (Rev)	DC(Rev)	ECG
<b>Step 6</b>	ECG approves the transfer & forward the approval to DC (Rev) through EC(Rev)	ECG	DC(Rev)
<b>Step 7</b>	DC (REV) Sends a letter to AC with approval to issue the application to the proposed person.	DC(rev)	AC
<b>Step 8</b>	AC Issues the application to the proposed person after paying the relevant fee.	AC	Proposed Person
<b>Step 9</b>	Proposed person submits the application with correct details about supportive documents to relevant excise office.	Proposed Person	Relevant area OIC
<b>Step 10</b>	OIC assigns the application to an IPR and IPR inspect the relevant premises and documents. (Requirements according to Extra Ordinary Gazette notification 1625/10 of 2009/10/26 & Tobacco Tax Act Checklist: 1. Filled application. 2. Applicants National ID./ Name of Board of Directors 3. Deed or Registered and valid Lease agreement with owner consent letter. 4. Plan of the building, approved by the local authority. 5. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involve in moral turpitude last five years. 6. Certificate of Incorporation or business registration. 7. Receipt for the registration fee. 8. For Cigarettes Manufactories – Annual Report	OIC	IPR

<b>Step 11</b>	IPR checks all documents, Site visit & send a report to the OIC with his recommendations.	IPR	OIC
<b>Step 12</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 13</b>	The SE checks and forwards the application with related documents and recommendation to the AC.	SE	AC
<b>Step 14</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 15</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 16</b>	ECG approves and orders to issue the Certificate of Registration to the Applicant. (Extra Ordinary Gazette Notification 1625/10 of 2009/10/26 & No 08 of 1999 Tobacco Tax Act	ECG	Applicant
<b>Step 17</b>	ECG sends a copy of Registration Certificate to AC,SE,OIC	ECG	Relevant AC,SE,OIC,
<b>Table : Precess of change Ownership –Registration of Certificates Tobacco Manufacturing /Storing</b>			

### Transferring Registration of Cetificate Manufacturing /Storing Tobacoo

Activity		Responsibility	To Whom
<b>Step 1</b>	Submit a Request letter to ECG with Current Registration Certificate/NIC / New BR / Company registration.	Certificate Holder	Relevant OIC
<b>Step 2</b>	OIC assigns the application to an IPR	OIC	IPR
<b>Step 3</b>	IPR inspects the relevant premises and documents. (Requirements according to Extra Ordinary Gazette notification 1625/10 of 2009/10/26 & Tobacco Tax Act Checklist: 1. Request Letter from the Registration Certificate Holder. 2. Current Registration Certificate 3. National ID./ Name of Board of Directors 4. Deed or Registered and valid Lease agreement with owner consent letter. 5. Plan of the building, approved by the local authority. 6. Certificate of Incorporation or business registration. (If applicable)	IPR	Certificate Holder

<b>Step 5</b>	IPR checks all documents, Site visit & send a report to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 7</b>	SE sends the documents to AC with recommendations	SE	AC
<b>Step 8</b>	AC sends the documents to DC (Rev)	AC	DC (Rev)
<b>Step 9</b>	DC (Rev) forwards the documents to ECG through EC (Rev)	DC(Rev)	ECG
<b>Step 10</b>	ECG approves the transfer & forwards the approval to DC(Rev) through EC(Rev)	ECG	DC(Rev)
<b>Step 11</b>	DC (REV) Sends a letter to AC with approval to collect the Transfer Fee	DC(rev)	AC
<b>Step 12</b>	AC collects the Transfer Fee	AC	Certificate Holder
<b>Step 13</b>	Certificate Holder submits the paying receipt to the DC(Rev)	Certificate Holder	DC (Rev)
<b>Step 14</b>	DC(Rev) forwards the documents to EC(Rev) with recommendations	DC (Rev)	EC (Rev)
<b>Step 15</b>	Issue the Certificate to the approved premises.	EC (Rev)	Certificate Holder
<b>Step 16</b>	EC(Rev) sends a copy of Registration Certificate to AC,SE,OIC	EC(Rev)	Relevant AC,SE,OIC,
<b>Table : Process of Transferring Registration of Certificate Manufacturing /Storing Tobacco</b>			

## 7.4 Functional Process : Transport and Tracking

All vehicles that transport Alcohol are to be given a special license and equipped with temper proof GPS transponders. The vehicle owner to apply for a route permit to transport alcohol from an excise authorised point to another excise authorised point along a pre-determined route. The vehicle must follow the route and only stop at the designated locations.

A video wall to be set up at the EDSL HQ that will show all vehicles carrying liquor in real time on a GIS map. The vehicles that are to be displayed are only the ones that have a valid route permit on that day. The GIS information should be uploaded from the transponder once every minute.

A mobile application to be provided to EDSL staff to monitor vehicles carry alcohol in a specific area or route. The owner of the Vehicle can be provided a vehicle location app to see the location of his vehicles only.

### GPS transponder



- Every vehicle that is licensed to transport liquor be fitted with a tamper proof GPS transponder.
- The GPS transponder to include a built-in battery to operate for 24Hrs even if disconnected from the Vehicle battery.
- The GPS transponder to have a unique identifier and upload the location and device id once every minute when the vehicle is moving
- The GPS to generate alarms if it loses power from the vehicle or any attempt is made to remove it from the vehicle
- The GPS transponder to upload positional information using GSM/LTE connectivity
- In the even that there is no GSM signal the location information to be buffered in the device and uploaded when connectivity is restored.
- The GPS transponder to store the last 48 hours of location data within the unit that can be interrogated if required
- The system shall track vehicle location in real-time using GPS, capturing coordinates, speed, route and heading.
- The system shall display vehicle location on a GIS-integrated map interface, updating at intervals of 60 seconds.
- Each vehicle's current and historical locations shall be stored for a minimum of 7 days on the physical device

#### **Mobile Application for EDSL staff**

- The EDSL staff to be provided with a mobile application so that they can view vehicles transporting alcohol within a specific area.
- Automatic alerts to be generated if any vehicle carrying alcohol stops in a non-designated location.

#### **Mobile Application for Vehicle Owner**

- The SIP shall provide a mobile application to the licensee so that he can see the location of his vehicles only.

#### **Vehicle Registration and Management**

- The system shall allow authorized users to register and manage vehicles licensed for liquor transport.
- Each vehicle profile shall include vehicle identification (ID), license details, driver information, and cargo capacity.
- The system shall validate license details with the Sri Lankan Excise Department records before activation.

#### **Licensing Compliance Verification**

- The system shall integrate with the Excise Department database to verify valid licenses for each transport vehicle prior to trip initiation.
- If a license is expired or invalid, the system shall restrict the vehicle from commencing a trip and send a notification to administrators.

## **Trip and Cargo Management**

- Authorized users shall be able to log trip details, including start and end points, estimated time of arrival, and cargo weight.
- The system shall track the amount of liquor transported, logging the cargo details and matching them to approved license limits.
- A trip summary report, detailing each trip's start, stop, cargo delivered, and any deviations, shall be generated upon trip completion.

## **Alerts and Notifications**

- The system shall generate and send alerts for route deviations, extended idle times, over speeding, unauthorized stops, and entry into restricted zones.
- Alerts shall be customizable and sent via SMS or email to relevant personnel, including transport managers and excise officials.

## **Data Security and Access Control**

- The system shall ensure all data is encrypted and only accessible to authorized users.
- Access levels shall be role-based, with defined permissions for transport managers, vehicle operators, and excise department officials.
- System audit logs shall track user activities to monitor and review data access and changes.

## **Integration with External Systems**

- The system shall allow integration with the Sri Lankan Excise Department for real-time license verification.
- Integration with third-party navigation systems is optional for optimized route planning.

## **Non-Functional Requirements:**

- **Reliability:** The system shall have an uptime of 99.9%, ensuring continuous monitoring capability.
- **Scalability:** The system shall support up to 500 vehicles initially and be scalable for more as per demand.
- **Usability:** The GIS map interface and alert notifications shall be user-friendly, allowing efficient use for real-time monitoring and reporting.

## **7.5 Functional Process : Point of Sales (POS)**

SIP shall develop a POS module to be used by all sales outlets licensed to sell liquor in Sri Lanka. All data shall be stored centrally and accessed in the liquor store as a point-of-sale system. However, this system should facilitate local storage of transactions at the POS with intermittent automatic and manual synchronization facility. Especially, when there is a connectivity issue, the POS should allow to continue sales with preloaded data for a certain time period which will be determined and configured in the system by EDSL. All liquor sales shall be done using this RASED POS system that will upload the USDN number of all bottles that are taken into stock and all bottles sold to customers. The RASED POS should continue to work if the link to the RASED is down and re-synchronize after connection is restored

### Functional areas-

Point of sales terminal at the liquor sales outlet.

- Configure the RASED point of sale system with the Licensees, liquor license details.
- The system will download all information of the license holder from RASED License module.
- The sales outlet management POS to update the physical location of the installed device in the RASED GIS location database.
- The remote survivability application must be installed on the local sales outlet management POS machine.
- The Sales outlet management POS system will be populated with the latest valid liquor tariff rates approved by the EDSL.
- If the sales outlet is within a supermarket, Integrate the SOM POS system with the POS system of the retail outlet used by the supermarket
- Opening stock of liquor contained in the sales Outlet will have to be entered into the Sales outlet management system POS. (**one time task**)
  - Scan the QR code of the security sticker of the liquor bottles
  - Scan the USDN number/barcode printed on the lid of the bottles
  - Enter data of the liquor bottles that don't have Security sticker or bar code
  - Type of liquor quantity of container size and quantity
- Liquor store retailer to enter information on all new consignments received at the sales outlet
  - Supplier details
  - PO number
  - GRN number
  - Enter consignment information
- Scan the QR code of the security sticker of the liquor bottles or enter the range of USDN numbers when liquor is delivered in sealed box's /crates
  - Scan the barcode printed on the lid of the bottles
  - Enter data of the liquor bottles that don't have Security stickers or bar code
  - Type of liquor, size of container and quantity received

- The Sales outlet management POS to update in real-time the stock module in the central RASED database for that sales outlet whenever a bottle of liquor is sold to a consumer. The following data shall be uploaded in real-time
  - Scan QR code of liquor bottle
  - Scan the barcode printed on the lid of the bottle
  - Enter data of the liquor bottles that don't have Security sticker or bar code
  - Type of liquor, size of container and quantity received
  - Check status of the liquor bottle unique identifier in the master database
  - Update the liquor bottle's unique identifier (USDN ) database and update status to Sold to consumer
- Report Generation for Sales outlet  
The owner of the liquor store should be able to generate reports from his Sales outlet Management POS system for his own records. The reports should be e mailed to the license holder's email
  - Sales report for the period
  - Stock report for the period
  - Revenue reconciliation report
  - Goods received report
  - Sales return report
  - Breakages report
  - Denatured stock report

## 7.6 Functional Process: Crime and Court

There are four key sub functions are currently interconnected with the crime functions and internally developed 3 systems are operated by the EDSL and running on standalone systems.

- I. Complaint Management System
- II. Real time Crime Management System (Raid)
- III. Technical Crime Management
- IV. Technical Crime Rewording System

### 7.6.1 Complaint Management System

This system is functioning with the excise Hotline number 1913. All the complaints via the hotline number is recorded with bellow mentioned basic details and dispatch with relevant officials for next actions;

1. Date and Time
2. Information of the complainer
  - Province
  - District

- Divisional Secretariat
  - Grama Niladhari Division
  - Description of the complain
3. Information of relevant Excise Office Information
- Assistant commissioner
  - Superintend Office
  - Excise Station
  - SOB if relevant
  - Priority

### **7.6.2 Real time Crime Management System (Raid)**

At present Microsoft Access based internally developed system is used for recording the details required for Crime Report Registry. It is helped to officers to avoid writing text in repetitions

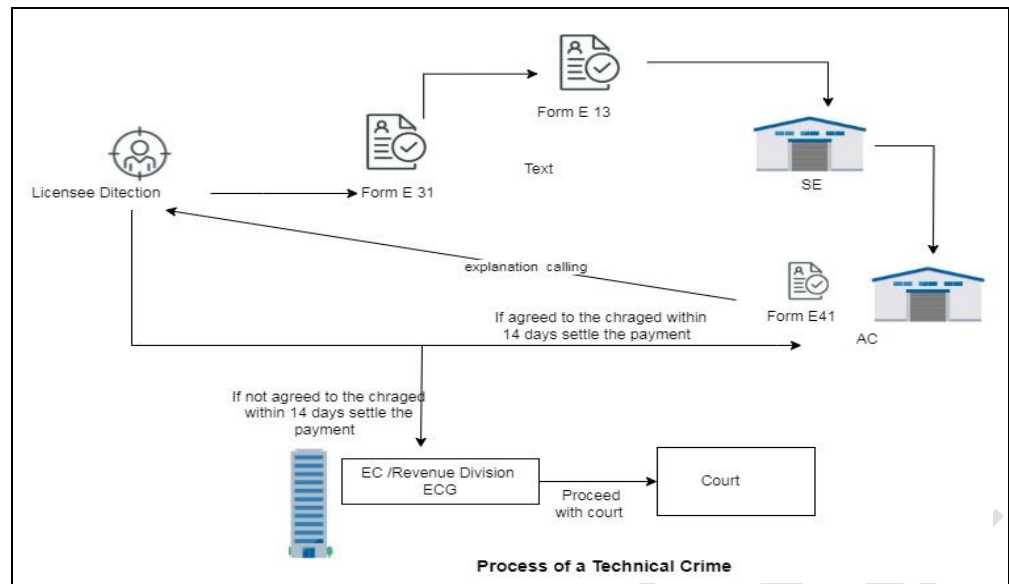
Eg.

1. Select the Station (Automatically get the Divisional Secretary)
2. Year, Month and Date
3. Crime Report Number (Station Code/No/Year)
4. Number Without Year
5. Half a year which the data is entered
6. Detected date
7. Offence
8. Quantity (ml/mg)
9. Excess Quantity (Arrack/Beer/toddy)
10. Remaining Quantity after the sample has been taken
11. Place of the Crime committed)/ Location (Grama Niladhari location)

### **7.6.3 Technical Crime Management**

Crime activities which is happening at licensing premises is called Technical Crime. Excise officials regularly visit the licensing places and do the inspection according to the Excise Notification 509/219/606 and etc..

If there is a crime, a fine is proceed according to the EN 818



## Rewording System for Real time and Technical Crime

At present a standalone system uses to record the e basic information of raid and the participants for the particular raid. According to the Excise Notification 818, Technical Crime rewords are also recorded to the system.

## Reporting Courts

According to the Crime Report Registry all most all the activates are proceed by manually. SIP needs to study in details at the detail gathering stage

## 8. Desired Future State

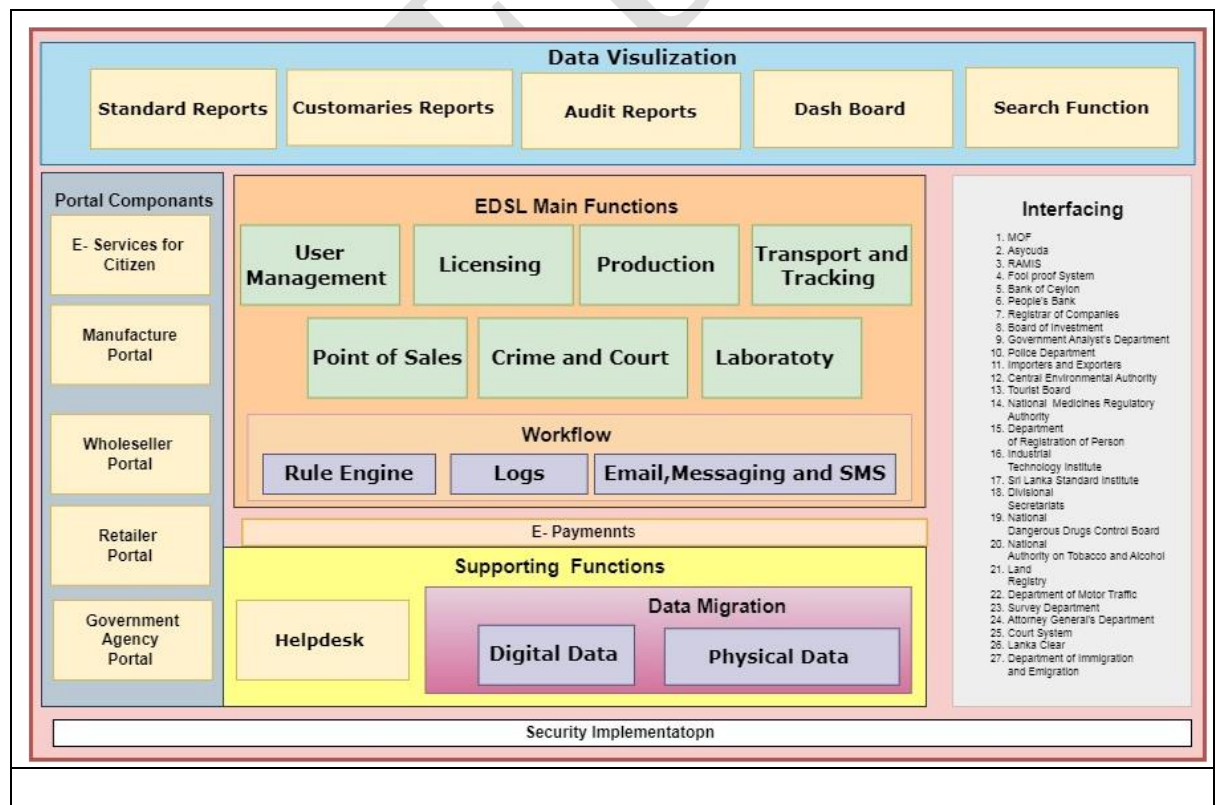
This section summarises the functional and technical overview of the proposed IT solution for EDSL. In specific, it presents the broad functional architecture for RASED, key features of RASED, a summary of information and transaction services proposed to be delivered by RASED, its target users and related services etc.

The software implementation partner selected through RASED will perform a detailed study of all functions and services of RASED and a final requirements specifications document will be prepared which forms the basis for the implementation of RASED.

RASED has been conceptualized to address the tax administration requirements of EDSL and other all primary functionality of the EDSL

### 8.1 Functional Overview of RASED

The diagram on the following page presents a functional overview of the proposed IT solution for RASED covering the users of RASED, delivery channels, services, functional modules and interfaces with the external systems. The business and functional requirements of each component are presented and explained below



## Functional Area of RASED

These are the broad functional areas identified for RASED. The future detailed requirements for each functional area are listed in the chapter “Check List of the Business Requirements for RASED”

Functional areas of RASED			Phase Approach
Main Modules			
1	<b>User Management</b>	Organization Structure	<b>Phase 1</b>
		System users	
		EDSL users	
		External users	
		Government Agency	
		Other Stakeholders	
2	<b>Work Flow</b>	Identity Management System	<b>Phase 1</b>
		Rule Engine	
		Messaging and SMS	
3	<b>Licenses (New , Renewal and etc.)</b>	Error Log	<b>Phase 1</b>
		Licences	
		Permits	
		Passes	
		Authority cards	
4	<b>Production (Raw materials, Distillation, Bottling)</b>	Certificate of Registration	<b>Phase 1</b>
		<b>Alcohol (Potable)</b>	
		<b>Local</b>	
		Fermented	
		Country	
		Toddy	
		Kithul Toddy	
		Palmyrah	
		Toddy	
		Sake etc	
		Distilled	
		Special Arrack	
		Coconut	
		Arrack	
		Palmyrah	
		Arrack	
		Old Arrack, etc	
		Others	
		Arrack (Polpala, etc)	
		<b>Foreign</b>	
		Fermented	
		Beer	
		Ale	
		Stout	



		Porter Lager Cider Wine ( Sparing Wine Medicated Wine Sake, etc Distilled Whiskey Rum Gin Vodka Tequila Brandy, etc  Others Fortified Wine Bitters Emulated F.L Ready to Drink Alcohol, etc Milik  <b>Industrial</b> Drugs Cosmetics Ayurveda Drugs Gelatinous substances Additives	
		<b>Alcohol (Non Potable)</b> Distilled Distilled Byproducts Denatured Sprits Industrial	Phase 1
		<b>Tobacco</b> Cigarette Cigar Beedi Pipe Tobacco	
5	<b>Transport and Tracking</b>	Real Time Transport Tracking System (enabling GIS,GPS,etc)	Phase 2
6	<b>Point of Sales</b>	Real Time Inventory Management System	Phase 2
7	<b>Crime and Court</b>	Complain handling and Feedback Real Time Raid Management (Raid) Technical Crime Management	Phase 1

		Raid and Technical Crime Rewording System	
8	Lab Module	Test Sample Management System	Phase 1
9	Data Visualization	Standard Reports	Phase 1
		Customized Reports	
		Dash Board	
		Audit Reports	
		Search Function	
10	Payment Module	Real Time Payment Management System	Phase 1
		Payment reconciliation	
Supporting Task			
11	Data Migration	Soft Data	
		Physical Documents	
12	Helpdesk	Establish Helpdesk System Provide Helpdesk Agents	
13	Interfacing	Interfacing with other Agencies	
14	Training	Develop all Tanning Materials	
15	EDSL website	Design, Develop and Maintain EDSL Website	
16	Application Deployment on Cloud	Application hosting with security and availability	
		Backups	
		Disaster Recovery	
		Identity Management System	
		Email system	

### 7.3 Interfaces with other entities for data sharing

As part of its administration, RASED will interface with other government agencies for exchanging information needed for discharging its duties. Followings agencies are identified as the key stakeholders of EDSL.

Interfacing IT Systems	
1	Ministry of Finance (Integrated Treasury Management Information System)
2	Department of Customs (Asycuda )
3	Department of Inland Revenue
4	Fool Proof System
5	Bank of Ceylon
6	People's Bank
7	Registrar of Companies

8	Board of Investment
9	Government Analyst's Department
10	Police Department
11	Importers and Exporters
12	Central Environmental Authority
13	Tourist Board
14	National Medicines Regulatory Authority
15	Department of Registration of Person
16	Industrial Technology Institute
17	Sri Lanka Standard Institute
18	Divisional Secretariats
19	National Dangerous Drugs Control Board
20	National Authority on Tobacco and Alcohol
21	Land Registry
22	Department of Motor Traffic
23	Survey Department
24	Attorney General's Department
25	Court System
26	Lanka Clear
27	Department of Immigration and Emigration

One of the key objectives of RASED is to establish electronic interfaces with the systems/databases maintained by these interfacing agencies to minimize the time and efforts in information sharing, effective monitoring, etc. SIP should customize RASED in such a way that any number of interfacing agencies identified during the project implementation and thereafter could be easily integrated with RASED. RASED should also be designed in such a way that integrations with interfacing agencies can be carried out in conformity with government interoperability standards in use at the time of implementation. The SIP needs to follow the Lanka Interoperability Standards defined by the ICTA. If a new standard introduces SIP needs to get approval from EDSL.(Refer Annex 3)

Bellow table summarized the data sharing requirements with EDSL stakeholders and SIP needs to be further elaborate at the Detail Requirement gathering.

	<b>Interfacing IT Systems</b>	<b>From RASED</b>	<b>To RASED</b>
1	Ministry of Finance (Integrated Treasury Management Information System)	1. Annual revenue estimate	1. <b>New H.S. Codes related to the Excisable articles</b>
		2. Monthly Revenue estimate (Date and the LKR Value)	2. <b>Banded H.S. Codes related to the Excisable articles</b>

		<b>3. Actual revenue (Cigas)</b>	<b>3. Act, Notification, Circulars</b>
<b>2</b>	Asycuda (Department of Customs)	1. Ethanol importation 2. Schedule 3 of Details of imported foreign liquor 3. Schedule 3 of Non portable import 4. Liquor export details 5. Industrial export –used ethanol certificate	<b>CUSDECS related to the Excisable articles</b>
<b>3</b>	Department of Inland Revenue	1. Licensee details 2. Point of Sales	<b>1. Tax payee clearance details</b> <b>2. Income Details of Excise Licensees</b>
<b>4</b>	Fool Proof System	1. Number of Pasted and activated stickers 2. Product Details	<b>2. Company Name</b> <b>3. Brand</b> <b>4. Product Name</b> <b>5. Strength</b> <b>6. Volume</b> <b>7. Date of Produced</b> <b>8. USDN number of the Sticker</b>
<b>5</b>	Registrar of Companies	New Licensee details	<b>1. NIC</b> <b>2. Details of Director board</b> <b>3. BR</b> <b>4. Company Registration</b>
<b>6</b>	Importers and Exporters	Import and export item details 1. Item 2. H. S. Code 3. Performa invoice 4. Quantity 5. Value (FOB)	
<b>7</b>	Government Analyst's Department	New Licensee details	<b>Analytical Report</b>
<b>8</b>	Board of Investment	New Licensee details	<b>1. List of Approved Organization</b> <b>2. Status of TAX remittance</b>
<b>9</b>	Police Department	1. No of crimes 2. Offences details	<b>Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other</b>

			<b>offense involve in moral turpitude last five years</b>
<b>10</b>	Divisional Secretariats	1. Letter of issue order for a licence	<b>1. Confirmations of licence issued.</b>
		2. Inquiry details	<b>2. no objection letter</b>
<b>11</b>	Provincial Councils	New Licensee details	<b>Plan of the building, approved by the local authority</b>
<b>12</b>	Central Environmental Authority (CEA)	New Licensee details	<b>Certificate issued by the ECA</b>
<b>13</b>	Tourist Board	New Licensee details	<b>Tourist board approved document</b>
<b>14</b>	NMRA (National Medicines Regulatory Authority)	New Licensee details	<b>Approved Organization List</b>
<b>15</b>	NIC (Department of Registration of Persons)	New Licensee details	<b>National Identity card details</b>
<b>16</b>	ITI (Industrial Technology Institute)	New Licensee details	<b>Analyst Report of excisable articles</b>
<b>17</b>	SLSI (Sri Lanka Standard Institute)		<b>Available standards related to the excisable articles</b>
<b>18</b>	NDDCB: National Dangerous Drugs Control Board		<b>Drugs database</b>
<b>19</b>	NAATA: National Authority on Tobacco and Alcohol	New Licensee details	<b>1. Research Data</b>
			<b>2. Latest trends</b>
			<b>3. New regulations</b>
<b>20</b>	Land Registry	New Licensee details	<b>1. Deed</b>
			<b>2. Registered and valid Lease agreement</b>
<b>21</b>	Department of Motor Traffic	Licensee details	<b>1. Vehicle Number</b>
			<b>2. Revenue Licence</b>
			<b>3. Driving Licence</b>
<b>22</b>	Survey Department	New Licensee details	<b>1. Survey plan, indicating the radius distance to nearest religious/ worshipped places and schools.</b>
			<b>2. Geo special Data</b>
<b>23</b>	Attorney General's Department	Licensee details	<b>1. Legal assistance</b>

<b>24</b>	<b>Department of Immigration and Emigration</b>	<b>New Licensee details</b>	<b>Citizen Zip details</b>
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RAISED SOR

## 7.4 Authentication methods to be supported by the system

Government financial functions and services require the implementation of stringent security measures for ensuring confidentiality, integrity, accuracy and authenticity of the transactions. The authentication methods implemented for RASED will play a significant role in addressing these requirements. The table below presents a summary of the key authentication methods proposed to be implemented for RASED. The system implemented by SIP shall support all the authentication methods discussed below and the system should be ready for authentication of the users by any of the following authentication methods. The proposed Identity Management System shall support these features.

Table 2: Authentication methods for RASED

Authentication method	Brief Description
User ID and Password	RASED shall support the user id & password authentication method, which is the easiest way of registering with the portal and it will not require any other hardware/software token/Certificates for completing the registration/authentication. However, the type of transactions that can be performed using this authentication method could be low and largely will be used for information services only.
OTP	RASED shall support registration and authentication of users using the OTP (two-factor authentication), which will provide similar services as planned for system users registering with the digital signature certificates. The OTP that generate dynamic PINs, will be used for the authentication of users. SIP is required to supply and implement the solution for the authentication of users.
Digital Signature Certificates	RASED shall support user registration and authentication using digital signature certificates and system users would require class III digital signature certificates issued by certifying authorities recognized by the Government of Sri Lanka. Once DSC is obtained, users can register at the RASED portal and such users with DSC registration will be allowed to perform all or most of the electronic services provided through the RASED Portal.
<b>CAPTCHA (Completely Automated Public Turning test to tell Computers and Humans Apart)</b>	<b>The SIP is required to propose a solution for the application to leverage to prevent unauthorized account creation by bots and spam services. The solution provided should be capable of integration with the application's Identity Management System. The SIP required to clearly mention the integration methods and capabilities of the provided solution.</b>

The electronic transactions performed by the system users using any of the delivery channels and authentication methods discussed above are legally recognized by the Government of Sri Lanka as per the Electronic Transactions Act, No. 19 of 2006 and Data Protection Act. The Following provides a few excerpts from the act, which support electronic transactions.

An act to recognize and facilitate the formation of contracts, the creation and exchange of data messages, electronic documents, electronic records and other communications in electronic form in Sri Lanka to facilitate electronic filling of documents with Government and to promote efficient delivery of Government services utilizing reliable forms of electronic communications; and To promote public confidence in the authenticity, integrity and reliability of data messages, electronic documents, electronic records or other communications.

The SIP needs to study, align and develop the product that needs to cater for the Electronic Transaction Act, No 19 of 2006.

## **7.5 User Profiles and Account Management**

- Implement Identity Management System (IMS) that properly separates users by their identified roles and responsibilities, thereby establishing the least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.
- Administration of users, identities and authorizations, properly managing the root account, as well as any Identity and Access Management users, groups and roles they associated with the user account.
- Implement multi-factor authentication (MFA) for the root account, with the facility to enable MFA for other accounts as well.

## **Security Administration and monitoring of Security Incidents**

- Appropriately configure the security groups following the RASED IT policies.
- Regularly review the security group configuration and instance assignment to maintain a secure baseline.
- Secure the infrastructure and provide appropriate segregation of concerns and follow modern cloud security standards and best practices in align with zero trust security industry standards as noted by ISMS.
- Ensure that the cloud infrastructure and all systems hosted on it, respectively, are properly monitored for unauthorized activity.
- Properly implementing anti-malware and host-based intrusion detection systems on their instances, as well as any required network-based intrusion detection systems following the Government Department policies.
- Conducting regular vulnerability scanning and security checks with the required tooling from network, infrastructure, containers, databases, and applications of the systems, as mandated by their Government Department policies.



- Auditing and log analysis to identify any unauthorized access and suspicious behaviour to the cloud infrastructure.
- Collection and analysis of Audit logs for the application to identify any unauthorized access and suspicious behaviour in the application.

## 7.6 e- payment

**Payment Portal :**With the RASSED System there should be an online payment facility related to the all excisable article's payments mainly tax and license fees, other fee and fines. SIP needs to be studied in detail at the detail gathering stage and requires proper payment solution with required re –engineering processes.

Payment reconciliation : Payment reconciliation is required for accounting and auditing purposes related to the licensees' payment codes which have been provided to the licensees by EDSL.

All introduced existing payments code are available in the Annex 7

## **9. Non Functional Requirements**

### **9.1 Security Review**

The software customized for RASED shall be audited by the third party agency (SLCERT) hired by EDSL for security & controls perspective. Such security audit shall also include the IT infrastructure deployed for RASED. Followings are the broad activities to be performed by the agency as part of the security review. The security review shall subject the RASED solution for the following activities:

- Assessment of authentication mechanism provided in the application /components/ modules
- Assessment of data encryption mechanisms implemented for the solution
- Assessment of data access privileges, retention periods and archival mechanisms
- Server and Application security features incorporated etc.
- Backup and Replication procedure.
- Align to the Data Protection act in Sri Lanka

### **9.2 Audit Trail**

Ensuring data integrity and accountability for all modifications made within the system, it is essential to capture a chronological record of who did what, when, and how within the RASED software. Therefore

SIP should implement a comprehensive audit trail for all user interactions and system functions.

- An audit module should be implemented to access the audit trail and generate comprehensive reports.
- Database security: a comprehensive database logging system should be implemented with a concrete chain of custody to ensure the integrity of the database.
- A comprehensive test suite must be executed to validate the access rights matrix..
- Internal and external vulnerability assessment and code review of the system must be conducted with validation of a third party before the system goes live.

### **9.3 Performance**

Performance is another key requirement for RASED and EDSL shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, workflow processing time, concurrent sessions supported by the system, disaster recovery drill etc. The performance review also includes verification of

scalability provisioned in the RASED solution for catering to the EDSL requirements in phases. A comprehensive load testing need to be conducted by the SIP provide the test result to the EDSL.

Before system go-live, to ensure that system is delivering the expected performance in line with the defined Service Levels Agreement .(Annex 1 & 2 ), an external third party nominated by EDSL shall be conducted for third party acceptance testing & UAT

## 9.4 Availability

The RASED solution should be designed to remove all single-point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. Proposed Cloud Solution need to align for the high availability.

There are two types of solution environments:

- **Production Environment:** This is a type of primary and Secondary Data Center in cloud environment where the software and applications are put into operation for their intended use by end users.
- **Non-Production Environment:** There are two main instances there are development/Testing Instance and training instance.

## 10. Technical Requirements

The technical design of RASSED solution including the solution architecture, solution design, customization approach, source code for software customizations etc. shall be reviewed by an independent competent agency or the Excise department of Sri Lanka. EDSL to ensure compliance with the technical standards defined for the project. Any non-compliance/gap identified in the design shall be reported to SIP, which shall be corrected and signed-off before undertaking the next phase of activity in the project implementation.

### 10.1 Cloud Infrastructure Design

The SIP needs to design and submit the technical infrastructure proposal that needs to purchase from EDSL. The SIP needs to consider the total infrastructure design for the next four years. The proposed solution needs to consider the high availability and single point of failures. EDSL suggest to use the Cloud technology and getting the maximum benefits of this technology.

#### **Systems Administration and Management Functions Required to be met by the Cloud Solution**

The Cloud Solution MUST provide for the following management, administration, and security features at the overall System level in an integrated fashion.

##### **Operations and Maintenance**

- Cloud infrastructures, design and implement automated scaling processes, day-to-day and emergency procedures, deploy and monitor underlying cloud services, performance reporting and metrics, and ensure the overall reliability and responsive operation of the underlying cloud services through both **proactive planning** and rapid situational response.
- Prepare a comprehensive O&M plan for managing the cloud services and keep it updated with any changes during the course of the project.
- Create and maintain all the necessary technical documentation, design, documents, standard operating procedures, and configurations required for continued operations and maintenance of cloud services.

##### **Resource Management**

- The SIP will manage the scale-up or scale-down of compute, memory, storage, and bandwidth to support the scalability and performance requirements of the solution and meet the SLAs. (Annex 1 & 2 )
- The Bidder needs to carry out the capacity planning in advance to identify & and provision, where necessary, the additional capacity to meet the user growth and/or the peak load requirements to support the scalability and performance requirements of the solution.

- The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits have to be changed) has to be carried out with prior approval by the RASED. The SIP shall provide the necessary details including the sizing calculations, assumptions, current workloads & and utilizations, expected growth/demand and any other details justifying the request to scale up or scale down.

The SIP is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations

## 10.2 Sizing Requirement

The table below outlines the system requirements, specifying that the solution should be designed to accommodate a maximum of 9400 concurrent users. Based on these requirements, SIP is required to prepare a pricing structure for the cloud solution. SIP must provide all demand-based price calculations when invoicing the RASED.

Following table mentioned the different category of users and their count.

The table below lists the various categories of users along with their respective counts and No of concurrent Users.

No	User Category	No of Users	Per Institute Recommended Users	Head Counts
1	Uniform and EDSL Staff	1700	1	1,700
2	All License Users / Manufacture, Wholesale, Retail, /Beedi	8000	2	16,000
3	Divisional Secretary	400	2	800
4	Other Interfacing Agency	28	10	280
<b>Total</b>				<b>18,780</b>

### Concurrent user requirement

User Counts	RASED Concurrent Users
50% Concurrent Users	9400
25% Concurrent Users	4700

10% Concurrent Users	940
5% Concurrent Users	470
1% Concurrent Users	94

All the admin users must log in to the system securely using Secure Infrastructure. The SIP needs to size the total infrastructure maximum 50% concurrent Users.

### 10.3 Remote User Requirement

The SIP should take into account the requirement for at least 5 VPN connections to the cloud solution, with the ability to increase the number of VPN accounts Both the application development team and third-party assurance team, as well as the RASSED, shall be able to connect remotely. Monitoring of all these resources should be implemented within the Identity Management System.

Connection type	Count
Number of Remote Users	05

All the Selected users must be able to login to the system securely without any device restrictions.

### 10.4 Compute Sizing

The SIP is responsible for capacity planning and sizing of the cloud resources and should indicate the cloud resource requirement including the capacities in advance. Cloud resources could be scaled or added when new functionalities are added to the system with prior approval of EDSL. The applications should be hosted in a high availability configuration with disaster recovery and the SIP should take into consideration of this requirement when planning the cloud infrastructure. The estimated number of total concurrent users of the system is 9000.

### 10.5 Back up Schedule

The SIP needs to mention the solution for Backup Mechanisms. It needs to be clearly defined in the Solution Architecture proposal. The bid document contains the backup schedule. All the data need to be archived for 10 Years for legal requirements of the government.

Server	Backup Method	Application	Backup Frequency	Backup Retention Period
Main DB	Database		Weekly full	One month
			Daily incremental	One week

			Monthly full	Two years
			Yearly full	Three years
Web and Application Binary Files	Configuration files		Weekly	Two months
Files	Procurement related Files		Weekly full	One month
			Daily incremental	One week
			Monthly full	One year
			Yearly full	One year
Application	Configuration files		Weekly	Two months
Application	System state		Daily	One week
Training – DB and Files	System state/DB Full		Weekly	Two months
Training - App	System state		Weekly	Two months

## 10.6 Bulk Email Requirements

The SIP must outline their approach to implementing Bulk Email Facility in their Solution Architecture proposal. This plan should include clear measures to ensure that emails sent from excise.gov.lk are securely delivered and not flagged as SPAM. The proposed solution should also detail strategies for preventing SPAM and safeguarding RASSED application emails from being blocked by other mail servers. Additionally, please refer to the provided table for an overview of daily mail usage once the system is fully deployed and consult the pricing annexure for a breakdown of costs for each year.

The SIP should include a rate table indicating the pricing for increased email message sending in future requirements. This information should be provided in the Price Schedule. Payment will be based on the actual usage of email sends per month

## 10.7 Disaster Recovery

- In addition to the production environment, the SIP is responsible for the Disaster Recovery Environment and the associated services to ensure continuity of operations in the event of failure production environment and meet the RPO and RTO requirements. However, during the change from DC to DR or vice-versa (regular planned changes) there should not be any data loss and charge for any additional cost.
- Sizing and providing the DC-DR replication link to meet the RTO and the RPO requirements.
- Conduct a DR drill for two days at intervals of every six months of operation wherein the Primary DC has to be deactivated, and complete operations shall be carried out

from the DR Site. However, during the change from DC to DR or vice-versa (regular planned changes), there should not be any data loss and should meet the RTO and RPO requirements. The RASSED shall clearly define the procedure for announcing DR based on the proposed DR solution. The RASSED shall also clearly specify the situations in which disaster shall be announced along with the implications of disaster and the time frame required for migrating to DR.

- Setup and configuration of VMs, Storage, Network, Database, etc. at the DR site meeting RPO and RTO requirements of the User Department
- Replication tool and mechanism between DC and DR site
- Network connectivity from the User Department to the DR site
- DR drills should be conducted once every six months
- Define the procedure for announcing DR based on the proposed DR solution.
- Specify the situations in which a disaster shall be announced along with the implications of the disaster and the time frame required for migrating to DR.

#### **10.8 Support Third Party Audit and other requirements**

- Support the third-party auditor/program management team / internal IT team concerning third-party audits and other requirements such as forensic investigations, SLA validation.

#### **10.9 Monitoring Tools**

- To perform regular health checks of VMs, Storage, N/w links, etc.
- Review the service level reports, monitor the service levels and identify any deviations from the agreed service levels
- Implement necessary tools to monitor the root cause for performance degradation of any a
- Monitor performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems, operating Systems, and applications, including API access.
- Monitor Internet links, and Replication links, including but not limited to Bandwidth utilization.
- Data transfer, (Response time \latency) and Packet loss.
- Monitor daily applications. The Department should be able to analyse whether the issue is an application issue or a Hosting/hardware/Bandwidth issue.
- Investigate outages; perform appropriate corrective action to restore the hardware, software, operating system, and related tools
- Investigate outages; perform appropriate corrective action to restore the hardware, software.

#### **10.10 Security**

1. Configuring their IT environments in a secure and controlled manner for their security purposes.
2. Services are certified to be compliant with the standards: **ISO 27001** - Data Center and cloud services

**Performance Reports:** The provider will provide regular performance reports to the Client, including uptime statistics, incident summaries, and any other relevant performance metrics.



**Data Privacy:** The provider will comply with all applicable data protection laws and regulations in handling client data. The SIP needs to Sign the NDA with the Excise Department.

**Security Measures:** The provider will implement industry-standard security measures to protect client data and ensure the confidentiality, integrity, and availability of the service.

**Monitoring Performance and Service Levels (Availability, Incident Management, Performance)**

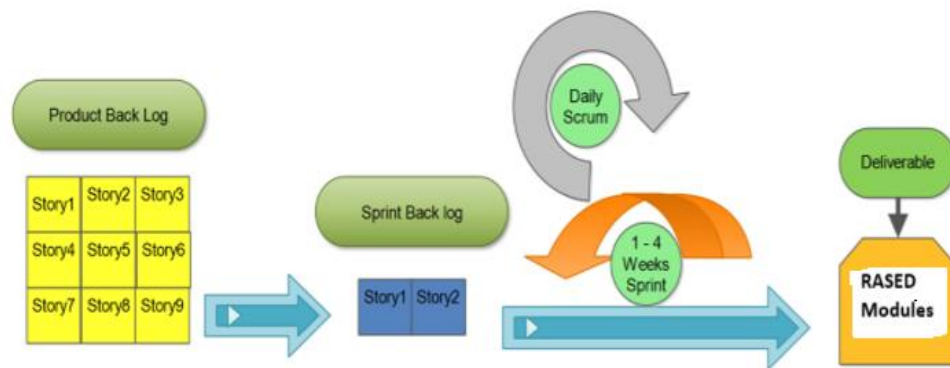
- Provide and implement tools and processes for monitoring the availability of assigned applications, and responding to system outages with troubleshooting activities designed to identify and mitigate operational issues.
- Reviewing the service level reports, monitoring the service levels and identifying any deviations from the agreed service levels.
- Independent monitoring of service levels, including availability, uptime, performance, and application-specific parameters, e.g. for triggering elasticity, request rates, and number of users connected to a service.
- Resolving disputes around SLA infringements
- Monitoring of performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems, operating Systems, and applications, including API access RASSED Application.

## 11. Environmental Requirements

### 11.1 Software Development Implementation Requirements

#### Approach and Time Line

- (a) The EDSL shall emphasize ensuring the sustainability of the testing and confirming the functional accuracy of the system through phase out manner using Agile Approach.
- (b) The SIP shall develop the RASED through Agile approach and provide proper training to practice each output by intended users.



- (c) The SIP (Software Implementation Partner) shall use tools for agile approach equivalent to JIRA for tracking issues.
- (d) As indicated below, the SIP shall implement following steps of the project plan every month in agreement with EDSL. The SIP shall prepare the following documents in implementation stage of the project and SIP shall consult and adhere to the following documents procedures

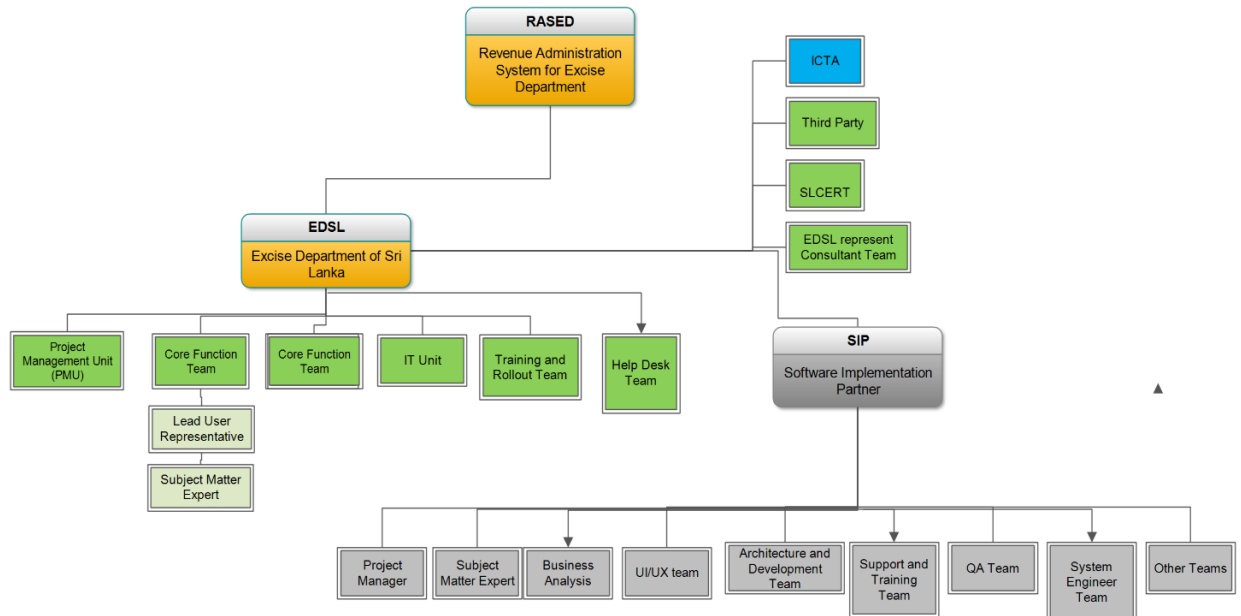
The SIP needs to agree to Standard Operating Procedures (SOPs), in accordance with the **ISO 27001** & ITIL standards, developed by EDSL. These SOPs shall cover all the aspects including Infrastructure installation, monitoring, management, data backup & restoration, security policy, business continuity & disaster recovery, operational procedures etc.

- (e) The SIP shall adhere to and support all the activities in the Standard Operation Procedure. SIP shall be fully responsible for delivering the Releases Management Process in Standard Operation Procedure document.

## 11.2 Constrains and Assumptions

### Roles and responsibilities of Project Representatives

(a) The EDSL shall have the right to recruit EDSL party consultancy organizations, at any time, for the purpose of fulfilling specific requirements related to RASED System. SIP shall agree to follow recommendations of such EDSL party organizations when EDSL instructs SIP to adhere to such recommendations.



### 11.3 Responsibilities of RASED PMU

Project Management Unit (PMU) is established at Excise Department for implementing the project. The PMU is headed by a dedicated project director and assisted by a deputy project director and project manager. The PMU is responsible for:

- Ensuring commitment to the project is present at every level in the organization.
- Nominate and empower the Project In-charge/Project Director for EDSL
- Issuing of circulars, instructions, etc. to effect changes to existing roles and responsibilities of employees, adoption of reengineered processes in participating divisions / constituent organizations and such other matters as may be necessary from time to time
- Ensuring the change in legislation wherever required, if feasible
  - Ensuring that all the divisions and constituent organizations take active part in the RASED project
  - Provide strategic and tactical guidance in the implementation and post – implementation phases
  - Redefining/ refining the objectives, goals of the project
  - Ensuring that all other government agencies such as take active participation in establishment of interfaces with RASED.
  - Ensuring the financial commitment of the project by providing adequate funding and guidance in future.

- Implementing and coordinating the project.
- Selecting, engaging, and managing consultants.
- Carrying out procurement activities.
- Providing necessary data to the auditor and submitting the audited financial statement.
- Monitoring and evaluating the project.
- Preparing and submitting all reports, including quarterly reports, annual reports, and project completion report to the project steering committee (PSC).

## 11.4 Project Management Team of SIP

### • Key Personnel and Details

The SIP must demonstrate that it has the personnel for the key positions that meet the following requirements:

Bidder must propose a core project management and execution team composed of experienced international and/or local experts/consultants, who will assume overall responsibility for the implementation of this project. The project manager and all other team members should have substantial experience in their specific technical and assigned areas. It is preferred if the key staff proposed for the project are full time employees of the SIP. SIP must provide a detailed staffing plan including resumes for the following key personnel.

No	Position	No of People	Full Time/Part Time	Minimum Work Experience / Years	Specific Experience/ Years
1.	Project Manager	1	Full Time	10	5
2.	Business Analyst	1	Part Time	15	10
3.	BPR Expert	1	Part Time	15	10
4.	Domain Expert	1	Part Time	15	10
5.	Legal Expert (IT + Tax)	1	Part Time	10	5
6.	Software Architect	1	Part Time	10	5
7.	Cloud Architect	1	Part Time	10	5
8.	Senior Software Engineers	2	Part Time	5	4
9.	Cloud Engineers	2	Part Time	3	2
10.	QA Lead	1	Part Time	3	2
11.	QA Engineers	3	Part Time	3	2
12.	Training Expert	1	Full Time	1	2

<b>13.</b>	IT Infrastructure and Implementation Engineer	1	Part Time	2	2
<b>14.</b>	Support / Help Desk Engineer	1	Part Time	1	2

Note:

- I. Marks will be assigned: General Educational/Professional qualifications: 10%: Specific Experience: 30%: Experience 20%, Experience with the Company 40%
- II. The availability of proposed Personnel for the Project will be verified by the Due diligence process during evaluation stage. If the proposed Personnel not available at the implementation stage, then the person should be replaced by a better qualified person with the prior approval of the Employer.

The SIP shall inform the EDSL, any change to the approved list (change of position, replacement etc.) and obtain approval of the EDSL. The SIP shall demonstrate that it has the personnel for the key positions that meet the following requirements:

The SIP shall propose a Core Project Management and Execution Team composed of experienced expert/Consultants, who shall assume overall responsibility for the implementation of this project. The Project Manager and all other team members shall have substantial experience in their specific technical and assigned areas. The key staff proposed for the project shall be full time employees of the SIP and need to work in the Excise Department premises.

The SIP shall provide a detailed staffing plan including resumes for the following key personnel in this addendum.

<b>No</b>	<b>Position</b>	<b>Qualifications</b>
<b>1</b>	Project Manager	Bachelor's degree in Computer or Information Science-related field required; Master's degree preferred.
<b>2</b>	Business Analyst	Minimum of a Bachelor's Degree in a related field.
<b>3</b>	Domain Expert	Bachelor's degree related field required;
<b>4</b>	Legal Expert (IT + Tax)	Bachelor's degree related field required;
<b>5</b>	Software Architect (Each Sprint, the SA need to certified the standard of the product.) Need to conduct the Code Review.	Bachelor's degree in Computer or Information Science-related field required; Or Have a Master degree in Computer Science or equivalent.
<b>6</b>	Senior Software Engineers	Bachelor's degree in computer science or related field. Programming experience. Broad experience designing, programming, and implementing large information systems. Ability to provide in-depth evaluation and analysis of unique complex technological issues. Need to have the experience in developing state of the art web and desktop applications.
<b>7</b>	Software Engineers	Bachelor's degree in Computer science, Information Technology, software engineering or related field. Need to

		have the experience in developing state of the art web and desktop applications.
8	QA Lead	Bachelor's and University Degree in Computer Science, Engineering, Education, Information Systems, Technical, Information Technology, Science, Computer Engineering, Business, Management. Need the Management skills and QA Experience as a QA Lead.
9	QA Engineers	Bachelor's and University Degree in Computer Science, Engineering, Education, Information Systems, Technical, Information Technology, Science, Computer Engineering, Business, Management.
10	Training Expert	Bachelor's degree in Information Systems, Training and Development, or a related field required.
11	IT Infrastructure and Implementation Engineer	Bachelor's and Master's Degree in Computer Science, Technical, Engineering, Education, Computer Engineering, Electrical Engineering, Science, Mathematics, Business, Information Technology.
12	Support / Help Desk Engineer	Bachelor's and Master's Degree in Computer Science, Technical, Engineering, Education, Computer Engineering, Electrical Engineering, Science, Mathematics, Business, Information Technology.

The SIP shall submit the above table details with the resource's name, qualifications and experiences. If the SIP failed to conduct to put the resources make as low performance of the contract.

If any resource is changed in the future, the SIP shall inform to the EDSL two months prior to such change. The EDSL shall check and interview that new resource is having equal or higher qualifications and experiences to the qualifications and experiences given in the contract and all previous activities and knowledge transfer properly to the new resources. New resources need to get prior approval from the Excise Department.

#### • Roles and Responsibilities

Role	Responsibilities
<b>Project Manager</b>	<ul style="list-style-type: none"> <li>Project Manager is responsible for setting up the team, sprint meeting and removes obstacles to progress.</li> <li>Single Point-of-Contact (SPOC) for the Project Team &amp; Client technical team.</li> <li>Review all deliverables and plans.</li> <li>Develops and maintains the Project Plan.</li> </ul>

	<ul style="list-style-type: none"> <li>• Responsible for the overall quality of the project</li> <li>• Responsible for the achievement of development, performance, schedule, and cost objective</li> <li>• Manage and reviews project risks and where appropriate activates mitigation or contingency measures.</li> <li>• Creates a committed, communicative management environment with an emphasis on technical excellence and quality considerations.</li> <li>• Oversees the project plans and sub-plans to monitor and control project progression.</li> <li>• Conduct Weekly Progress meetings with clients.</li> </ul>
<b>Business Analyst/ Domain Expert/ Legal Expert</b>	<ul style="list-style-type: none"> <li>• Scheduling requirement analysis sessions with customer</li> <li>• Investigates and analyzes business problems, perform requirement analysis and Product backlog grooming.</li> <li>• Agree Non-Functional requirements and benchmarks with customer.</li> <li>• Updating the requirement in JIRA</li> <li>• Obtaining customer Sign off for System requirement specification (SRS)</li> <li>• Ensuring user stories meet RTM.</li> <li>• Complete Wireframes and obtain client signoff</li> <li>• User story/Requirements walk-through to on site project team and offshore BA and team.</li> <li>• Liaise closely with the project team during project implementation to ensure clear understanding of project requirements and to facilitate any requirement related clarifications.</li> <li>• Track any changes in change management log.</li> <li>• Lead sprint review meeting and walkthrough to client.</li> <li>• Participate in project UATs with QA team.</li> <li>• User manual creation.</li> <li>• Prepares user training material and conducts user trainings.</li> <li>• Provide inputs for release planning.</li> </ul>
<b>Software Architecture</b>	<ul style="list-style-type: none"> <li>• Design authority for this project.</li> <li>• Develop a solution design document.</li> <li>• Review all deliverables and plans.</li> <li>• Conduct user requirement study</li> <li>• Responsible for overall solution implementation design</li> </ul>
<b>Senior Software Engineers / Software Engineers</b>	<ul style="list-style-type: none"> <li>• Participates in design of technical solution, in accordance with technical standards.</li> <li>• Develops and unit tests software.</li> <li>• Perform peer reviews.</li> <li>• Developer integration testing</li> <li>• Prepare API documentation</li> <li>• Prepare developer release note.</li> <li>• Roll back scripts (If applicable)</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide Root Cause Analysis for the bugs.</li> </ul>
<b>QA Lead</b>	<ul style="list-style-type: none"> <li>• Responsible for ensuring the quality standards are being followed.</li> <li>• Participates and lead in the project execution level activities.</li> <li>• Acts as the first escalation point for all testing related issues.</li> <li>• Estimating work for QA tasks</li> <li>• Assigns tasks to test team members.</li> <li>• Develops test plan, compatibility matrix.</li> <li>• Manages deliverables of the test engineers.</li> <li>• Tracks and reports on testing activities.</li> <li>• Creation/Review test automation strategy.</li> <li>• Provide inputs for performance test strategy.</li> <li>• Sharing status update on QA automation tasks.</li> <li>• Review RTM on invalid defects and UAT defects.</li> <li>• Review UAT Test cases, Release note.</li> <li>• Conducting UAT and Sprint review meetings with BA.</li> <li>• Provide inputs for project release planning.</li> <li>• Closing user stories in JIRA.</li> <li>• Prepare test summary report.</li> </ul>
<b>QA Engineers</b>	<ul style="list-style-type: none"> <li>• Help QA leadership with required reports / Data.</li> <li>• Assign Test tasks / Peer reviews to the team.</li> <li>• Prepares and updates test cases document to cover various test types and test scenarios.</li> <li>• Executes test cases and Peer reviews.</li> <li>• Publishes test execution results.</li> <li>• Logs QA defects and UAT defects in bug triage tracking sheet</li> <li>• Provide Root Cause Analysis for the bugs.</li> <li>• Prepare and share test data with development team.</li> <li>• • API level testing</li> </ul>
<b>IT Infrastructure and Implementation Engineer</b>	<ul style="list-style-type: none"> <li>• Assistance in development of policies and procedures relevant to the support and maintenance of the network (LAN, WAN, VPN), network equipment, servers, and cloud resources etc.</li> <li>• To monitor the network operation and report issues related to network management such as communication failure, traffic mismanagement, peak time load etc.</li> <li>• Understand and identify the exact cause of network/communication failure using the tools deployed</li> <li>• Coordinate with different stakeholders to resolve issue related to RASSED Infrastructure.</li> <li>• Responsible to analyze the different logs of the firewalls, other security devices etc. deployed to protect the network and recommend necessary improvement measures</li> <li>• Review and approve the additional network infrastructure requirement.</li> </ul>



	<ul style="list-style-type: none"> <li>• Monitor the service provider/3<sup>rd</sup> party vendor performance by monitoring the network uptime, security, performance issues and other related services viz-a-viz agreed SLAs</li> <li>• Recommend necessary actions to minimize non-compliance related to network uptime, security, RASSED system performance etc.</li> <li>• Need to have a good knowledge in Web server configuration, email system configuration, and database administration knowledge.</li> </ul>
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## 11.5 Acceptance Criteria

The primary goal of Acceptance Testing & Certification is to ensure that the RASSED (*including all the systems, deliverables and services*) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Technical Requirements
- Infrastructure Requirements
- Availability of Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System
- Documentation (Design, development, configuration, training & administration manuals etc.)
- Data Quality
- Any other as applicable...

As part of acceptance testing, EDSL shall review all aspects of development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service-oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

EDSL shall involve an independent third party to monitor the testing process and certify compliance with all the requirements. The SIP shall design test cases and conduct the testing with the concurrence of both EDSL and the third-party observers. Payment shall be provided to SIP only upon successful completion of tests to the satisfaction of both EDSL and the third-party observers.

## 11.6 Testing

The SIP can introduce the Automating frequently executed test cases that do not change much with each iteration helps reduce testing time further and increase the quality of software testing.

The SIP needs to focus on following testing strategies.

1. Black box
2. White box
3. Functional
4. Non- functional
5. UI-UX behaviour
6. Validation
7. Security
8. Requirements Traceability Matrix (RTM)
9. Boundary value analysis
10. Decision table
11. State transition
12. Equates partition

Following are the tools that need to be used by the SIP and RASED. The SIP needs to train and help the RASED staff to use the tools. The SIP can suggest any tool that takes as the best practices.

No	Purpose	Tool
1	Configuration management	Example JIRA (The bidder can also suggest)
2	Defect management	Example JIRA (The bidder can also suggest)
3	Project Management	Example JIRA (The bidder can also suggest)
4	Risk, Issues, assumptions, dependencies management	Example JIRA (The bidder can also suggest)
5	API Testing	Example Postman (The bidder can also suggest)
6	Performance/Load Testing	Example Jmeter (The bidder can also suggest)
7	Test Automation	Example Selenium (The bidder can also suggest)
8	Security testing	Relevant tools to cover the full array of security requirement

## 11.7 QA Design & Execution

- The SIP will analyse the User stories and define the Activity Diagram or Mind map to illustrate the test scenarios to give more visibility.
- The SIP leads will do the reviews on both business scenarios and derived test cases to make sure the coverage via lead /architect reviews.
- The SIP will also create and maintain the RTM/Product back log to make sure the coverage of the requirements and to see the impacted areas for any future changes so that the SIP would know what to test best on any given time.

### Test Metrics

Defect Severity: A classification of software defect (bug) to indicate the degree of negative Impact on the quality of software.

Severity	Description
<b>Critical/Blocker (S1)</b>	There is no workaround for the issue. Total failure of the product or unrecoverable data loss. Security showstoppers are available. Impossible for testing to proceed.
<b>Major (S2)</b>	Affects major functionality or major data. Workaround available but it is not obvious and is difficult.
<b>Minor(S3)</b>	Minor functionality or non- critical data is impacted. Easy and obvious workaround available.
<b>Trivial(S5)</b>	Does not affect functionality or data. Does not need a workaround. Defect causes minimal or unnoticeable problems. Mostly cosmetic errors.

## 11.8 Criteria to handover QA release to RASED

The SIP needs to submit the evidence for following details.

1. May contain defects that are not closed under the following criteria
  - i. Up to 0 issues of S1- Critical open defects
  - ii. Up to 2 issues to S2- Major open defects
  - iii. Up to 15 issues of S3 & S4- Minor & Trivial defects
2. Test case execution coverage > 95%
3. Test Case pass rate > 85%
4. DSI (Defect Severity Index) < 2
5. Regression Test completion for final Release

6. QA Release Note is available with defects information and release content.
7. Test Results of the executed tests are available

## 11.9 Risk and Mitigation

### Warranty Operations & Maintenance of Application & System Software

The following outlines the overview of warranty, operations and maintenance services to be provided by SIP for RASSED application and related system software implemented by SIP. The warranty, operations and maintenance for application and system software includes, but not limited to, ensuring defect free operation of the systems, systems monitoring, troubleshooting & addressing the functionality, availability & performance issues, implementing the system configuration of the product, change requests etc. The SIP shall keep the application software in good working order; perform changes and upgrades to applications as requested by the EDSL. The following is the broad scope for maintenance and support functions with regard to the software.

Scope of support services for application and system software

Requirement	Scope
Compliance to SLA	The SIP shall ensure compliance to uptime and performance requirements of RASSED solution as indicated in the performance requirements (refer to <u>Annex 1</u> ) and any upgrades/major changes to the software shall be planned accordingly by SIP for ensuring the SLA requirements.
Application Software Maintenance	<p>The SIP shall address all the errors/bugs/gaps in the functionality offered by RASSED solution (<i>vis-à-vis the User Stories</i>) at no additional cost during the operations &amp; maintenance period.</p> <p>For performing of any functional changes to system, which deviates from the signed-off Functional Requirements/System Requirements, a separate Change Control Note (CCN) shall be prepared by SIP and effort &amp; cost estimates shall be mutually agreed between SIP and EDSL at the man-month cost quoted by SIP for software development/changes in its commercial quote. This cost per man-month shall be unchanged during the contract period. Man month rate will be evaluated as industry standards.</p> <p>Any changes/upgrades to the software performed during the operations &amp; maintenance phase shall be subjected to the comprehensive &amp; integrated testing by SIP to ensure that the changes implemented in the system meets the desired and specified requirements of the EDSL and doesn't impact any other function of the system.</p>
Database Management	Performance management of the database systems and servers set up for RASSED including continuous monitoring of the performance of the system, ensuring system performance in line with the defined SLA etc. SIP needs to maintain the Database, Web servers and other relevant software's.
Problem identification and Resolution	Identification and resolution of application problems (e.g. system malfunctions, performance problems and data corruption etc.)
Software Change & Version Control	<p>All planned changes to application systems shall be coordinated within established Change Control processes and release management process to ensure that:</p> <ol style="list-style-type: none"> <li>a. Appropriate communication on change required has taken place</li> </ol>

Requirement	Scope
	<p>b. Proper approvals have been received</p> <p>c. Schedules have been adjusted to minimize impact on the production environment</p> <p>The SIP shall define the Software Change Management &amp; Version control process and obtain approval for the same from EDSL. For any changes to the software, SIP has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc. SIP is required to obtain approval from EDSL for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations &amp; maintenance support.</p>
Maintain configuration information	Maintain version control and configuration information for application software and any system documentation.
<b>Maintain System documentation</b>	<p><b>Maintain and update documentation of the software system to ensure that:</b></p> <p><b>Source code for NIDS maintain in EDSL defined GIT platform</b></p> <p><b>Functional specifications are documented</b></p> <p><b>Application documentation is updated to reflect on-going maintenance and enhancements including User Stories, in accordance with the defined standards.</b></p> <p><b>User manuals &amp; training manuals are updated to reflect on-going changes/enhancements</b></p> <p><b>Standard practices are adopted and followed in respect of version control and management.</b></p>

### 11.10 Data Migration/ History Data

This section lists some key functions in the system and these requirements need to analysis in detail by the Software implementation partner.

#### Migration of Existing Digital Data

The data from the existing system table need to be migrated by the SIP into the RASED from MS Access, MS SQL , MS Excel, MySQL databases. The number of records from the key tables in the existing system is summarized below

#### Migration of Existing Hard Data

There will be around 6000 physical files with hard documents are being maintained by the Revenue Division of EDSL that consists A4/A3/A3/A1/Legal

#### Cost of data migration

SIP is required to provide the cost for migration of the data from the existing system to the RASED and shall be paid as per the payment schedule indicated in the procurement document. The migration related task will be associated with Payment milestone

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## 12 User Trainings

### 12.1 Training course for System users at EDSL and Project Management Units

RASED will be utilized by EDSL and by the staff of Project Management Units for performing their tasks and activities using RASED. The training of system users at EDSL and Project Management Units will need to be customized based on the specific functionality offered to the users. Hence, the training content needs to be developed and customized based on the specific users and their allocated functions in RASED and this training is aimed at supporting the users in the administration of their functions using RASED.

Category of training users	List of Training Courses
a. Training courses for system users	1. RASED usage and operations course for business Users of EDSL and Project Management Units. 2. IT systems usage and operations course for employees of EDSL & Project Management Units.
b. Training course for IT back office at EDSL	RASED administration and maintenance course for technical staff at EDSL

#### Course objectives

Following presents the performance objectives for the course i.e. 'Knowledge' and 'Skills' to be demonstrated by the participants after attending the training course.

Knowledge	Skills
<b>Functions and services of the system applicable to the EDSL</b> <b>New processes for project monitoring functions and services and administration of these processes in RASED</b> <b>Reports and report generation capabilities in RASED</b> <b>Operations and information security measures for utilization of RASED etc.</b>	<b>Processing of monitoring and reporting using RASED</b> <b>Report generation using RASED</b>

### 12.2 Training methods, tools and languages

Considering various categories and number of users for RASED, SIP may need to adopt various methods and tools for delivering the training. The table below discusses illustrative training methods, which need to be adopted by RASED for conducting training for the system users. The training artifacts referred in the table below highlights specific outputs of SIP with respect to training apart from conducting the training sessions. SIP shall provide the training material in all the three languages mentioned in the table below.

Method of training	Brief Description	Training artefacts	Languages of training material
Class room training	This approach can be adopted for internal users of EDSL and Project Management Units	<ul style="list-style-type: none"> <li>• Pre-course reading material</li> <li>• Course content</li> <li>• Participant hand-outs/handbook</li> <li>• Trainer handbook</li> <li>• Course evaluation tools</li> </ul>	<ul style="list-style-type: none"> <li>• English</li> <li>• Tamil</li> <li>• Sinhala</li> </ul>
Self-learning	This will be useful for both the users at EDSL. SIP needs to introduce several self-learning methods for enablement of easy learning and adoption of the system by the EDSL employees, Project Management Units etc. The Bidder need to price the separate tool for eLearning.	<b>Training material (PPTs)</b> <b>CBTs and videos on system operations and usage</b> <b>Online help in RASED and user guides etc.</b> <b>eLearning tool Contents.</b>	<ul style="list-style-type: none"> <li>• English</li> <li>• Tamil</li> <li>• Sinhala</li> </ul>

### 12.3 Target number of users for training courses

This section captures the illustrative number of target users for each category of training courses identified for RASED.

Category of Users	Training Course	Target No. of users for the course
Training courses at operational user level	RASED Usage and Operations course for system users at EDSL and Project Management units	1700
Audit Users	Audit and Concertation	100
Training course for IT/EDSL department at EDSL	RASED administration and maintenance course for technical staff at EDSL	50
Manufacture Trainings/ POS	System functionality relate to Manufacturer/ POS	6000
Wholesale Users Training	System functionality relate to Wholesale.	
Retail User Training	System functionality relate to <b>retail</b> .	
Divisional Sectarian		800
Other Interfacing Agency		250



<b>Category of Users</b>	<b>Training Course</b>	<b>Target No. of users for the course</b>
<b>Total</b>		<b>8200</b>

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### 13. Check List of Business Requirements

SIP is required to mark their response/compliance against detailed technical requirements below. Failure to mark compliancy will be treated as a non-compliance.

If the SIP has stated 'N' in column 3 it is essential that SIP shall fill information of his offer against the sub-component under column 4. If the SIP has stated 'Y' in column 3, the SIP has the option of providing additional information of his offer, to establish that it conforms to the specifications given. Also it is essential that SIP provides information responses when and where the details requested in column 3 (Use the following exact format when submitting compliance)

#### 13.1 Functional Area : User Management

No.	Requirement	Y/N	Remarks
1	<b>EDSL Organization Structure</b> The system should comply to the Excise Department Organization structure and the System users which are identifies as EDSL users includes in the Excise Head office a all the stations in each province and cities.		
2	The System should support to create , update, deactivate bellow mentioned user categories in the RASED System <ul style="list-style-type: none"> <li>• System Users</li> <li>• External users</li> <li>• Interface Uses</li> <li>• Temporary users</li> <li>• System Audit users</li> </ul>		
3	<b>EDSL Staffs (Systems Users )</b> information need to record to the system and to track with bellow basic details . SIP needs to further study and consider the Excise Forms of E32, E42,E61,E61A <ul style="list-style-type: none"> <li>• Excise Department No</li> <li>• Designation</li> <li>• Name in Full</li> <li>• Designation</li> <li>• Date of First Appointment /Appointment letter</li> <li>• Work place</li> <li>• Date of nest promotion /Appointment letter</li> <li>• Employee email</li> </ul>		

No.	Requirement	Y/N	Remarks
	<ul style="list-style-type: none"> <li>Employee contact Number</li> <li>Employee Fax Number</li> </ul>		
	<b>External Users :</b> Other operational users of the system licensees of Distilleries, Manufactures, Warehouse, POS and etc..		
	<b>Interface Uses :</b> Interactive users from other data sharing Organization		
	<b>Temporary Users:</b> All users need to register in the system for any request need from EDSL on temporary basis . The same user ID and Password can be used for getting the any services from EDSL the requirements get fulfilled. SIP needs to study further for this requirement.		
	<b>System Audit users:</b> This is for the IT Audit requirements and SIP needs to be further evaluated at the Detail requirements gathering stage.		
5	<b>Geographical structure</b> The system should have a facility to create a Geographical structure base on the following structure. <ul style="list-style-type: none"> <li>National</li> <li>Provincial</li> <li>District</li> <li>Divisional secretarial</li> <li>GN divisions</li> <li>City (MC, UC, PS)</li> </ul>		
6	<b>Excise Station's details</b> Each Excise Station's following information need to record and track with bellow basic details <ul style="list-style-type: none"> <li>Excise Station's Name</li> <li>Station Code</li> <li>Location</li> <li>Station Coverage from GIS map</li> <li>Station's OIC and Other employee's details</li> <li>Address</li> <li>Contact Numbers, Email, Fax</li> <li>Location Permanent or Rent</li> <li>Location with Sq ft and building details and land area details</li> </ul>		
7	<ul style="list-style-type: none"> <li><b>Distilleries</b> information</li> <li>Name of the Distillery</li> <li>ID File number</li> <li>ID number /ROC number/Director Board</li> <li>Address</li> </ul>		

No.	Requirement	Y/N	Remarks
	<ul style="list-style-type: none"> <li>Station Coverage from GIS map</li> <li>Licensee Name and details</li> <li>Contact points Name and details</li> <li>Distillery Information</li> <li>Brand Information in the System.</li> </ul>		
8	<ul style="list-style-type: none"> <li><b>Manufactures information</b> following information need to record and track with bellow basic details</li> <li>Name of the Manufacture</li> <li>ID File number</li> <li>ID number /ROC number/Director Board</li> <li>Address</li> <li>Station Coverage from GIS map</li> <li>Licensee Name and details</li> <li>Contact points Name and details</li> <li>Product Information</li> <li>Brand Information in the System.</li> </ul>		
9	<b>Wholesale details</b> following information need to record and track with bellow basic details <ul style="list-style-type: none"> <li>Name of the Wholesaler</li> <li>File number</li> <li>Owners Name</li> <li>ID number /ROC number/Director Board</li> <li>Address</li> <li>Coverage from GIS map</li> <li>Contact points Name and details</li> </ul>		
10	<b>Retailer Details</b> following information need to record and track with bellow basic details <ul style="list-style-type: none"> <li>Name of the Retailer</li> <li>File number</li> <li>ID number /ROC number/Director Board</li> <li>Owners Name</li> <li>Address</li> <li>Coverage from GIS map</li> <li>Contact points Name and details</li> </ul>		
11	<b>Court Details</b> The system should need to enter all the court information in the Sri Lanka. <ol style="list-style-type: none"> <li>Court Name</li> <li>Location / Address</li> <li>Judge's Information</li> <li>Contact details</li> </ol>		

No.	Requirement	Y/N	Remarks
12	All users need to register in the system for any request need from EDSL. The same user ID and Password can be used for getting the any services from EDSL.		
13	The SIP needs to develop the user portal to login the application. The user can view the status of the activity requested, previous history task, payment history, online payment facilities with a user's Dashboard		
14	Only EDSL will create the users for the organizations. But any user creation needs to go through the work flow and get the approval from Authorities		
15	System Admin User Rights and Access Control Management  This section lists some key functions in the system and these requirements need to analyze in detail by the Software implementation partner.		
16	<b>Defining Users and Access Rights</b>		
17	Users & Groups		
18	Ability to define users in the system – allocating unique user identification (e.g., <i>user name &amp; password</i> ) to each person authorized to access the system.		
19	System Need to capture basic user information detail as mentioned in the No 6-10 and align to the LIFE standard defined by the ICTA.		
20	Ability to define <i>seniority</i> for the user grades. Designation wise number scheme.		
21	The SIP needs to align to the LIFE Stands (Lanka Interoperability framework) guideline to create the user information. (Annex 3)		
22	System should have facility to enter Unique User id (NIC), Name Details, Select the Organization from Organization Structure, Departments, Position, CoA Structure, Postal Address, Phone details, Email, Comment, Security Image (Captcha).		
23	The bidder needs to have the facility for OTP (One time password) and Security Question of the users.		
24	Ability to assign one or many system functions for users.		
25	<b>Functional access rights</b>		
26	Ability to assign user access rights to different system functions / screens / menus separately.		
27	Ability to assign user groups the rights to different system function /		

No.	Requirement	Y/N	Remarks
	Screen / menus separately		
28	Ability to assign user read only function.		
29	Value or authority wise approvals		
30	Ability to parameterise multiple authorization levels based on transaction values or job delegation wise approvals.		
31	At individual user profile level, there should be a facility to grant maximum transaction approval values or job delegation wise approvals.		
32	<b>User rights management</b>		
33	To define <i>application administrator</i> role, allowing user right assignment function to be part of the application administrators' assigned rights.		
34	Ability to identify the approval received when a creating user (e.g., head who approved the user creation & access rights given)		
35	Ability to have separate functions requiring approval from different persons (functional / Project Management units) when user rights are allocated.		
36	<b>Temporary allocation of access rights</b>		
37	For any user, facility to assign the user rights assigned to his/her user account to another user temporarily within the system. (This should allow users to temporarily assign his/her work to another while away from office). Temporary period the Work flow also need to change based on the requirement.		
38	Ability to define a time period for the validity of temporary rights allocation.		
39	<b>Information Integrity</b>		
40	System should ensure only the person who has been assigned with the user ID can perform tasks with that user ID, and that no other person (or system itself) can perform tasks under that user ID.		
41	The system shall take advantage of digital signatures or equivalent mechanism in order to provide integrity, assure data privacy, and eliminate the need for physical signatures.		
42	The system should maintain audit logs of all additions, modifications and deletion made to all data stored in the system.		
43	The system should maintain audit logs of users viewing sensitive (based on classification) data in the system. Provides information about the recent changes made to the corresponding project. Identifies the user who		

No.	Requirement	Y/N	Remarks
	performed the changes and the date/time when the modifications were made.		
44	The ability to modify & remove the audit logs / audit log entries should be restricted to a combination of users (e.g., System administrator), and should not be granted to any single user.		
45	Audit logs must be part of the daily backup of the system.		
46	<b>Password setup</b>		
47	To login to the system should need to have two ways password authorization with OTP.		
48	Facility to define password expiry period as a global parameter and user group level parameter.		
49	Facility to define minimum and maximum password lengths.		
50	System should have a facility having the two-way authentication and CAPTCHA for relevant authentications.		
51	Facility to define alpha numeric requirements in the password should be available.		
52	Facility to define password history (restriction on reusing the password)		
53	Facility to define maximum unsuccessful login attempts for locking the user IDs.		
54	The application has a facility to enter CAPTCHA and other security mechanism to protect any security issues.		
55	Ability to change the password by the users at their discretion without the involvement of systems administrators. The bidder need proposed the best solution for forget password mechanisms.		
56	<b>Security Administration &amp; Monitoring</b>		
57	The system should have the facility to disable user Ids and record details.		
58	Ability to parameterize auto-sign off on inactivity.		
59	<b>Security Reports</b>		
60	The system should automatically generate exception reports on overriding access level at user profile level.		
61	Ability to define audit trails/exception reports for identified events. These should essentially capture details such as the computer name, IP Address of the Computer and Communication device Unique number, user, date and time together with the activity done.		

No.	Requirement	Y/N	Remarks
62	The system should restrict deleting any of the data in the system. The super admin has facility to archival of the data without deleting. The bidder needs to suggest the archival mechanism.		
63	<b>User access verification / auditing</b>		
64	Ability to identify the user who are allowed read / create / modify access to any given function (e.g., user rights matrix)		
65	Ability to identify all the functions (tasks) for which a given user has rights assigned to.		
66	Facility to periodically compare the access logs.		
67	<b>Application Administration</b>		
68	Ability to post system-wide messages/memos for users to view on login. Facility to change the messages/memos from time to time.		
69	Whenever there are online authorizations, the authorizing user should be able to view the data entry user, modified user (if any), or another authorizing user.		
70	<b>Classification of information</b>		
71	Ability to have documents classified as <i>internal</i> in the system, which would not be provided to outside parties.		
72	Ability to have documents classified as <i>confidential</i> in the system, which would not be made available to other persons other than the owner / group of owners of the documents and any person approved by the owner of the file.		
73	Need a prevention method to copy the document from another sources, picture or scanning.		
74	All the document open through the system need to show and print water mark of the User name, Machine details, date and time. From this mechanism user take the photo of the document cannot be edited.		
75	File uploads		
76	The system should have facilities to upload information provided in physical storage media (optical/magnetic discs, etc.).		
77	The system should have facilities to upload information from common proprietary application formats, such as Microsoft Office file formats, IBM Lotus formats, etc. and open file formats such as Unicode text files, ASCII text files, HTML, pdf, <b>Open Standards</b> etc. The bidder cannot mention this product only work for this platform.		



No.	Requirement	Y/N	Remarks
78	The system should have facilities to upload information from common proprietary application formats, such as Microsoft Office file formats, IBM Lotus formats, etc. and open file formats such as Unicode text files, ASCII text files, HTML, etc.		
79	The system should have facilities to upload information from text files or excel format which are provided in known record formats. (E.g., comma separated lists of know record set).		
80	<b>Language Requirements</b>		
81	The system must support data input and business transactions in English, Sinhala and Tamil.		
82	Ability to display information and generate all reports in three languages (Sinhalese, Tamil and English).		
83	Ability to print (reports, letters, forms, etc.) in all three languages.		
84	System to have spell check facility, The common names, address locations, etc. with all possible variations to be in the spell checker database.		
85	<b>Automatic Acknowledgements</b>		
86	Ability to identify all documents received from users and for appropriate types (i.e., if defined in the system as <i>acknowledgement required</i> ) then to generate an acknowledgement letter/notification.		
87	<b>Synchronising Work</b>		
88	System should have features to manage and synchronise work on a single source document, by locking the document and/or creating versions when appropriate.		
89	The system should generate version of documents when appropriate, enabling all work done by different users and the status before and after the work to be identified.		
90	When fields of a form are modified, the system should keep a history of the modified field, allowing all previous versions to be reviewed later.		
91	The system should identify the latest version of any document of which versions are kept.		
92	During movement from one page of a form to another page or from one form to another form, the system		

No.	Requirement	Y/N	Remarks
	should automatically save the inputs provided by the user so that they are not lost due to browsing between forms.		
93	System should facilitate to create and update a Standard Template Library and attaching the respective templates with the associated transactions.		
94	All the attachment must scan the virus before upload the document. If the document has a virus issue then the user get the message.		
95	For standard forms, the system should facilitate definition of mandatory and non-mandatory fields of the form.		
96	During first time login of the registered user, system should mandate the user to change the password. Need to capture the question list to verify the user.		
97	System shall facilitate powerful search engine for conducting various search functions.		
98	<b>User Portfolio</b>		
99	<p>The system should show the relevant projects to the User in the System. Following information need to show in the forms.</p> <ul style="list-style-type: none"> <li>• <b>User ID</b> – the code of the project,</li> <li>• <b>User Title</b> – the name of the project,</li> <li>• <b>Last Modified By</b> – last update author,</li> <li>• <b>Last Modified On</b> – last update date,</li> <li>• <b>Submitted On</b> – the date of the submission.</li> </ul>		
100	The System should show the relevant notifications, any approvals base on the work flow and task progress such as delays.		

### 13.2 Functional Area : Licenses

This section lists some key functions in the system and these requirements need to analysis in detail by the software implementation partner. User needs to review relevant Excise Notifications which are relevant to particular license category mentioned in bellow

No.	Requirement	Y/N	Remarks
1.	<p>System should clearly identify the license main categories (18) issued by the two organizations, EDSL and Divisional Secretariat. It needs to be identified in the Workflows of licensing</p> <p>Issued by EDSL with (ECG/EC/AC/SE/OIC/IPR)</p> <ol style="list-style-type: none"><li>1. Manufacturing license</li><li>2. Warehouse License</li><li>3. Industrial (Medicinal preparation)</li><li>4. Whole sale license (AM 6 )</li><li>5. Special approval License</li><li>6. Non potable license</li><li>7. Tapping license</li><li>8. Certificate of Registration (Tobacco )</li><li>9. Import and export Permits</li><li>10. Transport and Possession Permits</li><li>11. Passes</li><li>12. Authority cards</li><li>13. Certificate of Registration</li></ol> <p>Issued by Divisional Secretariat (DS)</p> <ol style="list-style-type: none"><li>14. Wholesales License (FL3)</li><li>15. Retail license -Consumption on the premises</li><li>16. Retail License -Consumption out of the premises</li><li>17. Retail License- Other (FL 28 - Wine spirit )</li></ol>		

	18. Tavern License 19. Other -Sweet Toddy etc..					
No.	Requirement				Y/N	Remarks
	Below mentioned 89 licenses should be automated with the workflows					
2.	No	Category	Sub category	Sub Sub category		
		Manufacturing license				
	1		FL.1 (Malt liquor )			
	2		FL.1.A (Foreign Spirits)			
	3		FL.1.B (Milk Punch)			
	4		FL.1.C (foreign spirits )			
	5		M.C.S. 1,2 (Medicated Country Spirits)			
	6		T. C. 1,2 (Tea Cider)			
	7		Coconut Cider			
	8		Fruit Cider			
	9		Polpala Decoction			
	10		D1 - Distilled license			
	11			Coconut Spirits		
	12			Rectified Spirits		
	13			Palmyra Spirits		

No.	Requirement				Y/N	Remarks
			Bottled toddy license			
	14			B2. Bottled toddy license		
	15			B2A Bottled toddy license		
	16		Vinegar manufacture license			
	17		B 1 Bottling license			
			Arrack manufacture			
	18			Sugar cane /molasses arrack manufacture license		
	19			Special arrack manufacture license.		
	20			Coconut arrack manufacture license.		
	21			Palmyra arrack manufacture license.		
	22			Processed arrack		

No.	Requirement				Y/N	Remarks
	23			AE 1 Export only arrack manufacture license.		
	24			Refined arrack		
	25	Warehouse license				
	26	Medicinal Preparation (Industrial products)				
	27		License issued to manufacture drugs that includes the meaning drugs			
	28		License issued to manufacture cosmetics			
	29		License issued to manufacture preservatives and essence			
	30		License issued to place that includes the meaning Ayurveda Drugs			
	31		License issued to manufacture gelatinous substances or additives			

No.	Requirement				Y/N	Remarks
	32		License issued to manufacture productions that do not include the meaning drugs			
	33		License issued for any other industrial purpose			
		Wholesale license				
	34		AM.6 – Manufacture's wholesale Arrack license			
	35			Manufacturers' Wholesale -Arrack		
	36			Manufacturers' Wholesale -Beer		
	37			Manufacturers' Wholesale - Foreign		
	38		FL.3 – Wholesale license			
	39		AFL.4 – Arrack license			
	40		FL.17 – Rectified / Spirits/ Ethanol spirits selling license			
		Special approval license				

No.	Requirement				Y/N	Remarks
	41		For sale of wine, Beer, and all liquor license			
	42		Soft Liquor License			
	42		Soft Liquor License			
	43		FL.15C- Supplementary license to extend the hours of sale			
	44		FL.15 - Auctioneer's license			
	45		Manufacture, storage and whole sale of non-potable spirit			
	46		License for importation, storage and whole sale of non-potable spirit			
	47		License for exportation			
	48		License for storage and retail sale of non-potable spirit			
		Tapping License				
	49		Tapping license for coconut			



No.	Requirement				Y/N	Remarks
	50		Tapping license for Palmyra			
	51		Collection station license (toddy collection license).			
	52		T 35 Special tapping license for medical purpose.			
	53		License for tapping kithul tree and selling toddy			
			Sweet toddy -Coconut			
	54			Cottage		
	55			Commercial		
			Sweet toddy - Palmyra			
	56			Cottage		
	57			Commercial		
		Retail Licenses	Consumption on the premises			
	58			FL.6B – Beer and wine		
	59			FL.7 - Hotel license		
	60			FL.8 – Hotel bar license		

No.	Requirement				Y/N	Remarks
	61			FL.9 – Entertainment bar license for cinema		
	62			FL.10 – Railway restaurant license		
	63			FL.11 – Restaurant license.		
	64			FL.12 – Rest house license.		
	65			FL 12A - Rest house license.		
	66			FL.13 – Proprietary club license.		
	67			FL.13A – Members only clubs / Sports club license		
	68			FL.22B – License for consumption beer, Ale, stout and wine		
	69			AFL.1 – Arrack license		

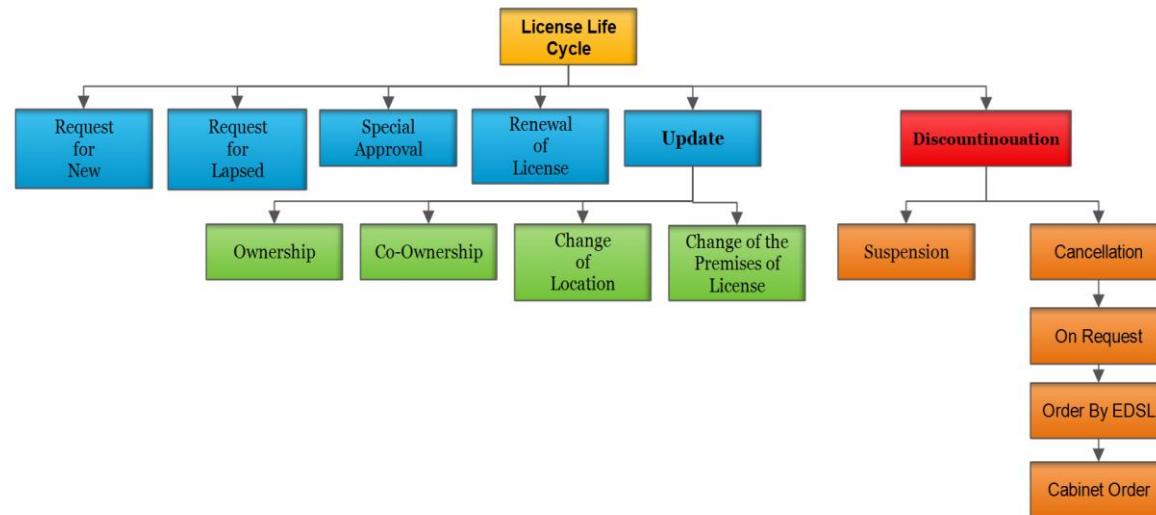
No.	Requirement				Y/N	Remarks
	70			AFL.2 – Arrack license for rest house		
	71			BT 3 – Bottled toddy selling license.		
	72			CS 27 – Estate canteen license		
	73			FL.14 Occasion License		
			Consumption off the premises			
	74			FL.4 – wine store license		
	75			FL.6A – sales of beer ale stout and porter.		
	76			FL.22A- Retail License for Beer, Ale, Stout and wine		
	77			AFL.3 license		

No.	Requirement				Y/N	Remarks
78				BT 3 – Bottled toddy selling license.		
79				FL.15b. (Medicated Wine)		
			Other			
80				FL 28 - Wine spirit license.		
		Tavern license				
81			T15. Toddy Tavern			
82			FL5. Foreign Liquor Tavern			
		Certificate of Registration - Tobacco	Cigarette			
83				Manufacture of Cigarette		
84				Storage of Cigarette, Raw materials, finished products (Outside the Manufactory )		

No.	Requirement				Y/N	Remarks
	85			Storage of Cigarette, Raw materials (Inside the Manufactory )		
	86		Manufacture of Beedi			
	87		Manufacture of Cigar			
	88		Manufacture of Pipe Tobacco			

3.

The system needs to build to capture requirement of License's Life Cycle for each and every licenses (89) and facility to create, renew, update and discontinue in different licenses types. The SIP needs together the detail requirements of the License life cycle incorporate with workflow and validation forms in Excise notifications. The SIP needs to analysis the License Process in detail in requirement gathering. The common processes is as bellow.



No.	Requirement	Y/N	Remarks
	<b>Application for issuing Liquor license</b>		
6	EDSL use the application for issuing the Liquor license. This is the only form that used for all of the liquor license (Pl refer EN 902). The bidder needs to analysis the format and reformat for easy usage. In the BPR process the SIP need to conduct the reformatting.		
	<b>General Details of Liquor License.</b>		
7	<p>The system should need to capture the following Information.</p> <ol style="list-style-type: none"> <li>5. NIC and Passport Number</li> <li>6. Full Name of the applicant.</li> <li>7. Address Details</li> <li>8. Tele/Fax No</li> <li>9. Business Registration No</li> <li>10. Tin Number</li> <li>11. Nationality</li> <li>12. Date of Birth / Age</li> <li>13. Occupation</li> <li>14. Need to capture many applicants for one license</li> </ol>		

No.	Requirement	Y/N	Remarks
8	<p>The system should need to capture the following information under License Details.</p> <ol style="list-style-type: none"> <li>Category/Sub category of License: FL/.... If FLO7 number of</li> <li>Nature of License (Off Premises, On Premises)</li> <li>Applicant holding other excise license (Need to show the Information)</li> <li>Name and Address of the license (If different from given address)</li> <li>Total Duration of License in Operation (System need to calculate)</li> </ol>		
9	<p>Geographic Location of Premises where Applicant Propose to Operate License</p> <ol style="list-style-type: none"> <li>Postal Address</li> <li>District</li> <li>Divisional Secretariat Division</li> <li>Police Area</li> <li>Electorate</li> <li>Excise Station</li> </ol>		

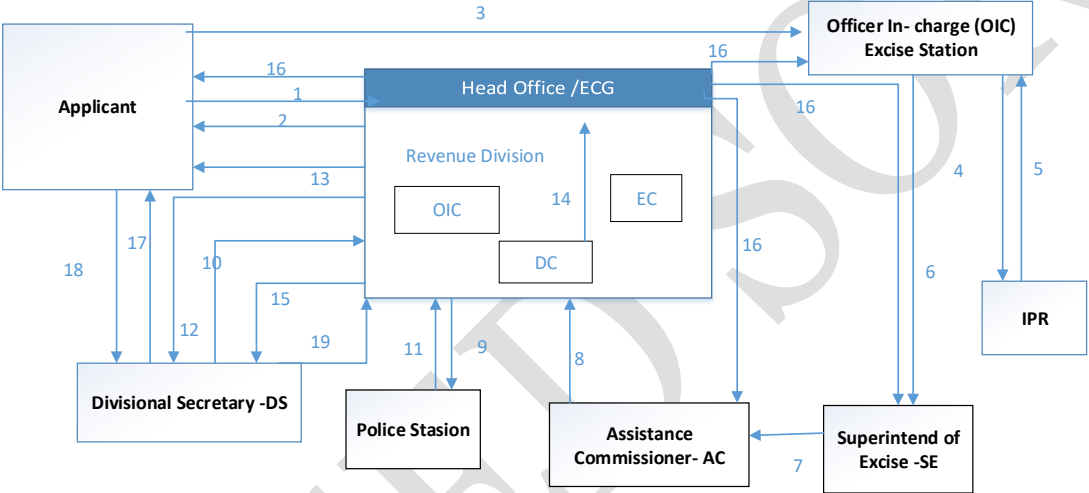


No.	Requirement	Y/N	Remarks
10	<p>Suitability of Premises as per its Location</p> <ol style="list-style-type: none"> <li>1. Need to validate the distance from Schools, Religious worship places based on the given distance in the regulations.</li> <li>2. If the premises situated within foreign Liquor Tavern area.</li> </ol> <p>Club License holders' Details</p> <ol style="list-style-type: none"> <li>1. Registered Under the Club Act no 17 of 1975</li> <li>2. Register with the Ministry of Sports/ Ministry of Social Services</li> <li>3. Operate for the last Five years</li> </ol> <p>Criminal Offences</p> <ol style="list-style-type: none"> <li>1. Check any Criminal offences</li> <li>2. Check for Excise offences</li> <li>3. Black listed for holding excise license</li> <li>4. The premises and Criminal or Excise offence committed</li> </ol>		

No.	Requirement	Y/N	Remarks
11	Proof of Ownership, Approval for use and description of the premises 1. Type of Ownership (Owned, Rented) 2. Attach copy of registered Deed/Rental, Lease Agreement 3. Dispute regarding the Ownership 4. Building Description 5. Boundaries of the Licensed Premises (North, South, West, East) 6. Description of the Building with attachment. 7. Description of the Building (Floor, Roof, Walls, Type of Doors, Windows and Other)		
12	The System should need to have a facility to enter term and conditions, disclaimer and other condition in the system. The applicant has a facility to electronically verify in the system.		

No.	Requirement	Y/N	Remarks
13	<p>The system should have a facility to upload the Annexure that are bellow mentioned .</p> <ol style="list-style-type: none"> <li>1. Suitability of Location of Premises</li> <li>2. Criminal Offences</li> <li>3. Proof of Ownership</li> <li>4. Dispute regarding ownership</li> <li>5. Approval in case of rented premises</li> <li>6. Where only part of building is used</li> <li>7. Sketch of Building to be used</li> <li>8. Description of materials used in building</li> <li>9. Assessment Number is given to premises Number</li> <li>10. Other requirement and attachments</li> </ol>		
14	The system should have a facility to fill the observation and Overall Recommendations. This workflow need to forward to the Excise Inspector, Officer in Charge, Superintendent of Excise and Assistant Commissioner of Excise.		
15	The License application need to interface with relevant applicant history data such as crime and other information in the database.		
	The system will forward to the relevant application for different interface agencies for their concurrence.		

No.	Requirement	Y/N	Remarks
16	The system should have a facility to create the dynamic form to capture the dynamic fields in the application forms. Each field level and business logic level validation need to be capture in the system. The bidder need to suggest the business rule engine in their product architecture.		
17	Each License type's online form needs to design in dynamic form builder. Each Form need to have the field level verification, Check List and relevant document attachments.		
18	If the online application needs to mention meaningful message for validation, information and warning to the users when application is filling.		
19	SIP needs to make sure there will no performance issues in the Dynamic Form Builder.		
20	SIP need to study detail requirement and configure or customized the application for all the license requirements.		

No.	Requirement	Y/N	Remarks
21	<p>The system should have a facility configure the workflow and interfacing with mentioned agencies. Each license type base configuration facility needs to be in the application.</p>  <p>Example: License Issuance Process – Retail</p>		
22	<p>Most of these licenses are issued basically for a period of one calendar year. End of each year, the applicants need to renew their licenses. Same recommendation process needs to be followed for renewals as well but with less supporting documents.</p>		
23	<p>The system should facilitate the automatic notification method between Licensee and the EDSL regarding license expiration and the renewal status of the particular license</p>		
24	<p>The system should facilitate the amendment of information of licenses issued when required. There will be a separate request for the Amendment of information of Licenses. (Eg. Transfer of location, Transfer of Ownership, Change of name of license premises, Introduction of Co-licensee, Removal of Co-licensee)”</p>		

No.	Requirement	Y/N	Remarks
25	The proposed system should facilitate the generation of multiple reports (System Dashboard) regarding the Issuing of Licenses. (E.g., Reports of each category of licenses classified based on the Province, District, Divisional, Excise Area of Authority, Excise Division, Excise Circle, Police Area, Police Division, etc.”)		
26	The system should facilitate an interface to the licensee to monitor the current status of the license / license application.		
27	The proposed system should be able to generate reports based on License Issuance process. (Ex: Current number of license available in each category)” SIP will get more report requirements about licensing in detail gathering.		
	<b>License Format</b>		
28	The SIP needs to study about the Excise notifications which can be downloadable from the Excise <b>Department Website</b> to print the 89 License format base on different license categories through the application.		

## Permits

No	Requirement	Y/N	Remarks
1	Below mentioned 25 permits should be automated with the workflows		
2	The SIP needs to study about the Excise notifications (EN 166) which can be downloadable from the Excise Department Website to print the 25 Permits format base on different Permits categories through the application.		

No	Requirement				Y/N	Remarks
3	No	Category	Sub category	Sub category		
	1	Transport and Possession Permits of				
	2		Bottled Arrack and Foreign Liquor			
	3		Bottled Toddy			
	4		Sprits and Bulk Arrack- D28			
	5		Toddy- T3			
	6		Non potable spirits			
	7		Bona-Fide			
		Import and export Permits	Import Permits			
	8			Spirits		
	9			Foreign liquor		
	10			Other (Molasses)		
	11			Non potable spirits		
			Imports Permits of Tobacco			

No	Requirement				Y/N	Remarks
	12			Cigarette		
	13			Beedi		
	14			Cigars		
	15			Pipe Tobacco		
	16			Tobacco		
	17			Thendu leaves		
			Export Permits			
	18			Arrack		
	19			Foreign liquor		
	20			Non potable spirits		
			Export Permits of Tobacco			
	21			Cigarette		
	22			Beedi		
	23			Cigars		
	24			Pipe Tobacco		
	25			Tobacco		



## Passes

No	Requirement				Y/N
1	Below mentioned 02 Passes should be automated with the workflows				
2	The SIP needs to study about the Excise notifications which can be downloadable from the Excise Department Website to print the 02 passes format base on different Passes categories through the online application.				
3	No	Category	Sub category	Sub Sub category	
	1	Toddy Measure Passes			
	2	Pingo passes			

## Authority card

No	Requirement				Y/N	Remarks
1	Below mentioned 02 Authority card should be automated with the workflows					
2	The SIP needs to study about the Excise notifications which can be downloadable from the Excise Department Website to print the Authority card base on different Authiruty Card categories through the online application.					
3	No	Category	Sub category	Sub Sub category		
	1	Toddy Measure Passes				
	2	Pingo passes				

## Certificate of Registration

No	Requirement				Y/N	Remarks
1	Below mentioned Certificate of Registration should be automated with the workflows					
2	The SIP needs to study about the Excise notifications which can be downloadable from the Excise Department Website to print the Authority card base on different Certificate of Registration through the online application.					
	No	Category	Sub category	Sub category		
4		Tobacco				
5			Cigarette			
6	01			Manufacture of Cigarette		
7	02			Storage of Cigarette, Raw materials, finished products (Outside the Manufactory )		
8	03			Storage of Cigarette, Raw materials (Inside the		

No	Requirement				Y/N	Remarks
				Manufactory )		
9			Beedi			
10	04			Manufacture of Raw Tobacco		
11	05			Manufacture of Beedi		
12	06			Storing of Beedi Tobacco		
13	07			Transporting Beedi		
14	08		Manufacture of Cigar			
15	09		Manufacture of Pipe Tobacco			

### 13.3 Functional Area: Production

No.	Requirement	Y/N	Remarks																																
1.	<p>The EDSL used the D Forms for recording the Distillery process and these forms used to reconciliation and auditing purposes. Same form set is used by the Manufacture and the EDSL. The SIP needs to analysis production processes from Raw materials, Distillation and to Bottling with all D Forms and T Forms and convert in to the electronic forms with required re-engineering</p> <p>The process re-engineered process will be approved by the EDSL core teams. (Refer Annex 5 for D. Forms)</p> <table><tr><td>D1</td><td>License to Manufacture Spirits</td></tr><tr><td>D2</td><td></td></tr><tr><td>D3</td><td>Register of Gauges and Proof at the Distillery / Warehouse</td></tr><tr><td>D4</td><td></td></tr><tr><td>D6</td><td>Register of Gauges and Proofs at the Distillery / Warehouse</td></tr><tr><td>D6.1</td><td>Date</td></tr><tr><td>D6.2</td><td>The receiver or VAT Number</td></tr><tr><td>D6.3</td><td>Dip/CM</td></tr><tr><td>D6.4</td><td>Temperature</td></tr><tr><td>D6.5</td><td>Indication with Correction</td></tr><tr><td>D6.6</td><td>Strength with Correction</td></tr><tr><td>D6.7</td><td>Bulk Liters</td></tr><tr><td>D6.8</td><td>In terms of Proof</td></tr><tr><td>D6.9</td><td>Remarks</td></tr><tr><td>D7</td><td>Register of Manufacturing Operations in the Distillery.</td></tr><tr><td>D7.1</td><td>Date</td></tr></table>	D1	License to Manufacture Spirits	D2		D3	Register of Gauges and Proof at the Distillery / Warehouse	D4		D6	Register of Gauges and Proofs at the Distillery / Warehouse	D6.1	Date	D6.2	The receiver or VAT Number	D6.3	Dip/CM	D6.4	Temperature	D6.5	Indication with Correction	D6.6	Strength with Correction	D6.7	Bulk Liters	D6.8	In terms of Proof	D6.9	Remarks	D7	Register of Manufacturing Operations in the Distillery.	D7.1	Date		
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D6.7	Bulk Liters																																		
D6.8	In terms of Proof																																		
D6.9	Remarks																																		
D7	Register of Manufacturing Operations in the Distillery.																																		
D7.1	Date																																		

	D7.2	Still No			
	D7.3	Materials used for Distillations			
	D7.3.1	Wash Liters			
	D7.3.2	Weak Spirits			
	D7.3.3	Whence received			
	D7.3.4	Quantity (Liters)			
	D7.3.5	Strength			
	D7.3.6	In terms of proof Strength (Liters)			
	D7.3.7	Receiver No			
	D7.4	Receiver Number			
	D7.5	In Hand in Receiver Room			
	D7.5.1	Quantity (Liters)			
	D7.5.2	Strength			
	D7.5.3	In terms of Proof Strength (Liters)			
	D7.6	Received			
	D7.6.1	Still No			
	D7.6.2	Quantity (Liter)			
	D7.6.3	Strength			
	D7.6.4	In term of proof Strength (Liters)			
	D7.7	Total In Hand			
	D7.7.1	Total in Hand and received			
	D7.7.1.1	Quantity in Hand and Received			
	D7.7.1.2	Strength			
	D7.7.1.3	In terms of proof Strength Liters			
	D7.8	Passed into Warehouse			
	D7.8.1	Vat No			
	D7.8.2	Quantity Liters			
	D7.8.3	Strength			

D7.8.4	In terms of proof Strength Liters			
D7.9	Issues for re-distillation			
D7.9.1	Still No			
D7.9.2	Quantity Liters			
D7.9.3	Strength			
D7.9.4	In terms of proof Strength Liters			
D7.10	Total Issues			
D7.10.1	Quantity/Liters			
D7.10.2	Strength			
D7.10.3	In terms of proof Strength Liters			
<b>D8</b>				
D8.1	Date			
D8.2	In Hand			
D8.3	Quantity			
D8.4	Strength			
D8.5	Inters of Proof Strength Liters			
D8.6	Newly Distilled or Under Bond			
D8.6.1	From what Receiver store, Distillery or warehouse			
D8.6.2	Liters			
D8.6.3	Strength			
D8.6.4	In terms of proof Strength In Liters			
D8.7	By Transfer			
D8.7.1	From Whence			
D8.7.2	Quantity (Liters)			
D8.7.3	Strength			
D8.7.4	Inters of Proof Strength Liters			
D8.8	Total in hand and received			
D8.8.1	Quantity Liters			

	<table><tr><td>D8.8.2</td><td>Strength</td></tr><tr><td>D8.8.3</td><td>In terms of Proof Strength</td></tr><tr><td>D8.9</td><td>Under Bond</td></tr><tr><td>D8.9.1</td><td>Whither</td></tr><tr><td>D8.9.2</td><td>Quantity Liters</td></tr><tr><td>D8.10</td><td>Issued</td></tr><tr><td><b>D9</b></td><td>Compilation Register of Spirits Stored, &amp; C in terms of Proof Strength at the Distillery/Warehouse.</td></tr><tr><td><b>D10</b></td><td>Register of Spirits Received Into and Issued From Each Vat In the Distillery/Warehouse.</td></tr><tr><td><b>D20</b></td><td>Daily Accounts of all toddy received in a distillery, tavern or vinegar manufacture shall be kept.</td></tr><tr><td><b>D28</b></td><td>Transport Permits</td></tr><tr><td><b>D29</b></td><td>Register of Permits Issued From the Distillery/Warehouse</td></tr><tr><td></td><td></td></tr><tr><td><b>D33</b></td><td>Statement of Verification of Consignments of Liquor received at the Warehouse/Distillery</td></tr><tr><td>D43</td><td>Stock Book</td></tr><tr><td>D45</td><td>Register of Tree tapping application Received</td></tr></table>	D8.8.2	Strength	D8.8.3	In terms of Proof Strength	D8.9	Under Bond	D8.9.1	Whither	D8.9.2	Quantity Liters	D8.10	Issued	<b>D9</b>	Compilation Register of Spirits Stored, & C in terms of Proof Strength at the Distillery/Warehouse.	<b>D10</b>	Register of Spirits Received Into and Issued From Each Vat In the Distillery/Warehouse.	<b>D20</b>	Daily Accounts of all toddy received in a distillery, tavern or vinegar manufacture shall be kept.	<b>D28</b>	Transport Permits	<b>D29</b>	Register of Permits Issued From the Distillery/Warehouse			<b>D33</b>	Statement of Verification of Consignments of Liquor received at the Warehouse/Distillery	D43	Stock Book	D45	Register of Tree tapping application Received		
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D43	Stock Book																																
D45	Register of Tree tapping application Received																																
3	The system Should have a facility to search and used different filter criteria and get the data to the reports. All forms need to have printed format.																																
4	The Manufacture also can view the same information and can give the observation to the data entered in each form.																																
5	Each Vat wise calculation table needs to enter and system needs to calculate the relevant values base on the data entered by EDSL officer.																																

6	The Application work flow system need to ingrate to D Forms for relevant authorization and approval.		
7	The bidder needs to register of Gauges and proofs at the Distillery / Warehouse. This is the form Excise D6. The bidder needs to study the requirement and detail and prepare the user stories.		
8	The bidder needs to register of Manufacturing operations. This is the form Excise D7. The bidder needs to study the requirement and detail and prepare the user stories.		
9	The bidder needs to Register of Sprits Received into and Issued From Each Vat in the Distillery and Warehouse. This is the form Excise D8. The bidder needs to study the requirement and detail and prepare the user stories.		
	<b>T Forms</b>		
	SIP needs to study in details about production of Toddy and related activities at the detail requirement gathering stage and need to integrate these activities with a suitable Workflow and all T forms should be available T1 – Application for Tree –Tapping for the Period		
	T3- Toddy Transport pass		
	T5- Toddy Taverns Accounts for daily Transaction		
	T21- Register of trees Marked		



### 13.4 Functional Area: Tax on Alcohol

No.	Requirement	Y/N/	Remarks
1	The current EDSL process includes Tax manual calculation mechanism based on “Google Sheet” should be replaced online automated system with Workflow based approval process.		
2	Every action should be logged and can be viewed by relevant Authorities		
3	EDSL is using the number of sealed bottles manufactured /imported as a tax calculation unit into the system. SIP should be able to convert them to volume and the strength.		
4	SIP should give the solution to enter the details of payment and upload a proof of payment (Bank Slip ) to the system		
5	Should have Online e payment facility to pay the tax		

### 13.5 Functional Process : Production and Tax - Tobacco

No.	Requirement	Y/N	Remarks
1	The SIP needs to analysis current process of Tobacco productions which are regulated by Extraordinary Gazette Notification No 1625/1-2009 and do the BPR required .		
2	SIP should automated the all forms in the Government Notification with workflow environment can be viewed by relevant Authorities		
3	following tax and fees which are applicable for Tobacco industry need to be considered to the system  1. Application Fees : a. Manufacture of Cigarettes		

	<ul style="list-style-type: none"> <li>b. Manufacture of Cigars and Beedi</li> <li>c. Import or Export of Cigarettes, Cigar, Beedi, Pipe Tobacco</li> </ul> <p>5. Application Fees payable in respect of Premises</p> <ul style="list-style-type: none"> <li>a. Storage of raw materials for manufacturing of Cigarettes</li> <li>b. Storage of finished product of pipe tobacco</li> </ul> <p>6. Fees payable for the Cigarettes , Transfer of Registration</p> <p>7. Fees payable for the grant of a Certificate of Registration</p> <ul style="list-style-type: none"> <li>a. Manufacture of Cigarettes</li> <li>b. Manufacture of Cigar, Beedi, Pipe Tobacco</li> <li>c. Storage of Manufacture of Cigarettes, raw materials , finish products outside the Manufacturing premises</li> <li>d. Storage of Cigarettes, raw materials within the premises separately</li> <li>e. Import Tax (Each Cigarettes )</li> <li>f. Import Tax (Each Cigar )</li> <li>g. Import Tax (Each Beedi )</li> <li>h. Import Tax (for I KG Tobacco )</li> </ul>		
5	Should have Online e payment facility to pay the tax and fees		

### 13.5 Functional Area: Crime and Court Module

This section lists some key functions in the system and these requirements need to analyses in detail by the Software implementation partner.

No.	Requirement	Y/N	Remarks
1	<p>The Excise department of Sri Lanka intends to develop a crime module for all the branches in the department. It is observed that most of the staff spend their time for the day-to-day manual activities mostly.</p> <p>The SIP needs to analysis/ BPR the current process in detail and prepare the User stories for following areas.</p> <ol style="list-style-type: none"> <li>1. Complaints Management System</li> <li>2. Real-Time Crime Management(Raid)</li> <li>3. Technical Crime Management System.</li> <li>4. Technical Crime Rewording System</li> <li>5. Integrate with Court System</li> </ol>		
2	<b>Complaints Management System</b>		
3	The System should have facility to register the Citizen getting basic information. Citizen have a facility to view the information base on different filtering category.		
4	The different stakeholders have a facility to enter the complaint or suggestion to the EDSL activities and Illegal liquor manufacturing or technical crimes to the system.		
5	The system will show the progress of each complaint or set of complaints to the Senior management of EDSL.		

No.	Requirement	Y/N	Remarks
6	The citizen has a facility to pin points the Illegal Manufacture location in the GIS Map. Citizen can enter the complaint without mention his or her details to the system.		
7	The Citizen and Other stakeholders can register in the system and apply for different Licenses. Such as Citizen request for transport license for weeding hall transport etc.		
8	<b>Real-Time Crime Management(Raid)</b>		
9	<p>The system needs to record basic information of raid in the system.</p> <ol style="list-style-type: none"> <li>12. Select the Station (Automatically get the Divisional Secretary)</li> <li>13. Year, Month and Date</li> <li>14. Crime Report Number (Station Code/No/Year)</li> <li>15. Number Without Year</li> <li>16. Half a year which the data is entered</li> <li>17. Detected date</li> <li>18. Offence</li> <li>19. Quantity (ml/mg)</li> <li>20. Excess Quantity (Arrack/Beer/toddy)</li> <li>21. Remaining Quantity after the sample has been taken</li> <li>22. Place of the Crime committed (Location need to pin point from the GIS)/ Location (DY/Nity/Grama Niladhari location)</li> </ol> <p>Details of the witness Items</p>		

NO	Requirements	Y/N	Remarks
10	<p>The system needs to record basic information of detection in the system.</p> <ol style="list-style-type: none"> <li>1. Detection Officer (Need to get the basic information from the Employee Number)</li> <li>2. Information of Providing Officer</li> <li>3. Officer for Filing Cases</li> <li>4. Arrival Time at the place</li> <li>5. Time if the Fictitious EDSL left</li> <li>6. Team departure time</li> <li>7. Time of Detection</li> <li>8. Time of group left after detection</li> <li>9. Each Employee such as Assistant Commissioner of Excise, Superintendent of Excise, Excise OIC, Detection offices, Excise Driver</li> </ol>		

NO	Requirements	Y/N	Remarks
11	<p>Arrested Quantity (Type of drug types need to add in the system in future with the measurement method)</p> <ol style="list-style-type: none"> <li>1. The quantity of Spirits – in liters</li> <li>2. Liquor made illegally (Karinjan)- in liters</li> <li>3. Liquor made illegally (Goda) in Liters</li> <li>4. The quantity of toddy – in liters</li> <li>5. Government Approved Arrack – Liters</li> <li>6. Quantity of Beer – Liters</li> <li>7. Foreign Liquor – Liters (Except Beer)</li> <li>8. Quantity of Cigarette</li> <li>9. Quantity of Beedi</li> <li>10. Quantity of Cannabis (Ganja) in G</li> <li>11. Quantity of cannabis plants</li> <li>12. The Quantity of heroin – milligrams</li> <li>13. Quantity of Drugs Pills</li> <li>14. The mixed quantity of cannabis (Ganja)</li> </ol> <p>The quantity of Ice - milligrams</p>		

NO	Requirements	Y/N	Remarks
12	<p>The system needs to track following information of the Offender.</p> <ol style="list-style-type: none"> <li>1. NIC of the Offender</li> <li>2. Name of the Offender</li> <li>3. Driving License Number</li> <li>4. Passport Number</li> <li>5. Phone Number</li> <li>6. Address and Contact details of the Offender</li> <li>7. Sex</li> <li>8. Age</li> <li>9. Height/Weight</li> <li>10. Married or Not Married</li> <li>11. Special Traits of the Offender</li> </ol>		
13	<p>The system needs to have facility enter the Guarantor Information.</p> <ol style="list-style-type: none"> <li>1. The Name of the Guarantor</li> <li>2. The Address and contact detail of the Guarantor</li> <li>3. NIC, Passport and Driving license of the Guarantor</li> <li>4. Job details, work place contact details of the Guarantor</li> <li>5. Used Money and Balance of the Money (Need to keep the information as Currency and Coin wise)</li> <li>6. Place where the money kept</li> </ol>		

NO	Requirements	Y/N	Remarks
14	The system needs to have a facility for each crime report based on different fields or a combination of fields. These fields are not fixed and the user needs to have the facility to search data from any criteria.		
15	<b>Technical Crime Management System</b>		
16	<p>Above Crime Management system process flow will applicable for technical Crime management process and also with below mentioned changes.</p> <ol style="list-style-type: none"> <li>1. Technical Crime reports can be printed by the officer at the branch office on preprinted report. Other reports as plaint, charge sheet, etc. will be printed by the SE or Higher officer. Solution should be able to facilitate relevant user levels and their roles.</li> <li>2. After sending the charge sheet to the offender. <ul style="list-style-type: none"> <li>• If Offender agrees to the charges, the ED will decide the fine.</li> <li>• If Offender agrees to the fine, case will end and the relevant details should be saved in the system.</li> <li>• If the offender disagrees to the changes, an internal inquiry will be carried out.</li> <li>• If the offender agrees to the findings by the internal inquiry, case will end and the fine will be paid by the offender and the relevant details should be saved in the system.</li> <li>• If the offender disagrees with the findings by the internal inquiry, court process will be carried out by the department and the above process will continue from *1.</li> </ul> </li> </ol>		



17	SIP should follow the Excise Notification 509/219/606 and etc.. Forms of E13, E31,E41 and the Excise Notification 818		
	<b>Technical Crime Rewording System</b>		
18	SIP should study the existing system and re-engineer the process if required to record all information of raid and the participants for the particular raid.		
19	According to the Excise Notification 818, Technical Crime rewords are need to be calculated.		
20	Each and every Excise officials need to privilege to check their reword records at any time and the status of a processing reword.		
	<b>Court</b>		
21	<p>The system should need to track of different type of courts. Such as</p> <p>The Supreme Court</p> <p>The Court of Appeal</p> <p>The High Court</p> <p>The Provincial High Court</p> <p>The High Court of Civil Appeal</p> <p>Commercial High Court</p> <p>The District Court</p> <p>The Magistrate's Court</p>		
22	The system needs to enter all island court details and pick up from the master data in relevant points.		
23	The system should need capture the case number and relevant information from the database.		

24	<p>The system should need to track the court cases on following fields.</p> <ol style="list-style-type: none"> <li>1. Warrant and Inquiry</li> <li>2. Release on Warning</li> <li>3. Instructions of Attorney General</li> <li>4. Government Fees</li> <li>5. Rehabilitation</li> <li>6. Withdrawal of the case</li> </ol>		
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No.	Requirement	Y/N	Remarks
25	<b>Court</b>		
	The system needs to enter all island court details and pick up from the master data in relevant points.		
	The system should need capture the case number and relevant information from the database.		

No.	Requirement	Y/N	Remarks
25	<b>Court</b>		
26	<p>The system should need to track the court cases on following fields.</p> <ul style="list-style-type: none"> <li>7. Warrant and Inquiry</li> <li>8. Release on Warning</li> <li>9. Instructions of Attorney General</li> <li>10. Government Fees</li> <li>11. Rehabilitation</li> <li>12. Withdrawal of the case</li> </ul>		

### 13.6. Functional Area : Transport and Tracking Geographical Information System (GIS) or Global Positioning System (GPS)

No.	Requirement	Y/N	Remarks
1	<b>Geographical Information System (GIS) or Global Positioning System (GPS)</b>		
2	The System should provide a facility for advanced GIS tools for data visualization, mapping and analysis. A comprehensive, powerful, and easy-to-use tool should be designed to meet the needs of end-users.		
3	<b>GPS transponder</b>		

No.	Requirement	Y/N	Remarks
	<ul style="list-style-type: none"> <li>• Every vehicle that is licensed to transport liquor be fitted with a tamper proof GPS transponder.</li> <li>• The GPS transponder to include a built-in battery to operate for 24Hrs even if disconnected from the Vehicle battery.</li> <li>• The GPS transponder to have a unique identifier and upload the location and device id once every minute when the vehicle is moving</li> <li>• The GPS to generate alarms if it loses power from the vehicle or any attempt is made to remove it from the vehicle</li> <li>• The GPS transponder to upload positional information using GSM/LTE connectivity</li> <li>• In the even that there is no GSM signal the location information to be buffered in the device and uploaded when connectivity is restored.</li> <li>• The GPS transponder to store the last 48 hours of location data within the unit that can be interrogated if required</li> <li>• The system shall track vehicle location in real-time using GPS, capturing coordinates, speed, route and heading.</li> <li>• The system shall display vehicle location on a GIS-integrated map interface, updating at intervals of 60 seconds.</li> <li>• Each vehicle's current and historical locations shall be stored for a minimum of 7 days on the physical device</li> </ul>		
4	<b>Mobile Application for EDSL staff</b> <ul style="list-style-type: none"> <li>• The EDSL staff to be provided with a mobile application so that they can view vehicles transporting alcohol within a specific area.</li> <li>• Automatic alerts to be generated if any vehicle carrying alcohol stops in a non-designated location</li> </ul>		
5	<b>Mobile Application for Vehicle Owner</b> <ul style="list-style-type: none"> <li>• The SIP shall provide a mobile application to the licensee so that he can see the location of his vehicles only</li> </ul>		
6	<b>Vehicle Registration and Management</b>		

No.	Requirement	Y/N	Remarks
	<ul style="list-style-type: none"> <li>The system shall allow authorized users to register and manage vehicles licensed for liquor transport.</li> <li>Each vehicle profile shall include vehicle identification (ID), license details, driver information, and cargo capacity.</li> <li>The system shall validate license details with the Sri Lankan Excise Department records before activation.</li> </ul>		
7	<b>Licensing Compliance Verification</b> <ul style="list-style-type: none"> <li>The system shall integrate with the Excise Department database to verify valid licenses for each transport vehicle prior to trip initiation.</li> <li>If a license is expired or invalid, the system shall restrict the vehicle from commencing a trip and send a notification to administrators.</li> </ul>		
8	<b>Trip and Cargo Management</b> <ul style="list-style-type: none"> <li>Authorized users shall be able to log trip details, including start and end points, estimated time of arrival, and cargo weight.</li> <li>The system shall track the amount of liquor transported, logging the cargo details and matching them to approved license limits.</li> <li>A trip summary report, detailing each trip's start, stop, cargo delivered, and any deviations, shall be generated upon trip completion.</li> </ul>		
9	<b>Alerts and Notifications</b> <ul style="list-style-type: none"> <li>The system shall generate and send alerts for route deviations, extended idle times, over speeding, unauthorized stops, and entry into restricted zones.</li> <li>Alerts shall be customizable and sent via SMS or email to relevant personnel, including transport managers and excise officials.</li> </ul>		
10	<b>Data Security and Access Control</b> <ul style="list-style-type: none"> <li>The system shall ensure all data is encrypted and only accessible to authorized users.</li> </ul>		

No.	Requirement	Y/N	Remarks
	<ul style="list-style-type: none"> <li>Access levels shall be role-based, with defined permissions for transport managers, vehicle operators, and excise department officials.</li> <li>System audit logs shall track user activities to monitor and review data access and changes.</li> </ul>		
11	<b>Integration with External Systems</b> <ul style="list-style-type: none"> <li>The system shall allow integration with the Sri Lankan Excise Department for real-time license verification.</li> <li>Integration with third-party navigation systems is optional for optimized route planning.</li> </ul>		
12	<b>Non-Functional Requirements:</b> <ul style="list-style-type: none"> <li><b>Reliability:</b> The system shall have an uptime of 99.9%, ensuring continuous monitoring capability.</li> <li><b>Scalability:</b> The system shall support up to 500 vehicles initially and be scalable for more as per demand.</li> <li><b>Usability:</b> The GIS map interface and alert notifications shall be user-friendly, allowing efficient use for real-time monitoring and reporting.</li> </ul>		

### 13.7. Functional Area :Point of Sales

This section lists some key functions in the system and these requirements need to analyze in detail by the Software implementation partner.

No.	Requirement	Y/N/	Remarks
1	It required to reconcile the Stock with input vs. Sales		
2	Shall manage the real time inventory		
3	Ability to Order/ dispatch /PO process		

No.	Requirement	Y/N/	Remarks
4.	SIP automated the and the F.L. 16 Form		
5	SIP need to automated the T5		
6	SIP need to automated the C.S 1 Form		
7	<ul style="list-style-type: none"> <li>• Configure the RASED point of sale system with the Licensees, liquor license details.</li> <li>• The system will download all information of the license holder from RASED License module.</li> <li>• The sales outlet management POS to update the physical location of the installed device in the RASED GIS location database.</li> <li>• The remote survivability application must be installed on the local sales outlet management POS machine.</li> <li>• The Sales outlet management POS system will be populated with the latest valid liquor tariff rates approved by the EDSL.</li> <li>• If the sales outlet is within a supermarket, Integrate the SOM POS system with the POS system of the retail outlet used by the supermarket</li> <li>• Opening stock of liquor contained in the sales Outlet will have to be entered into the Sales outlet management system POS. (<b>one time task</b>) <ul style="list-style-type: none"> <li>➤ Scan the QR code of the security sticker of the liquor bottles</li> <li>➤ Scan the USDN number/barcode printed on the lid of the bottles</li> <li>➤ Enter data of the liquor bottles that don't have Security sticker or bar code</li> <li>➤ Type of liquor quantity of container size and quantity</li> </ul> </li> <li>• Liquor store retailer to enter information on all new consignments received at the sales outlet <ul style="list-style-type: none"> <li>➤ Supplier details</li> <li>➤ PO number</li> <li>➤ GRN number</li> <li>➤ Enter consignment information</li> </ul> </li> </ul>		

No.	Requirement	Y/N/	Remarks
8	<ul style="list-style-type: none"> <li>Scan the QR code of the security sticker of the liquor bottles or enter the range of USDN numbers when liquor is delivered in sealed box's /crates               <ul style="list-style-type: none"> <li>➤ Scan the barcode printed on the lid of the bottles</li> <li>➤ Enter data of the liquor bottles that don't have Security stickers or bar code</li> <li>➤ Type of liquor, size of container and quantity received</li> </ul> </li> </ul>		
9	<ul style="list-style-type: none"> <li>The Sales outlet management POS to update in real-time the stock module in the central RASED database for that sales outlet whenever a bottle of liquor is sold to a consumer. The following data shall be uploaded in real-time               <ul style="list-style-type: none"> <li>➤ Scan QR code of liquor bottle</li> <li>➤ Scan the barcode printed on the lid of the bottle</li> <li>➤ Enter data of the liquor bottles that don't have Security sticker or bar code</li> <li>➤ Type of liquor, size of container and quantity received</li> <li>➤ Check status of the liquor bottle unique identifier in the master database</li> <li>➤ Update the liquor bottle's unique identifier (USDN ) database and update status to Sold to consumer</li> </ul> </li> </ul>		
10	<ul style="list-style-type: none"> <li>Report Generation for Sales outlet The owner of the liquor store should be able to generate reports from his Sales outlet Management POS system for his own records. The reports should be e mailed to the license holder's email               <ul style="list-style-type: none"> <li>➤ Sales report for the period</li> <li>➤ Stock report for the period</li> <li>➤ Revenue reconciliation report</li> <li>➤ Goods received report</li> <li>➤ Sales return report</li> <li>➤ Breakages report</li> </ul> </li> </ul>		



No.	Requirement	Y/N/	Remarks
	➤ Denatured stock report		
	• SIP required submit the POS equipment's with given SLA as Annex 8		

### 13.8. Functional Area: Lab Management System Module

This section lists some key functions in the system and these requirements need to analyze in detail by the Software implementation partner

No.	Requirement	Y/N/D	Remarks
1	Entire Lab Management System for sample testing should be developed by the SIP to accept sample with receipt , sample coding , e- payment facility sample number process, testing, issue reports,		
2	SIP should supply the barcode printers and barcode readers for 300 users distributed in island wide.		
2	It required to issue a lab report online with workflow system for the customer		
3	Need email and SMS facility		

### 13.9 Functional Area : Data Visualization

This section lists some key functions in the system and these requirements need to analysis in detail by the Software implementation partner

No.	Requirement	Y/N/D	Remarks
1	System data should be visualised with bellow requirement <ul style="list-style-type: none"><li>• Standard Reports</li><li>• Customized Reports</li><li>• Dashboard</li><li>• Audit Reports</li><li>• Search Function</li></ul>		
2	<b>Standard Reports</b> These requirements need to analyse in detail by the Software implementation partner with <ul style="list-style-type: none"><li>• Daily</li><li>• Weekly</li><li>• Monthly</li><li>• Quarterly</li><li>• Annually</li></ul> There will be the no 50 standard reports to be created by the SIP according to the staffs requirements		
3	<b>Customized Reports</b> <ul style="list-style-type: none"><li>• System should provide Customized reports generating facility for the privileged users at any time anywhere using suitable report generator.</li><li>• SIP should provide the training and guidance for Report Generating</li></ul>		

4	<b>Dashboard</b> The user can view the status of the activity requested, previous history task, payment history, online payment facilities with a user's Dashboard		
5	<b>Audit Trails</b> <ul style="list-style-type: none"> <li>SIP should implement a comprehensive audit trail for all user interactions and system functions.</li> <li>An audit module should be implemented to access the audit trail and generate comprehensive reports.</li> <li>Database security: a comprehensive database logging system should be implemented with a concrete chain of custody to ensure the integrity of the database.</li> <li>A comprehensive test suite must be executed to validate the access rights matrix..</li> <li>Internal and external vulnerability assessment and code review of the system must be conducted with validation of a third party before the system goes live.</li> </ul>		
6	It required to issue a lab report online with workflow system for the customer		
7	Need email and SMS facility		

### 13.10. Supporting Module: Definition of Workflow

This section lists some key functions in the system and these requirements need to analyze in detail by the Software implementation partner.

No.	Requirement	Y/N	Remarks
1	Defining Workflow		

No.	Requirement	Y/N	Remarks
2	The system has facility to define standard workflow for all category related activities, including: This section lists some key functions in the system and these requirements need to analysis in detail by the SIP.		
3	Assigning User Rights in Workflow		
4	Ability to assign selected users with authority to perform tasks identified in the workflow definition.		
5	Ability to assign selected user groups with authority to perform tasks identified in workflow definition.		
6	For each standard procedure defined in workflow, ability to define <i>initiation points</i> – identifying the users who can initiate the procedure.		
7	For each standard procedure defined in workflow, ability to define multiple sub-tasks (e.g. fill-in direction form, 1 <sup>st</sup> approval of direction form, 2 <sup>nd</sup> approval of direction form, print direction, issue direction, etc.)		
8	For each sub-task defined in workflow, ability to define the level of users who can perform the task.		
9	For each sub-task defined in workflow, ability to define the functional group of the user who can perform the task		
10	Ability to define order of workflow in the system, by defining predecessor and successor tasks for each task.		
11	Ability to allow (for certain function), the user, the option to decide in which route to take.		
	Tracking of Workflow		
12	The system to capture for each task of a workflow process, with the minimum of the following: <ul style="list-style-type: none"> <li>• The user who performed a task</li> <li>• Time and date of performing the task</li> <li>• Subsequent action taken / status of the task</li> </ul>		

No.	Requirement	Y/N	Remarks
13	Ability to specify deadlines and priorities, determine whether tasks have been accepted, rejected, delegated, or completed, and build automated context trails that link objects to actions as they are performed.		
14	Users shall be able to query and track task assignments and be notified if scheduled deadlines are not met. The system shall be configurable to automatically redirect tasks.		
15	The system should track and provide information on the status of any process.		
16	Ability to specify deadlines and priorities, determine whether tasks have been accepted, rejected, delegated, or completed, and built automated context trails that link objects to actions as they are performed on		
17	Users shall be able to query and track task assignments and be notified if scheduled deadlines are not met. The system shall be configurable to automatically redirect tasks.		
18	System shall facilitate definition of approval process for all the applicable transactions based on the applicable rules and regulations.		
19	System shall facilitate online in view of graphical approval process display to facilitate quick review/assessment of the workflow configured in the system.		
20	System shall facilitate defining the timelines for completion of a given activity in the workflow and enable time tracking based escalation in case of delays at any stage of approval.		
21	System shall facilitate generation of reminders for pending tasks or tasks which are approaching the defined deadlines.		
22	The system should allow the user to set reminders for a task in which case an auto generated mail should be sent on the specified date.		

No.	Requirement	Y/N	Remarks
23	If a task is not completed within the specified time, the system should allow an escalation to the next level in the hierarchy.		
24	At any stage where the decision is in deviation from that suggested by the system, the system shall capture the reasons for deviation and record the same in the appropriate MIS reports.		
25	If a task is not completed within the specified time, the system should allow an escalation to the next level in the hierarchy.		
26	At any stage where the decision is in deviation from that suggested by the system, the system shall capture the reasons for deviation and record the same in the appropriate MIS reports.		

### 13.11 Document Management

This section lists some key functions in the system and these requirements need to analyze in detail by the Software implementation partner.

No.	Requirement	Y/N	Remarks
1	<p>The system should capture <i>Notes and Attachments</i> to provide additional comments/notes about the project; attach project documents, monitoring reports and other relevant documentation.</p> <p>The following information needs to capture in the basic document management system.</p> <ol style="list-style-type: none"><li>1. Attachment</li><li>2. Title</li><li>3. Type (Example Appraisal Report, Feasibility Report, Image File, Loan Agreement, Project File, Procurement Files, Project completion reports, Evaluation reports)</li><li>4. Folders</li><li>5. Sub Folders</li><li>6. Descriptions</li></ol>		
2	The system has the facility to enter different tags to the uploaded documents.		
3	The uploaded document can be MS word, Excel, PDF, JPEG and etc.		
4	The uploaded document can be classified as a security restriction and can be viewed only the privileged stakeholders.		
5	Any document adds, modify or viewed will be logged in the audit log. The system needs to capture the username, IP Address, MAC Address, Document View, Date and Time.		
6	The system should have the facility to search the document based on the Tag enter into the system. All the documents need to list out base on the search criteria.		

No.	Requirement	Y/N	Remarks
7	The document can be sent through the workflow for approval, recommendation and other information.		

### 13.12 Messaging and SMS

This section lists some key functions in the system and these requirements need to analysis in detail by the Software implementation partner

No.	Requirement	Y/N	remarks
1	SMS Gateway need to be established		
2	The system shall also facilitate sending such intimation through SMS to the mobile number indicated during the request submission process at licensing		
3	Alerts shall be customizable and sent via SMS when transport and tracking		
4	The system shall provide alerts to the registered users, 30 days prior to the date of expiry of the validity along with details of the process for renewal of the registration. The system shall facilitate providing alerts to the users during login, through email, SMS.		

### 13.13. Technical Specifications cloud services

No		Details	Y/N	Remarks
1	<b>General Specifications</b>	The proposed solution should be cloud-based		
2		The proposed cloud platform should be a fully managed service which provides infrastructure availability and DR capabilities		



3		The SIP needs to align with the given SLA parameters.		
5		The proposed cloud solution should provide an intuitive and user-friendly GUI for managing and provisioning services. (Single Console)		
6		The proposed solution should also provide a command line interface to interact with the platform.		
7		The proposed cloud platform should have a mechanism to use templates for easy and predictable configuration and deployment of services.		
8		The proposed cloud platform should have a flexible and predictable pricing model providing a demand base payment model		
9		The proposed cloud platform should be capable of handling automatic scaling of resources.		
10		The proposed solution should provide scale-up and scale-down features at any time during the service uptime and the pricing or costing model should reflect the change when the scale-up or scale-down is initiated' The pricing model should support dynamic pricing based on the scaling of the resources provisioned.		
12		The platform should have relevant industry certifications like ISO standards. Provide a list of available certifications and standards that the platform complies. In evaluation, marks are given for the Certifications. Refer the specified certifications in the documentation.		
14		The payments will be done after verifying documents submitted by the supplier.  SIP need to submit the relevant document and reports that need to verify the invoice amount.		
16	<b>Database</b>	The proposed database solution should be capable of deployment in highly available mode.		
16		The database management should be managed by the by the bidder.		
17		The Proposed solution should be capable of backups to meet the backup requirements of stated in this document.		

18		The vendor should propose an in memory data store for caching along with the transactional logs.		
19		The caching database should provide low latency and high throughput. The vendor is required to specify the figures of the proposed caching service explicitly.		
20		The proposed caching store should be provided as a service.		
21	<b>File server</b>	The proposed file service should be capable of handling files shares at scale.		
22		The file share should support industry standard protocols such as SMB / NFS.		
23		The file shares should be accessible from any platform windows, Linux.		
24		The file server service should be capable of been used as persistent volumes for tasteful containers.		
25	<b>Micro services Capabilities</b>	The proposed cloud platform should be able to handle the provisioning of applications in micro-services architecture patterns. The proposed cloud platform should support Microservices deployments.		
31		The scale-out mechanism should be automatic and should not require manual intervention.		
42		The vendor should propose a scalable and secure network traffic management solution to ensure the incoming traffic is secured and then routed to the relevant microservice.		
43		The proposed solution should also provide a distributed registry for container images distribution and deployments.		
46	<b>Networking and Security</b>	The proposed solution should be able to create network isolation for service segregation to ensure only the required ports and IP's are permitted.		
47		The proposed solution should also be able to manage the load balancing of the incoming traffic at the container orchestration level and the edge.		
48		All network traffic should be delivered through a Next Gen firewall.		
49		All web application traffic should also pass through a web application firewall.		

50		The proposed cloud platform should be able to leverage Role-based access control (RBAC) features to ensure that resource access is only permitted to authorized and authenticated roles.		
58	<b>Back up</b>	The proposed solution should provide a comprehensive backup solution to meet the BCP requirements.		
59		The proposed backup process should meet industry standards.		
60		The backup solution should provide backup retention and archival capabilities. The SIP needs to explain how these capabilities are met.		
61		The backup solution should be able to be driven by policies and have a monitoring mechanism to monitor backups.		
62		The vendor should also clearly state the data retrieval and restoration process and the time taken for backup restoration.		
63		The backup schedule and operations should meet the requirements specified above.		
64	<b>Logs collection and monitoring.</b>	The proposed platform should be able to collect logs and events across all deployed services.		
65		The proposed log monitoring solution should be consumption-based and provide the capability for defining log levels and retention for long-term storage.		
66		The proposed solution should be capable of logging collecting, analysing, and acting on telemetry data across services deployed and external environments.		
67		The solution should support operations at scale by maximizing the performance and availability of resources and proactively identifying problems.		
68		The monitoring and logs solution should be backed by SLAs and capable of terabyte-scale data processing per day.		
69		The proposed solution should be able to provide visual insights for application performance monitoring, VM insights, container insights and networking insights.		
70		The solution should be capable of distributed tracing to correlate transactions end to end from the apps deployed to dependencies and infrastructure topology. Need to measure the SQL query level performance.		

71		The solution should provide built-in topology views for application maps, virtual machine maps and network maps.		
72		The solution should also provide open telemetry-based data capability.		
73		The solution should provide log compliance features to consume activity logs and audit logs for security compliance.		
74		The solution should be capable of log retention and or archival of specific data for up to 7 years.		
75		The solution should also support features for data immutability. It cannot be modified or changed.		
76	<b>SIEM / SOAR</b>	The solution should also support comprehensive security information and event management capabilities.		
77		The solution should be capable of security orchestration and response.		
78		The proposed solution provides intelligent security analytics and threat intelligence.		
79		The solution should provide a single solution for attack detection, threat response, threat visibility and proactive hunting.		
80		The solution should provide native integration features for broader security and application ecosystems.		
81		The solution should be able to use common event formats like syslog or REST-API.		
82		To minimize the number of alerts the solution should be able to analytics to correlate alerts into incidents.		
83		The solution should be able to use machine learning (Artificial intelligence) capabilities to map network behaviour for anomaly detection across resources.		
84		The solution should be capable of Automating and orchestrating common tasks.		
85	<b>NGFW</b>	The proposed solution must have a Next-generation firewall deployed to inspect all cloud network traffic and prevent threats, Classify and view detailed information on suspicious IPS.		
86		The NGFW must provide micro segmentation enforcement that uses IP or FQDN to restrict communications with external or unmanaged services.		

87		The solution must Secure TCP, UDP, and ICMP traffic.		
88		The Solution must Secure both IPv4 and IPv6 traffic.		
89		The solution must provide Users define policy, and allow or reject micro-segmentation policies for granular control.		
90		The Security logs must be able to be centrally viewed for multi-cloud (public/private).		
91		The Security policy must be able to be centrally managed for multi-cloud (public/private) deployments.		
92		The Solution must combine policy configuration and log analysis in a single pane, to avoid mistakes and achieve confidence in the change		
93		The Solution must Support a consistent Policy across a Multi-cloud environment.		
94		The solution must support access control for at least 150 predefined /services/protocols.		

#### 13.14. Call Center Facilities

No.	Requirement		Y/N	remarks
1		Agents of the contact RASED should Provide and combine multiple communication channels on a unified platform: Voice, Email, Social Media, Live Chat, Short Message Service		
2	Hours of operations	The RASED c centre should operate <b>8.00 am to 11.00 pm (Seven days of the Week)</b> . Operational hours are periodically reviewed and determined based on call volumes.		
3		Agents of the contact RASED should perform as a Help desk to handle all related RASED queries.		
4		All agents need to support for three languages such as Sinhala, Tamil and English.		

No.	Requirement		Y/N	remarks
5	Multilevel Integrated Voice Response (IVR)	<ul style="list-style-type: none"> <li>Select options input via telephone/mobile phone keypad using DTMF tones</li> <li>Playback pre-recorded audios for automated responses and self-service.</li> <li>Play audio while the caller is on Queue and Hold.</li> <li>Caller information and identification Call queueing</li> <li>Call routing: Skill-based Based Routing</li> </ul>		
6		Interactive voice response (IVR) with queue waiting messages & auto Call-back option		
7	PABX	Digital-based extensions with fully-fledged Call Center PABX with support for caller Identification		
8	Recording (for voice/data)			
9		Record audio of voice calls, Live chat data, and ease of access to replaying them with time and user stamping. Digital recording on MP3 or similar format.		
10	Call Detail Record (CDR)	<p>The system should be capable of storing Call Detail Record (CDR) information in a secure and easily retrievable format. This data should encompass various metrics such as call duration, origin, destination, and other attributes that provide insights into call activities and patterns.</p> <p>Upon request, this CDR information should be made available to authorized personnel for analysis, quality control, or compliance purposes. Being able to access this data on demand is vital for assessing performance, conducting audits, and ensuring that the Call Center is consistently meeting its KPIs and SLAs.</p> <p>Excise Department will request and need the access to the relevant tools get this information,</p>		
11	Headsets	Noise Cancellation Contact Center Headsets		

No.	Requirement		Y/N	remarks
12	Real-time Dashboard and Reporting	<p>Up-to-date Real-time reporting facility must be available using Data Views, monitoring KPIs, performance, operational aspects and data analytics.</p> <ul style="list-style-type: none"> <li>• List of monitored queues</li> <li>• Real-time queue performance details</li> <li>• Service level status.</li> <li>• Reports shall be customized as needed. As per the reporting requirements.</li> <li>• The real-time dashboard shall be accessible through web.</li> </ul>		
13	Integrated knowledge base	The Call Center infrastructure must be equipped with a robust knowledge base system, wherein agents can effortlessly search for necessary information. Importantly, this knowledge base should support tri-lingual content, allowing agents to retrieve information in three languages.		
14	Services	The system should be designed to facilitate the effective management and resolution of user complaints in alignment with stipulated Key Performance Indicators (KPIs). This involves having features that enable efficient tracking, sorting, and escalation of complaints, all while monitoring performance metrics to ensure compliance with set standards. The goal is to resolve issues in a timely and satisfactory manner, thereby maintaining high levels of customer service and meeting the organization's performance objectives.		
15		The Call Center system should be equipped to provide Users with accurate and timely information pertaining to the services offered by the RASED. This could range from general inquiries about RASED applications.		
16		The Call Center system should be designed with the flexibility to integrate seamlessly with forthcoming software platforms. This will enable the system to accurately identify and categorize Users, vendors, and other stakeholders involved. Such integrations are essential for enhancing customer experience, improving service delivery, and facilitating more effective interactions with all parties concerned.		
17		The system should have an automatic call and digital inquiry distribution feature that routes incoming communications to the next available agent. This		

No.	Requirement		Y/N	remarks
		ensures that user interactions—whether they are calls, emails, or messages from other digital platforms—are managed in a timely and efficient manner.		
18		The system should possess the capability to identify high-priority issues and escalate them automatically for immediate attention. This feature aims to ensure that critical issues receive prompt and specialized handling, thus improving the efficiency and effectiveness of the Call Center's operations. This escalation protocol should be aligned with predefined KPIs and SLAs to maintain service quality standards.		
19		The system should have the capability to intelligently route complaints to the appropriate resource or department. This feature ensures that each complaint is handled by agents or teams with the specific expertise or authority needed for resolution.		
20		The system should offer real-time visibility into dropped calls and unattended queries.		
21		The system should be capable of automatically sending scheduled emails to team leaders or supervisors, summarizing key performance metrics such as the number of dropped calls and unattended digital inquiries.		
22	Integrated quality management			
23		The system should have the functionality to automatically define and select a sample size for evaluating agent performance. It should be capable of assessing and rating the agents based on this sample. Additionally, the system should allow for the creation of quality assessment questions and the assignment of weightings to each question, contributing to an overall performance score for each agent.		
24	Call recording			
25		The system should feature call recording and monitoring capabilities specifically designed for training and quality assurance purposes. Recorded interactions can be tagged or marked for review, serving as valuable training material for new and existing agents.		



No.	Requirement		Y/N	remarks
26	Ticket Management			
27		<p>The system should offer advanced features for routing and automatic call distribution. This includes a sophisticated mechanism that reroutes calls to an alternate team when the primary group is unavailable, thereby ensuring that user queries are always addressed.</p> <p>Additionally, Advanced Queue Management features should be in place, offering functionalities like scheduled call-backs for customers and real-time call-back notifications for supervisors. This aims to enhance the user experience by reducing wait times and ensuring that issues are promptly resolved.</p>		
28		The system should offer real-time statistics to enable immediate insight into Call Center performance. This real-time data should be easily accessible through a dashboard and should cover a range of key performance indicators such as the number of incoming and outgoing calls, average handling time, lost or dropped calls, and longest customer wait time.		
29	Business Continue Planning			
30		The system should offer web-based access to a centralized database and call centre software solution, enabling off-site operation for agents and management. This is particularly important for ensuring business continuity in case of emergency scenarios like lockdowns or natural disasters.		
31		The Service Provider is required to maintain a Business Continuity Plan (BCP) facility capable of operating at 50% capacity in the event of a disaster situation. This ensures that the Call Center can continue to function at a reduced but critical capacity, allowing for the continued receipt and handling of Users' complaints and queries. This BCP facility should be equipped with the necessary technological infrastructure and staffing to uphold service quality and meet predefined KPIs and SLAs, even under challenging circumstances.		
32	Reports			
33		Total received calls (Answered +Abandoned calls +Call back calls)-		

No.	Requirement		Y/N	remarks
		Hourly/Daily/Weekly/Monthly		
34		Total Answered Calls- Hourly/ Daily/ Weekly/ Monthly		
35		Total Abandoned Calls- Hourly/ Daily/ Weekly/ Monthly		
36		Average Wrap up time- Daily/ Weekly/ Monthly		
37		Total Average Handling time- Hourly /Daily/ Weekly/ Monthly		
38		Agent Performance – Total number of calls answered -Hourly /Daily/ Weekly/ Monthly		
39		Agent idle time -Daily/ Weekly/ Monthly		
40		Agent Average Wrap-up time- Daily/ Weekly/ Monthly		
41		Agent - Average handling time agent- Daily/ Weekly/ Monthly		
42		RASD Training Campaign wise call load – Hourly/ Daily/ Weekly/ Monthly		
43		List of user whose wait time in queue < than 20 sec - Hourly/ Daily/ Weekly/ Monthly		
44		List of Users - whose wait time in queue is greater than 20 secs and less than 60 secs - Hourly/ Daily/ Weekly/ Monthly		
45		List of Users whose wait time in queue > than 60 sec - Hourly/ Daily/ Weekly/ Monthly		

No.	Requirement		Y/N	remarks
46		Monthly Quality evaluation reports including scores of each agent have taken		
	<b>Other Requirements</b>			
47		The SIP needs to configure the Production Environment: This is a type of DC environment where the software and applications are put into operation for their intended use by end users		
48		The Cloud solution needs to have a budget control mechanism in Monthly. The Excise Department will give the budget threshold and the SIP needs to provide the alert if the budget spends a near 80% per cent of the allocation.		
49		The flexibility to scale up/down and the ability to provision virtual machines, storage and bandwidth dynamically. The cloud solution price needs to be based on the usage and the system needs to have auto scale for all the infrastructure.		
50		The SIP needs to provide Information protection infrastructure for a centralized backup system and replication for Near Zero Seconds RPO and less than 1-hour RTO.		
51		The Bidder will manage the scale-up or scale-down of compute, memory, storage, and bandwidth to support the scalability and performance requirements of the solution and meet the SLAs.		
52		Create and maintain all the necessary technical documentation, design, documents, standard operating procedures, and configurations required for continued operations and maintenance of cloud services.		
53		Implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing the least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks. (Only relevant if IAM is getting implemented).		

No.	Requirement	Y/N	remarks
54		The SIP needs to elaborate the Usage Reporting and Billing Management process.	

### 13.15. Non Functional Requirement

This section lists some key functions in the system and these requirements need to analysis in detail by the Software implementation partner.

No.	Safety, Accessibility and Availability	Y/N
1	Admin module for user, group, authentication, authorization, permission and data management should be a separate module where administrators can perform system-wide tasks with minimum amount of effort. (A protocol to be identified for this authorization process under the supervision of the relevant officer of EDSL).	
2	Industry standard security/development measures must be taken while developing, deploying and running the system. SIP needs to flow all coding and testing standards.	
3	The system should be developed to ensure “High Availability” to remain the system available all the time.	
4	The Proposed Hardware need to be aligned to the cloud Infrastructure.	
	<b>Audit Facilities</b>	
5	Wherever applicable, an audit trail of all activities must be maintained. On a service or operation being initiated, the system should log the event, creating a basic ‘audit log entry’.	
6	It should not be possible for the operation to be executed without the log entry being made.	
7	The information recorded in the audit trail depends on the type of activity which takes place. Each service would be responsible for logging detailed information.	
	<b>Performance and compatibility</b>	
9	The solution must meet the performance indicators set by the ministry or the government’s IT regulatory authority. SIP needs to align to the give SLA.	
10	The solution should be a web based solution that is capable of running all top and popular web browsers.	

No.	Safety, Accessibility and Availability	Y/N
11	System should be accessible through mobile phones to obtain information to be used at discussions, meetings or at the field for verification purposes.	
12	In addition it should provide facility to upload any photo, video or audio files taken by a mobile phone at the field (on-site evidence).	
	<b>Backup and Contingency Planning</b>	
13	Automatic Backups daily, weekly and monthly should be taken. All the backup procedures and backups need to be tested regularly for restoration.	
14	The bidder needs to explain the replication process in the proposal.	
15	User-friendliness	
16	The SIP needs to design the interface in very user friendly manner. Use minimum number of clicks and event to conduct the transactions.	
	<b>Technology and Maintenance</b>	
17	The system should be developed using the most advanced, modern technology which ensures it's sustainability in terms of ability to improve the system in future (for improved versions) without complete replacement of the existing technology.	
18	The SIP needs to use latest framework and database versions.	
19	Within the maintenance period the SIP needs to update the system to latest framework, Operating System, Database and Web Servers released in the market.	

### 13.16. Other eService

This section lists some key functions in the system and these requirements need to analyze in detail by the RASED implementation partner.

No.	Requirement	Y/N	Remarks
1	<b>EDSL web Site/Portal</b>		
2	SIP need to redesign the EDSL website and should align to the E- Government Policy		
3	Should facilitate to try languages (English, Sinhala , Tamil		
4	Content Management System (CMS) required for rooting updates.		
5	The system shall support access to EDSL Portal through the internet from the desktop/laptop of the users and shall also provide a mobile interface through which EDSL Portal can be accessed through the mobile phone		
6	The mobile interface for the EDSL Portal shall be customised to deliver the information and limited transaction services (e.g., authentication, status tracking etc.) through the mobile interface		
7	The SIP needs to follow The World Wide Web Consortium (W3C) is an international standard for creating the eservices web pages.		
8	The SIP is responsible to maintain the website without any issues in the famous web browsers.  Accessibility of the website Internet Explorer/ Microsoft Edge Accessibility of the website Google Chrome Accessibility of the website Mozilla Firefox Accessibility of the website Safari Web Browser for Apple OS.		
9	<b>Search Engine Optimization</b> (The website should be accessible to the search engine and be coded with good on-page search engine optimisation).		

No.	Requirement	Y/N	Remarks
10	User Registration		
11	The user registration and profile creation must be facilitated only through a secured channel to ensure non-repudiation of the data submitted by the users (through https).		
12	Upon accessing the RASED portal, the system should clearly guide a user to the registration module/service.		
13	The system shall display the minimum required information for successful registration with the portal.		
14	Upon initiation of the registration process, the system shall display and seek acceptance from user on standard terms & conditions for registration with the portal and usage.		
15	The system shall provide online forms for filling and submission by prospective users for enabling registration with RASED system.		
16	The system should mandate the user to fill up his/her own details for user registration along with the details of the respective Excise Premises represented by the user.		
17	The portal shall provide guidelines to obtain the digital signature certificates or secure tokens along with list of authorised Certification Authorities to issue DSCs and links to the websites of such authorised CAs.		
18	The online forms shall clearly indicate which are mandatory fields and shall implement the validation controls to ensure that all the mandatory fields are filled by the user.		
19	The system shall inform the user of a failure in case the same user, e-mail address or DSC, if the same user is already registered in the system, inform the user of the failure through an appropriate message and propose alternative usernames.		
20	System shall provide transaction reference number upon saving the user profile creation request and such reference number shall be used for tracking the status of the registration approval.		
21	User Registration Request Approval		



No.	Requirement	Y/N	Remarks
22	The system shall facilitate the creation of a master user/super user (one or multiple users)/ User Registration Authority (URA), on behalf of EDSL, to review and approve the user id creation requests received from different stakeholders.		
23	The system shall mandate registration of master user/superuser (one or multiple users)/ User Registration Authority (URA), with authority to review and approve the user creation requests.		
24	The system should provide intimation to the User Registration Authority (URA) upon submission of a user registration request.		
25	The system shall enable the URA to examine the user creation request & approve the same.		
26	Upon finalisation of decision from URA, the system shall provide intimation to the user, at the email address indicated in the profile request, about the confirmation/rejection of request from the user.		
27	The system shall also facilitate sending such intimation through SMS to the mobile number indicated during the request submission process.		
28	If the registration request is approved by the URA, the system shall generate a password, as per the password creation guidelines defined for the portal, and e-mail the user id and password to the e-mail address specified during the registration form submission.		
29	System shall also facilitate the user to verify the status of the registration request in the portal based on the reference number provided by the system or based on the company name/registration number provided during submission of the request.		
30	Upon completion of the first time login, the system shall mandate the user to change the password in accordance with password definition guidelines of the portal.		
<b>31</b>	<b>User Privileges</b>		
32	Each user should be associated to a unique identification number, which can be used by the audit trailing facility of the system, in order to record all user activities and to identify the initiator/actor of each activity		

No.	Requirement	Y/N	Remarks
33	The system should ensure that a user is given access to information related only to each Excise Department Station or group of stations with which the user is associated.		
34	The system shall maintain the detailed audit trails for the creation of user ids, approval of user ids, changes in user details etc.		
<b>35</b>	<b>Renewal of User Ids</b>		
36	The system shall provide alerts to the registered users, 30 days prior to the date of expiry of the validity along with details of the process for renewal of the registration. The system shall facilitate providing alerts to the users during login, through email, SMS.		
37	The system shall facilitate the users to complete online payment for renewal of the account, if applicable		
38	Upon automatic cancellation of the registration on expiry of validity, the system shall provide alerts through e-mail to the user on expiry of the registration along with the steps to be taken for renewal of the registration		
39	Upon successful renewal, the system shall automatically use the user profile and associations the way it was at the time of expiry.		
40	The system shall enable the user to withdraw the registration for electronic services on a voluntary basis through submission of the online application using the related online form provided in the portal.		
<b>41</b>	<b>User Settings/Preferences</b>		
42	The system should facilitate secure login for the users. Post login, the users should be presented a dashboard as per Privileges assigned to them and preferences expressed by the users in their 'settings'.		
43	The system shall create and implement a separate user workspace/ email inbox for each registered user and system Shall provide all the notifications generated to the user in this workspace/email inbox.		

No.	Requirement	Y/N	Remarks
<b>44</b>	<b>Security Management</b>		
45	User registration shall be carried out in a secure and encrypted session between the end-user system and the RASED system. Used Https.		
46	User credentials (e.g.: passwords) must be stored in an encrypted format and access to such information must be Restricted from all categories of users, including DBAs.		
47	The system shall support a two-level authentication mechanism i.e. User id+ Password and Digital Signature Certificate or Secure token-based authentication for all registered users.		
48	The system shall restrict programmed attempts to create user ids in the RASED system through the implementation of techniques Such as 'captcha'.		
49	The system should put in place mechanisms, based on industry Standards, which assist the users in retrieving the forgotten credentials (e.g. passwords). Such process shall be Fool Proof to Ensure misuse of user credentials. Such practices may include not disclosing the forgotten passwords online in the portal to the users, mailing the forgotten password to the e-mail address indicated by the user in his profile etc.		
50	The system shall implement detailed audit trails for the changes made to the user profiles including the approvals provided for such changes.		
51	System shall implement Secure Sockets Layer (SSL) for performing electronic transaction services/self-services by the users. The Excise department shall be responsible for procurement and implementation of the cost of necessary certificates needed for implementation of the same. SIP needs to install and configure the SSL.		
52	Establish a secured communication mechanism between RASED and other external systems (IT systems at banks, customs, EDSL and other agencies)		

No.	Requirement	Y/N	Remarks
53	System shall perform virus-checks/scans for the documents uploaded into the system, before the document saved or upload.		
54	<p>Upon upload of any document, the system must perform the following minimum validation checks, in order to ensure the documents compliance with the system specifications.</p> <p><input type="checkbox"/> <input type="checkbox"/> The system performs documents virus check</p> <p><input type="checkbox"/> <input type="checkbox"/> The system performs document corruption check</p>		
55	If the document validation fails, the system automatically displays the appropriate notification to the user. The system should display the appropriate error message to the user and reject the document submission by the user		
56	The system shall ensure only authorized personnel who have accessed rights to module and system logs		
57	<p>System administrators should have no access to the Audit trails.</p> <p>All log repositories should be configured as read-only file systems except for the systems that are being provided log entries so that no alteration of the log file is possible</p>		
58	<p>There shall be clear segregation of duties between the functions/activities performed by the users and the system administrators deployed by SIP for managing the technical aspects of the solution</p>		
59	The system shall provide a tool for accessing, processing and producing reports on activities based on the system logs to authorized users. Only authorized personnel should be able to gain access to this tool		
60	Support the analysis of the log information, so that the full audit trail of a particular transaction or a user's activities can be generated.		
61	The RASED implementation shall adopt security methods such as usage of Demilitarized zones for web servers, completely secured zones for application and database servers.		

No.	Requirement	Y/N	Remarks
62	All the services and associated ports, which are not required for RASED system operations, are disabled/uninstalled in the IT Infrastructure including operating systems, database, application server, network and security infrastructure. The bidder needs to review all configuration and technical aspect and advice to the Excise department.		
63	<p>The system shall implement password management controls to ensure that the passwords created/defined by the users adhere to the standard information security requirements. Such controls shall include:</p> <ul style="list-style-type: none"> <li>a. Password composition shall be alphanumeric characters with a minimum eight-character length</li> <li>b. Password shall not be the same as user name</li> <li>c. Password must be changed at regular intervals (minimum at every sixty days)</li> <li>d. Restrict using the same password using the password reset etc.</li> </ul>		
64	The server farms for all the critical components in the architecture including web, application, database etc. shall build redundancy in servers		
65	Disaster Recovery (DR) to ensure high availability of the application services and online data backup/synchronization facility between primary and DR sites		
66	Antivirus gateway for scanning the communication and all the documents to and from the system		
67	Data Backup & Recovery systems to ensure real-time data backup for the system		
<b>68</b>	<b>Online Help</b>		
69	The system shall provide online and intuitive help/instructions for the registration of users in the RASED system.		

No.	Requirement	Y/N	Remarks
70	The system shall provide FAQs on the registration process in the portal.		
71	The system shall provide CBT for demonstrating the online registration process in detail. Such programmes shall explain each phase of the registration process, contents and documents to be attached during registration etc. SIP shall provide such online training programmes in English, Sinhala and Tamil.		
72	The system shall implement an Online Grievance Redressed mechanism for receipt of grievance applications w.r.t. the user registration process, allocation of grievances to the designated personnel identified by EDSL, processing of grievances and monitoring of grievance redressed mechanism		
73	The system should provide an online Help section for the users for all online modules.		
74	The system shall provide Computer Based Tutorials (CBT) for demonstrating all functions/transactions in the RASSED. Such programs shall explain each phase of the transaction.		
75	The system should provide an online FAQ section and facilitate continual updating with new changes in the system		
76			

## Annex 1: Performance

Following performance criteria is provided as guideline to the SIP related to the RASSED Application. If the actual performance is failing below the stipulated figures, the SIP is to justify the reasons. However, the performance level must be accepted by an expert third party appointed by the EDSL

The bandwidth is assumed at 512kbps (Shared) with 1000 concurrent users.

Item	Performance
<b>Screen Navigation : Field to Field</b>	<10 milliseconds
<b>Screen Navigation : Screen to Screen</b>	< 5 Seconds
<b>Screen Refresh</b>	< 3 Seconds
<b>Screen List Box, Combo Box</b>	< 2 Seconds
<b>Screen grid – 25 rows, 10 columns</b>	< 5 Seconds
<b>Report Preview – (all reports) – initial page view (if asynchronous)</b>	<60 Seconds in most instances. It is understood that complicated/ large volume reports may require a longer period.
<b>Simple enquiry – Single table, 5 fields, 3 conditions without screen rendering</b>	< 5 Seconds for 100,000 rows
<b>Complex enquiry – Multiple joined table (5), 10 fields, 3 Conditions- without screen rendering</b>	< 8 Seconds for 100,000 rows
<b>Server side validation/Computations</b>	< 10 Milliseconds
<b>Client Side validation/Computations</b>	< 1 Milliseconds
<b>Batch processing (If any) per 100 records.</b>	< 120 Seconds
<b>Login, authentication and verification</b>	< 3 Seconds
<b>Daily Backups - Max Duration</b>	1 Hour (On line Preferred)
<b>Total Restore (DR Site) – Max Duration</b>	4 Hours

## Annex 2: Service Cove Period / Performance requirements (SLA)

Following table provides definitions of terms used in the RASED application as performance indicators which related impact on payments to be made by EDSL .

The SLA parameters shall be measured on a 24/7 basis and the SLA reports shall be made available to EDSL at any point of time.

RASED application performance indicators

S.N	SLA Parameter	24/7		Per Incident charges	
		Performance Achieved (%)			
1	Availability of the systems (Availability of systems will not only refer to the uptime of hardware and related operating system, but also includes the uptime of the web, application and database systems and services of RASED to users from EDSL, Excise Premises and other related stakeholders. )				
1.1	Availability of RASED web, application and database servers	<99.52		Rs. 50,000 per incident	
1.2	Availability of RASED web, application and database servers	<97.14		Rs 75,000.00 per incident	
2	RASED Portal loading time The measurement process shall ensure that the page is loaded from the server not from the local cache in the system used for measurement.				
2.1	RASED Portal loading time	>3 sec		Rs. 25,000	
2.2	RASED Portal loading time	>5 sec		Rs 50,000	
2.3	RASED Portal loading time	>7 sec		Rs 75,000	
3	Compliance with Critical Standard Operating Procedures (e.g. data backup, application of patches etc.)	For every incidence of procedural lapses			
4	Helpdesk Operations (any incidence of helpdesk staff closing the call/ticket without actually providing the resolution to the staff will attract maximum penalty based on the nature i.e. high/medium/low of the issue reported by the staff)				
4.1	Resolution of High-Critical issues reported/support sought by the internal users	> 6 hours			Rs. 30,000 per incident
4.2	Resolution of medium-Critical issues reported/support sought by the internal users	>8 hours			Rs 20,000 per Incident



S.N	SLA Parameter	24/7		Per Incident charges	
		Performance Achieved (%)			
4.3	Resolution of low-Critical issues reported/support sought by the internal users	> 12 hours		Rs. 10,000 per incident	

## Performance Requirements of cloud infrastructure

Following table provides definitions of terms used in the RASSED cloud infrastructure as performance indicators which related impact on payments to be made by EDSL.

The SLA parameters shall be measured on a 24/7 basis and the SLA reports shall be made available to EDSL at any point of time.

RASSED cloud infrastructure performance indicators

Synod.	Service Objective	Level	Service Level Objective	Target/Service Level	Penalty (Indicative)
<b>Availability/Uptime</b>					
1	Availability/Uptime of cloud services for Resources for Production environment		Availability (as per the definition in the SLA) will be measured for each of the underlying components provisioned in the cloud. Measured with the help of SLA reports provided by Cloud Service Provider.	Availability for each of the provisioned resources: $\geq 99.95\%$	Default on any one or more of the provisioned resource will attract penalty as indicated below. $< 99.95\%$ & $\geq 99\%$ ( 10% of the <<periodic Payment>>) $< 99\%$ (30% of the <<periodic Payment>>)
2.	Availability of Critical Services (e.g., Manufacturing process)		Availability (as per the definition in the SLA) will be measured for each of the critical services	Availability for each of the critical services (where applicable) $\geq 99.95\%$	Default on any one or more of the services will attract penalty as indicated

				below. <99.95% and >= 99% ( 10% of the <<Periodic Payment>>) <99% ( 20% of the <<Periodic Payment>>)
3	Availability of the network links at DC and DR (links at DC / DRC, DC-DRC link )	Availability (as per the definition in the SLA) will be measured for each of the network links provisioned in the cloud.	Availability for each of the network links: >= 99.95%	Default on any one or more of the provisioned network links will attract penalty as indicated below. <99.95% & >=99% ( 10% of the <<periodic Payment>>) < 99% (30% of the <<periodic Payment>>)
<b>Support Channels – Incident and Helpdesk</b>				
5.	Response Time	Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets/incidents reported within the reporting month.	95% within 15minutes	<95% & >=90% ( 5% of the <<periodic Payment>>) < 90% & >= 85% ( 7% of the <<periodic Payment>>) < 85% & >= 80% ( 9% of the Periodic Payment)
6.	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of logging.	For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem reporting	<98% & >=90% ( 5% of the <<periodic Payment>>) < 90% & >= 85% ( 10% of the <<periodic

				Payment>>) < 85% & >= 80% ( 20% of the <<periodic Payment>>)
7.	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging.	95% of Severity 2 within 4 hours of problem reporting AND 95% of Severity 3 within 16 hours of problem reporting	<95% & >=90% ( 2% of the <<periodic Payment>>) < 90% & >= 85% ( 4% of the <<periodic Payment>>) < 85% & >= 80% ( 6% of the <<periodic Payment>>)
<b>Security Incident and Management Reporting</b>				
8.	Percentage of timely incident report	Measured as a percentage by the number of defined incidents reported within a predefined time (1 hour) limit after discovery, over the total number of defined incidents to the cloud service which are reported within a predefined period (i.e. month). Incident Response – Cloud Service Provider shall assess and acknowledge the defined incidents within 1 hour after discovery.	95% within 1 hour	<95% & >=90% ( 5% of the <<Periodic Payment>>) < 90% & >= 85% (10% of the <<Periodic Payment>>) < 85% & >= 80% ( 15% of the <<Periodic Payment>>)

9	Percentage of timely incident resolutions	Measured as a percentage of defined incidents against the cloud service that are resolved within a predefined time limit (month) over the total number of defined incidents to the cloud service within a predefined period. (Month). Measured from Incident Reports	95% to be resolved within 1 hour.	<95% & >=90% ( 5% of the <<Periodic Payment>>) < 90% & >= 85% (10% of the <<Periodic Payment>>) < 85% & >= 80% ( 15% of the <<Periodic Payment>>)
<b>Vulnerability Management</b>				
10	Percentage of timely vulnerability corrections.	The number of vulnerability corrections performed by the cloud service provider - Measured as a percentage by the number of vulnerability corrections performed within a predefined time limit, over the total number of vulnerability corrections to the cloud service which are reported within a predefined period (i.e. month, week, year, etc.). <ul style="list-style-type: none"> <li>High Severity Vulnerabilities – 30 days - Maintain 99.95% service level</li> <li>Medium Severity</li> </ul>	99.95%	>=99% to <99.95% [ 10% of Periodic Payment] >=98% to <99% [ 20% of Periodic Payment] <98% [ 30% of Periodic Payment]

		Vulnerabilities – 90 days – Maintain 99.95% service level		
11	Percentage of timely vulnerability reports.	Measured as a percentage by the number of vulnerability reports within a predefined time limit, over the total number of vulnerability reports to the cloud service which are reported within a predefined period (i.e. month, week, year, etc.).	99.95%	>=99% to <99.95% [ 10% of Periodic Payment] >=98% to <99% [ 20% of Periodic Payment] <98% [ 30% of Periodic Payment]
12	Security breach including Data Theft/Loss/Corruption	Any incident where in system compromised or any case wherein data theft occurs (including internal incidents)	No breach	For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR << 5 Lakhs>>.This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, Excise Department reserves the

				right to terminate the contract.
13	Availability of SLA reports covering all parameters required for SLA monitoring within the defined time.		(e.g., 3 working days from the end of the month)	5% of <<periodic Payment>>
<b>Service Levels for Disaster Recovery</b>				
14	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	<<RTO <= 1 hours>>	10% of <<Periodic Payment>> per every additional 4 (four) hours of downtime.
15	RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	<= 2 hours AS- EXCISE DEPARTMENT to indicate based on the application requirements]	10% of <<Periodic Payment>> per every additional 2 (two) hours of downtime.
16	Availability of Root Cause Analysis (RCA) reports for Severity 1 & 2		Average within 5 Working days	5% of <<periodic Payment>>

### **Annex 3: Interoperability Standards**

The solution proposed and implemented for RASED shall ensure compliance with ICT standards defined by Government of Sri Lanka. Information and Communication Technology Agency (ICTA) spearheads definition of ICT standards for e-Governance initiatives in the country and is also leading implementation of key e-Governance projects in the country such as Lanka gate and definition of Lanka Interoperability framework (LIF). SIP is required to ensure that RASED is implemented in line with the standards defined by ICTA and complete adheres to the standards defined by ICTA. SIP is required to perform close coordination with ICTA to ensure that RASED is interoperable with Lanka gate and other e-Governance initiatives/systems planned at national level. Following briefly outlines the LIFe standard defined by ICTA and bidders need to look into ICTA website ([www.icta.lk](http://www.icta.lk)) for the ICT policies and standards developed by ICTA, which shall be adopted in RASED implementation.

**Lanka Interoperability Framework (LIFe)** is an initiative undertaken by Ministry of Public Administration and Home Affairs in collaboration with Information and Communication Technology Agency (ICTA) to establish recommendations for common data architecture and standards for data exchange for the Government of Sri Lanka.

ICTA as part of the Technical Architecture, Security and Standards (TASS) program has published documents on Government ICT Policies, National Enterprise Architecture Standards Guidelines and Information Security Guidelines.

These documents establish policies and recommendations for the use of standards in government organizations. These policies and recommendations are intended to promote interoperability of government information systems.

Further to this effort, Lanka Interoperability Framework is formulated to provide guidelines for different government information systems to standardize data architecture and data exchange.

This will enable the whole of government to operate as a single seamlessly integrated collaborated service, providing efficient and effective service through different service delivery channels – like face-to-face, phone, internet, mail, etc.

SIP is also required to ensure that proposed solution for RASED and its implementation is fully compliant with the E-Government policy of Government of Sri Lanka including the specific standards prescribed in the e-Governance policy document. Please refer to the following documents for the E-Governance policy and related standards prescribed by Government of Sri Lanka. These documents are available online in the ICTA website at [.....](#)

- a. ICT Policies and procedures for Government
- b. Circular of e-Government Policy
- c. Detailed Government Policy Checklist

Bidders may seek any clarifications needed on the standards, policy documents referred above.

## Annex 4: License Process

### New License Process for Retail Licenses (Common)

New License Process for Retail Licenses (Common)		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / Tourist board approval (as applicable)	Applicant	ECG
<b>Step 2</b>	Issuance of application subjected to the payment of application fee	ECG	Applicant
<b>Step 3</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	OIC
<b>Step 4</b>	<p>OIC assigns the application to IPR and IPR inspects the relevant premises and documents. (Requirements according to EN 902)</p> <p>Checklist :</p> <ol style="list-style-type: none"> <li>1. Filled application.</li> <li>3. Applicants National ID.</li> <li>4. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Applicant's Name)</li> <li>5. Deed or Registered and valid Lease agreement with owner consent letter.</li> <li>7. Tourist board approved document. (If relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval.</li> <li>08. Plan of the building, approved by the local authority.</li> <li>09. Survey plan, indicating the radius distance to nearest places of public regional to worships and school.</li> <li>10. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involves in moral turpitude last five years.</li> <li>11. Certificate of incorporation or business registration.</li> </ol>	<p>OIC</p> <p>Applicant</p>	<p>IPR</p> <p>IPR</p>
<b>Step 5</b>	IPR check s all documents, Site visit send it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE



<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police a report to head office about applicant.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports clarify the rejection details and if reject sends reason for the rejection as a message to the licensee.	ECG	Applicant
<b>Step 14</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issuing the license.	ECG	Respective DS
<b>Step 16</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Applicant	ECG	DCE, Relevant AC,SE,OIC, Applicant
<b>Step 17</b>	Applicant hands over the approve letter from divisional secretary (DS) and Pays license fee to DS office, according to EN 1004	Applicant	Respective DS
<b>Step 18</b>	DS issues license with relevant format after signing the counterpart agreement	DS	Applicant
<b>Step 19</b>	DS sends the proof of issuance of license to the ECG	DS	ECG

### **New Application Procedures under Excise Ordinance (Excising)**

- New License Process for Retail Licenses (without Boutique and villas)
- New License Process for Retail Licenses (Boutique and villas)
- New License Process for Manufacturing Licenses (Liquor)
- New License Process for Manufacturer's Wholesale Licenses (AMo6)
- New License Process for Wholesale Licenses (FL 03)
- New License Process for Import / Export Licenses
- New License Process for Industrial manufacturing Licenses (Finish product not subjected to excise tax – portable spirits)
- New License Process for Industrial manufacturing Licenses (Finish product not subjected to excise tax – non portable)
- New License Process for Industry related Licenses (Research, Cleaning, Packaging ...)

## New License Process for Retail Licenses (without Boutique and villas)

New License Process for Retail Licenses (without Boutique and villas)		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / Tourist board approval (as applicable)	Applicant	ECG
<b>Step 2</b>	Issuance of application subjected to payment of application fee	ECG	Applicant
<b>Step 3</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	OIC
<b>Step 4</b>	<p>OIC assigns the application to IPR and IPR inspects the relevant premises and documents. (Requirements according to EN 902)</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>9. Filled application.</li> <li>10. Applicants National ID.</li> <li>11. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Applicant's Name)</li> <li>12. Deed or Registered and valid Lease agreement with owner's consent letter.</li> <li>13. Tourist board approved document. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval.</li> <li>14. Plan of the building, approved by the local authority.</li> <li>15. Survey plan, indicating the radius distance to nearest religious/ worshipped places and schools.</li> <li>16. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involve in moral turpitude last five years. Certificate of incorporation or business registration.</li> </ol>	Applicant	IPR
<b>Step 5</b>	IPR checks all documents, Site visit s and sends it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)

<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police report about applicant to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports clarify the rejection details and if reject ion sends reason for the rejection as a message to the licensee.	ECG	Applicant
<b>Step 14</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issue the license.	ECG	Respective DS
<b>Step 16</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Applicant	ECG	DCE, Relevant AC,SE,OIC, Applicant
<b>Step 17</b>	Applicant hands over the approve letter from divisional secretary (DS) and Pay license fee to DS office, according to EN 1004	Applicant	Respective DS
<b>Step 18</b>	DS issues license after signing the counterpart agreement	DS	Applicant
<b>Step 18</b>	DS sends the proof of issuance of license to the ECG	DS	ECG
<b>Step 19</b>			

### New Approval Process for Retail Licenses (Boutique and villas) / (EN 936)

New License Process for Retail Licenses (Boutique and villas)		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with NIC / BR / Company registration / Approval from Tourism Development Authority/Proof Document of investment	Applicant	ECG
<b>Step 2</b>	Hand over the Request letter to the revenue branch	ECG	EC (Rev) / DCE(Rev)
<b>Step 3</b>	Field visit is conducted by the Revenue branch Checklist: 15. Approval from Tourism Development Authority with Proof document of number of room(Respectively) 16. NIC / Details of Director board/BR/ Company Registration 17. Technical report (environment authority/ Fire certificate) 18. Deed or Registered and valid Lease agreement with owner's consent letter. 19. Plan of the building, approved by the local authority. 20. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involved in moral turpitude last five years. (If relevant)	EC (Rev) / DCE(Rev)	
<b>Step 4</b>	Recommendation of the revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 5</b>	Having signed the counterpart agreement and issue the special approval for three year period after payment of relevant fee	ECG	Applicant
<b>Step 6</b>	ECG sends the copy of special approval	ECG	Tourist Board/Relevant AC/SE/OIC

New License Process for Manufacturing Licenses (Liquor)



<b>Step 11</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 12</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 13</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 14</b>	The police send police report about applicant to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 15</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 16</b>	After receiving DS reports and police reports clarify the rejection details and if rejection sends reason for the rejection as a message to the Applicant.	ECG	Applicant
<b>Step 17</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 18</b>	ECG approves and orders to issue the license to the Applicant having signed the counterpart agreement. (EN 1004 and Excise ordinance sec.26)	ECG	Applicant
<b>Step 19</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC	ECG	DCE, Relevant AC,SE,OIC,

## New License Process for Manufacturer's Wholesale Licenses (AMo6)

[illegible]



	previously convicted of any offence, under the penal code.		
<b>Step 12</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 13</b>	The police send police report about applicant to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 14</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 15</b>	After receiving DS reports and police reports clarify the rejection details and if rejection, sends reason for the rejection as a message to the licensee.	ECG	Liquor manufacturer
<b>Step 16</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 17</b>	ECG issues the license having signed counterpart agreement.	ECG	Liquor manufacturer
<b>Step 18</b>	ECG sends a copy of license AC,SE, OIC	ECG	Relevant AC,SE,OIC,

### New License Process for Wholesale Licenses (FL 03)

New License Process for Wholesale Licenses (FL 03)		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration	Applicant	ECG
<b>Step 2</b>	Issuance of application subjected to payment of application fee	ECG	Applicant
<b>Step 3</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	OIC
<b>Step 4</b>	<p>OIC assigns the application to IPR and IPR inspect the relevant premises and documents. (Requirements according to EN 902)</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>1. Filled application.</li> <li>2. Applicants National ID/BR/ Certificate of incorporation or business registration.</li> <li>3. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Applicant's Name)</li> <li>4. Deed or Registered and valid Lease agreement with owner's consent letter.</li> <li>5. Plan of the building, approved by the local authority.</li> <li>6. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involve in moral turpitude in last five years. (If relevant.)</li> <li>7. Survey plan, indicating the radius distance to nearest places of public regional to worships and school.</li> </ol>	<p>OIC</p> <p>Applicant</p>	<p>IPR</p> <p>IPR</p>
<b>Step 5</b>	IPR checks all documents, Site visit and send it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)

<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police report about applicant to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports clarify the rejection details and if rejects, sends reason for the rejection as a message to the Applicant.	ECG	Applicant
<b>Step 14</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issuing the license.	ECG	Respective DS
<b>Step 16</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Applicant	ECG	Relevant AC,SE,OIC, Applicant
<b>Step 17</b>	Applicant hands over the approved letter from divisional secretary (DS) and Paying license fee to DS office, according to EN 1004	Applicant	Respective DS
<b>Step 18</b>	DS issues license after signing the counterpart agreement	DS	Applicant
<b>Step 18</b>	DS sends the proof of issuance of license to the ECG	DS	ECG

**New License Process for Industrial Manufacturing Licenses (Finish product not subjected to excise tax – potable spirits)**

<b>Step 1</b>	Applicant submits the application with correct details about supportive documents to relevant excise office.	Applicant	OIC
<b>Step 2</b>	<p>OIC assigns the application to IPR and IPR check the documents. (Requirements according to EN 385)</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>1. Filled application.</li> <li>2. Applicants National ID/BR/Certificate of incorporation or business registration</li> <li>3. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Applicant's Name)</li> <li>4. Deed or Registered and valid Lease agreement with owner's consent letter.</li> <li>5. Plan of the building, approved by the local authority (Sketch of Manufactory &amp; Bond room)</li> <li>6. Plan of the land.</li> <li>7. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involve in moral turpitude last five years. (if necessary)</li> <li>8. National Medical regulatory board approval certificate including brand name</li> <li>9. Central Environment Authority approval</li> <li>10. ITI report on the manufacturing process</li> <li>11. Fire certificates</li> <li>12. Other Government body approvals if necessary</li> </ol>	Applicant	IPR
<b>Step 3</b>	IPR checks all documents to send it to the OIC with his recommendations.	IPR	OIC
<b>Step 4</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 5</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 6</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 7</b>	The head office sends a request letter for the police to confirm whether the applicant has been previously convicted of any offence, under the penal code.	DC (Rev)	OIC (Respective Police)

<b>Step 8</b>	The head office sends a request letter to the DS to ask any objection for the proposed premises.	DC (Rev)	Respective DS
<b>Step 9</b>	The police send police report about applicant to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 10</b>	Send the DS report to the head office.	Respective DS	DC (Rev)
<b>Step 11</b>	After receiving DS reports and police reports clarify the rejection details and if reject, sends reason for the rejection as a message to the licensee.	ECG	Applicant
<b>Step 12</b>	ECG approves and orders to issue the license.	ECG	Applicant
<b>Step 13</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Applicant	ECG	DCE,Relevant AC,SE,OIC

**New permit Process for Industrial Manufacturing Licenses (Finish product not subjected to excise tax – potable spirits)**

<b>New permit Process for Industrial Manufacturing Licenses (Finish product not subjected to excise tax – potable spirits)</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to OIC with Institutional details (if government) Technical report from a relevant institute to prove the requirement (MP Form 01)	Applicant	OIC
<b>Step 2</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 3</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 4</b>	Recommendation of the revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 5</b>	ECG issues the permit	ECG	Applicant
<b>Step 6</b>	Send the letter and the copy of permit to the Distillery to issue the spirit.	ECG	Distillery
<b>Step 7</b>	Send the copies to OIC/SE/ACE	ECG	ACE/SE/OIC
<b>Step 8</b>	Distillery issues the spirits under D28	Distillery	Applicant
<b>Step 9</b>	Send the copy of D28 to OIC	Distillery OIC	Receiving Area OIC
<b>Step 10</b>	Bond the consignment with SE	Receiving area OIC/SE	
<b>Step 11 - If denatured</b>	<b>11-a</b> Denature and draw samples	OIC/SE	
	<b>11-b</b> Call the analyst report	OIC	Analyst
	<b>11-c</b> Send the analyst report to	Analyst	OIC
	<b>11-d</b> OIC seeks permission to issue the spirit	OIC	SE
	<b>11-e</b> SE approves to issue the spirit	SE	OIC
<b>Step 12 - If not denatured</b>	<b>12-a</b> Request to issue the spirits	Applicant	Receiving area OIC
	<b>12-b</b> OIC sends the letter with his recommendation to seek approval to issue the spirits.	OIC	SE
	<b>12-c</b> SE sends the letter with his recommendation to seek approval to issue the spirits.	SE	ACE
	<b>12-d</b> ACE Approves to issue the spirits	ACE	SE
	<b>12-e</b> SE sends the approval to the OIC	SE	OIC
<b>Step 13</b>	OIC issues the spirits according to the requirement.	OIC	Applicant

**New permit process for Industry related permit (Research, Cleaning, Packaging ...)**

<b>New permit process for Industry related permit (Research, Cleaning, Packaging ...)</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to OIC with Institutional details (if government) Technical report from a relevant institute to prove the requirement	Applicant	OIC
<b>Step 2</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 3</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 4</b>	Recommendation of the revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 5</b>	ECG issues the permit	ECG	Applicant
<b>Step 6</b>	Send the letter and the copy of permit to the spirit selling agent/Distillery to issue the spirit.	ECG	Spirit Selling agent/Distillery
<b>Step 7</b>	Send the copies to OIC/SE/ACE	ECG	ACE/SE/OIC
<b>Step 8</b>	Distillery/ Selling agent issue the spirits under D28	Distillery/ Selling agent	Applicant
<b>Step 9</b>	Send the copy of D28 to OIC	Distillery OIC/ Sending Area OIC	Receiving Area OIC
<b>Step 10</b>	Bond the consignment	Receiving area OIC	
<b>Step 11</b>	Request to issue the spirits	Applicant	Receiving area OIC
<b>Step 12</b>	OIC sends the letter with his recommendation to seek approval to issue the spirits.	OIC	SE
<b>Step 13</b>	SE sends the letter with his recommendation to seek approval to issue the spirits.	SE	ACE
<b>Step 14</b>	ACE Approves to issue the spirits	ACE	SE
<b>Step 15</b>	SE sends the approval to the OIC	SE	OIC
<b>Step 16</b>	OIC issues the spirits according to the requirement.	OIC	Applicant

### 13.New License Process for Import ,Store and wholesales of Non potable spirits

New License Process for Import ,Store and wholesales of Non potable spirits		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with BR /Company Registration	Applicant	DC (Rev)
<b>Step 2</b>	Issue the Application without cost	DC (Rev)	Applicant
<b>Step 3</b>	Application hands over to OIC with required documents Checklist : 1. Filled application. 2. Project Proposal 3. Applicants National ID 4. Deed or Registered and valid Lease agreement with owner's consent letter. 5. Plan of the building, approved by the local authority. 6. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involving in moral turpitude last five years. 7. Certificate of incorporation or business registration. 8. Environmental certificate and Fire certificate	Applicant	OIC
<b>Step 4</b>	OIC hands over the application with all the documents to IPR	OIC	IPR
<b>Step 5</b>	IPR visits the Site and gives his recommendation with Bond Room sketch	IPR	OIC
<b>Step 6</b>	OIC sends the documents with his recommendation	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	Recommendation of the revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 10</b>	ECG issues the license	ECG	Applicant
<b>Step 11</b>	Send the copies to OIC/SE/ACE	ECG	ACE/SE/OIC

### Renewal Application Procedures under Excise Ordinance (Excising)

- Renewal License Process for Retail Licenses (without Boutique and villas)



- Renewal License Process for Retail Licenses (Boutique and villas)
- Renewal License Process for Manufacturing Licenses (Liquor)
- Renewal License Process for Manufacturer's Wholesale Licenses (AM06)
- Renewal License Process for Wholesale Licenses (FL 03)
- Renewal License Process for Import / Export Licenses
- Renewal License Process for Industrial manufacturing Licenses (Finish product not subjected to excise tax – portable spirits)
- Renewal License Process for Industrial manufacturing Licenses (Finish product not subjected to excise tax – non portable)
- Renewal License Process for Industry related Licenses (Research, Cleaning, Packaging ...)

### **Renewal License Process for Retail Licenses (without Boutique and villas)**

<b>Renewal License Process for Retail Licenses (without Boutique and villas)</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Issuance of application subjected to the payment of application fee	AC	Licensee
	Issuance of application subjected to payment of application fee after the 15th of December	DC (Revenue)	Licensee
<b>Step 2</b>	Licensee submits the application with correct details about supportive documents to relevant excise office.	Licensee	OIC
<b>Step 3</b>	<p>OIC assigns the application to IPR and IPR inspects the relevant premises and documents. (Requirements according to EN 902)</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>11. Filled application.</li> <li>12. Applicants National ID.</li> <li>13. Photocopy of receipt in proof of payment of Application Fee and Receipt</li> <li>14. (Receipt must be in Applicant's Name)</li> <li>15. Deed or Registered and valid Lease agreement with owner's consent letter.</li> <li>16. Tourist board approved document. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval.</li> <li>17. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involving in moral turpitude last five years.</li> <li>18. Copy of existing year license</li> <li>19. If Non Tourist board Restaurants/Hotels certificate of suitability of the building ...)</li> </ol>	OIC	IPR

	20. Letter of Requesting the TCR clearance		
<b>Step 4</b>	IPR checks all documents; send it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 5</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 6</b>	SE sends recommendation to the AC.	SE	AC
	If Non Tourist board Restaurants/Hotels, visit the site and submit the certificate of suitability of the building	OIC/SE/ACE together	
<b>Step 7</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 8</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 9</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issuing the license.	ECG	Respective DS
<b>Step 10</b>	ECG sends a copy of license issuing order to DCE,AC,SE, OIC and Licensee	ECG	DCE, Relevant AC,SE,OIC, Licensee
<b>Step 11</b>	AC issues the TCR clearance Letter	AC	Respective DS
<b>Step 12</b>	Licensee hand s over the 3 <sup>rd</sup> quarter Tax payment receipt to divisional secretary (DS) and Pay license fee and stamp fee to DS office, according to EN 1004 & Stamp Duty Act	Licensee	Respective DS
<b>Step 18</b>	DS issues license after signing the counterpart agreement	DS	Licensee
<b>Step 18</b>	DS sends the proof of issuance of license to the ECG	DS	ECG

## 2. Renewal Process for Retail Licenses (Boutique and villas) / (EN 936)

Renewal License Process for Retail Licenses (Boutique and villas)		Responsibility	To Whom
<b>Step 1</b>	Request letter to ECG with Approval from Tourism Development Authority (Before 45 days of invalidation of the Special Approval)	Licensee	ECG
<b>Step 2</b>	Approve and send the Request to the revenue branch	ECG	EC (Rev) / DCE(Rev)

<b>Step 3</b>	Checklist: 1. Approval from Tourism Development Authority 2. Deed or Registered and valid Lease agreement with owner's consent letter. 3. Copy of existing year license 4. Letter of Requesting the TCR clearance 5. Last quarter Tax payment receipt	EC (Rev) / DCE(Rev)	
<b>Step 4</b>	Recommendation of the Revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 5</b>	Having signed the counterpart agreement issue the special approval for three years period after the payment of relevant fee (vide EN 986)	ECG	Licensee
<b>Step 6</b>	ECG sends the copy of special approval	ECG	Tourist Board/Relevant AC/SE/OIC

### 3. Renewal License Process for Manufacturing Licenses (Liquor)

Renewal License Process for Manufacturing Licenses (Liquor)		Responsibility	To Whom
<b>Step 1</b>	Request letter to OIC with relevant documents. (Requirements according to EN 902,844,335) Checklist: 1. Copy of existing year license 2. Deed or Registered and valid Lease agreement with owner's consent letter. 3. Environmental certificate and Fire certificate 4. Boiler certificate and Boiler men certificate 5. TCR Clearance	Licensee	OIC
<b>Step 2</b>	OIC checks all documents and sends it (with approvals) to the SE with his recommendations.	OIC	SE
<b>Step 3</b>	The SE checks and forwards the application with related documents and approvals to the AC	SE	AC
<b>Step 4</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 5</b>	ECG approves and issues the license to the Licensee having signed the counterpart agreement. (EN 1004 and Excise ordinance sec.26)	ECG	Licensee
<b>Step 6</b>	ECG sends a copy of license to AC, SE, OIC	ECG	Relevant AC, SE, OIC,

#### 4. Renew License Process for Manufacturer's Wholesale Licenses (AMo6)

Renew License Process for Manufacturer's Wholesale Licenses (AMo6)		Responsibility	To Whom
<b>Step 1</b>	Request letter to OIC with relevant documents. (Requirements according to EN 902,896,) Checklist: 1. Copy of existing year license 2. Deed or Registered and valid Lease agreement with owner's consent letter. 3. TCR Clearance	Licensee	OIC
<b>Step 2</b>	OIC checks all documents and sends it (with approvals) to the SE with his recommendations.	OIC	SE
<b>Step 3</b>	The SE checks and forward the application with related documents and approvals to the AC	SE	AC
<b>Step 4</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 5</b>	ECG approves and issues the license to the Licensee having signed the counterpart agreement. (EN 1004 and Excise ordinance sec.26)	ECG	Licensee
<b>Step 6</b>	ECG sends a copy of license to AC, SE, OIC	ECG	Relevant AC, SE, OIC,

### 5. Renewal License Process for Wholesale Licenses (FL 03)

Renewal License Process for Wholesale Licenses (FL 03)		Responsibility	To Whom
<b>Step 1</b>	Issuance of application subjected to payment of application fee	AC	Licensee
	Issuance of application subjected to payment of application fee after the 15 <sup>th</sup> of December	DC (Revenue)	Licensee
<b>Step 2</b>	Licensee submits the application with correct details about supportive documents to relevant excise office.	Licensee	OIC
<b>Step 3</b>	<p>OIC assigns the application to IPR and IPR inspect the relevant premises and documents. (Requirements according to EN 902)</p> <p>Checklist:</p> <ol style="list-style-type: none"> <li>1. Filled application.</li> <li>2. Applicants National ID.</li> <li>3. Photocopy of receipt in proof of payment of Application Fee and Receipt</li> <li>4. (Receipt must be in Applicant's Name)</li> <li>5. Deed or Registered and valid Lease agreement with owner's consent letter.</li> <li>6. Declaration by way of affidavit, the applicant not convicted of any offense under the penal code or any other offense involving in moral turpitude in last five years.</li> <li>7. Copy of existing year license</li> <li>8. Letter of Requesting the TCR clearance</li> </ol>	OIC	IPR
<b>Step 4</b>	IPR checks all documents; sends it (with approvals) to the OIC with his recommendations.	IPR	OIC
<b>Step 5</b>	The OIC checks and forwards the application with related documents and approvals to the SE.	OIC	SE
<b>Step 6</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 7</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 8</b>	DC approved relevant details confirmation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 9</b>	ECG approves and orders to issue the license. Then ECG sends main issuing order letter (original) to DS for issuing the license.	ECG	Respective DS
<b>Step 10</b>	ECG sends a copy of license issuing order to DCE, AC, SE, OIC and Licensee	ECG	DCE, Relevant AC, SE, OIC, Licensee

<b>Step 11</b>	AC issues the TCR clearance Letter	AC	Respective DS
<b>Step 12</b>	Licensee hands over the 3 <sup>rd</sup> quarter Tax payment receipt to divisional secretary (DS) and Pay license fee and stamp fee to DS office, according to EN 1004 & Stamp Duty Act	Licensee	Respective DS
<b>Step 13</b>	DS issues license after signing the counterpart agreement	DS	Licensee
<b>Step 14</b>	DS sends the proof of issuance of license to the ECG	DS	ECG

**Renewal License Process for Industrial Manufacturing Licenses (Finish product not subjected to excise tax – potable spirits)**

<b>Renewal License Process for Industrial Manufacturing Licenses (Finish product not subjected to excise tax – potable spirits)</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to OIC with relevant documents. (Requirements according to EN 902, 844,) Checklist: 1. Copy of existing year license 2. Deed or Registered and valid Lease agreement with owner's consent letter. 3. Environmental certificate and Fire certificate 4. TCR Clearance 5. Tax paying receipt 6. Recommendation of final product regulatory authorities (If applicable )	Licensee	OIC
<b>Step 2</b>	OIC checks all documents and sends it (with approvals) to the SE with his recommendations.	OIC	SE
<b>Step 3</b>	The SE checks and forwards the application with related documents and approvals to the AC	SE	AC
<b>Step 4</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 5</b>	ECG approves and issues the license to the Licensee having signed the counterpart agreement. (EN 944 and Excise ordinance sec.26)	ECG	Licensee
<b>Step 6</b>	ECG sends a copy of license to AC, SE, OIC	ECG	Relevant AC, SE, OIC,

**7. Renewal License Process for Import, Store and wholesales of Non potable spirits**

<b>Renewal License Process for Import ,Store and wholesales of Non potable spirits</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to OIC	Licensee	OIC
<b>Step 2</b>	Application hands over to OIC with required documents Checklist : 1. Filled application. 2. Applicants National ID 3. Deed or Registered and valid Lease agreement with owner's consent letter. 4. Declaration by way of affidavit the applicant not convicted of any offense under the penal code or any other offense involving in moral turpitude in last five years. 5. Environmental certificate and Fire certificate 6. Details of existing year usage of non-potable spirit 7. forecasting of the importation quantity 8. Tax payment receipt 9. TCR clearance	OIC	SE
<b>Step 3</b>	OIC sends the documents with his recommendation	OIC	SE
<b>Step 4</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 5</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 6</b>	Recommendation of the revenue branch	EC (Rev) / DCE(Rev)	ECG
<b>Step 7</b>	ECG issues the license	ECG	Licensee
<b>Step 8</b>	Send the copies to OIC/SE/ACE	ECG	ACE/SE/OIC



### Transfer the premises (Common)

[illegible]

	22. Proof document for explaining reasons for transferring the premises. 23. A copy of existing license. 24. Suitability report of the building (OIC/SE/ACE should have certified – Non Tourist Board hotels & restaurant only).		
<b>Step 5</b>	IPR checks all documents & after the Site visits sending it to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter to the DS to ask any objection to proposed premises.	DC (Rev)	Respective DS
<b>Step 10</b>	DS report will be sent to the head office.	Respective DS	DC (Rev)
<b>Step 11</b>	After receiving DS report if there are any objections, those details will be informed to the licensee	ECG	Licensee
<b>Step 12</b>	If there are no objections from the DS, DC approve the relevant application & recommendation will be forwarded to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 13</b>	ECG approves and orders to issue the transfer approval after paying the transfer fee to Excise HQ( EN 902)	ECG	Respective DS
<b>Step 14</b>	ECG sends a copy of license premises transfer approval to DCE,AC,SE, OIC and Licensee	ECG	DCE, Relevant AC,SE,OIC, Licensee
<b>Step 15</b>	DS alters license premise address and the boundaries according to the ECG approval.	DS	Applicant
<b>Step 16</b>	DS sends the proof of alteration of license to the ECG	DS	ECG

#### **Name change of the Licensee/ Nominating a Co-Licensee**

<b>Name change of the licensee/ Nominating a Co-Licensee</b>		<b>Responsibility</b>	<b>To Whom</b>
<b>Step 1</b>	Request letter to ECG with ID card/ BR / Company registration / copy of existing license. Affidavits of the licensee and the proposed licensee/ Co-Licensee with declaring the consent.	Licensee	ECG
<b>Step 2</b>	Issuance of application subjected to payment of application fee	ECG	Proposed Licensee/ Co-Licensee
<b>Step 3</b>	Licensee submits the application with correct details about supportive documents to relevant excise office.	Proposed Licensee/ Co-Licensee	OIC
<b>Step 4</b>	OIC assigns the application to IPR to check the documents. (Requirements according to EN 902, EN 983) Checklist:	OIC	IPR
		Proposed Licensee/ Co-Licensee	IPR

	<p><b>25. Filled application.</b></p> <p><b>26. Proposed Licensee's National ID/ Certificate of incorporation or Business Registration. (if relevant)</b></p> <p><b>27. Photocopy of receipt in proof of payment of Application Fee and Receipt (Receipt must be in Proposed Licensee's / Co-Licensee Name)</b></p> <p><b>28. Deed or Registered and valid Lease agreement with owner's consent letter (if not mentioned in the lease agreement).</b></p>		
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	<p><b>29. Declaration by way of affidavit, the proposed Licensee / Co-Licensee not convicted of any offense under the penal code or any other offense involving in moral turpitude last five years.</b></p> <p><b>30. Tourist board approved document issued to proposed licensee's name. (IF relevant) / If FL 9 film cooperation approved document. / If FL13, FL13A club license, sport license, social ministry or sport ministry approval.</b></p>		
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	<p><b>31. A copy of existing license.</b></p> <p><b>32. If not liable to pay the name transfer fee,</b></p> <p>V. Marriage certificate / Birth Certificate of Proposed Licensee/ Co-Licensee</p> <p>VI. The affidavit declaring the consent of other heirs (if relevant).</p>		
<b>Step 5</b>	IPR checks all documents to send it to the OIC with his recommendations.	IPR	OIC
<b>Step 6</b>	The OIC checks and forwards the application with related documents and recommendation to the SE.	OIC	SE
<b>Step 7</b>	SE sends recommendation to the AC.	SE	AC
<b>Step 8</b>	Subsequently, the Assistant Commissioner (AC) sends recommendation to DC (Revenue).	AC	DC (Rev)
<b>Step 9</b>	The head office sends a request letter for the police to confirm whether the proposed licensee has been previously convicted of any offences, under the penal code.	DC (Rev)	OIC (Respective Police)
<b>Step 10</b>	The head office sends a request letter to the DS to ask any objection to proposed Licensee & character of the Proposed Licensee/ Co-Licensee	DC (Rev)	Respective DS
<b>Step 11</b>	The police send police report to head office.	OIC (Respective Police)	DC (Rev)
<b>Step 12</b>	DS report sent to the head office.	Respective DS	DC (Rev)
<b>Step 13</b>	After receiving DS reports and police reports if there are any objections, ECG informs the Proposed Licensee/ Co-Licensee.	ECG	Proposed Licensee/ Co-Licensee
<b>Step 14</b>	If there are no objections in both reports, DC recommends and forwards to the Excise Commissioner General through EC (Rev)	DC (Rev)	ECG
<b>Step 15</b>	ECG approves and orders to change the ownership of the license after making the relevant payments if applicable. Then ECG sends approval to DS for change name of the ownership.	ECG	Respective DS
<b>Step 16</b>	DS changes the ownership according to the approval of ECG.	DS	Proposed Licensee/ Co-Licensee
<b>Step 17</b>	DS sends the proof of Change of ownership to the ECG	DS	ECG

RAISED SOR

## Annex 5: Forms

<p>අංකය } 882602</p> <p style="text-align: center;"><b>මත්කුන් ගෙන යෑම හා උභ තබා ගැනීම</b> <b>සඳහා වූ අවසර පත්‍රය</b> <b>PERMIT FOR TRANSPORT AND POSSESSION OF LIQUOR</b></p> <p>අවසර පත්‍ර ලාභියාගේ නම } Name of Grantee</p> <p>ජීවිත ස්ථානය } Place of Residence</p> <p>අවසර පත්‍රයෙන් ඉඩ දෙන ලද අරක්කු/රා තුල්ලාම් ගණන No. of gallons of Arrack/Toddy covered by the Permit</p> <p>මිලයට ගන්නේ කවර අරක්කු/රා තුල්ලාම් ද යන වග.</p> <p>එහි නම හා අංකය : No. and Name of Arrack/Toddy Tavern from which purchased:</p> <p>විලාස කාල පරිච්ඡේදය - Period of currency -</p> <p>20 ..... මස ..... වැනි දා සිට</p> <p>20 ..... මස ..... වැනි දින තෙක්.</p> <p>From the ..... day of ..... 20 .....</p> <p>To the ..... day of ..... 20 .....</p> <p>අවසර පත්‍රය දෙන නිලධාරියාගේ සෙවි අත්සන. Initials of Officer granting the permit.</p> <p>දිනය } Date</p> <p>H 0306/64 - 3.000 (2008/04)P ශ්‍රී ලංකා රජයේ මුද්‍රණ දෙපාර්තමේන්තුව</p>	<p style="text-align: right;">පුරාබදු සි. අ. අ. ව. 1 Excise C. S. T. 1 (L 2* S. &amp; E.) 6/64</p> <p style="text-align: center;">882602</p> <p style="text-align: center;">ලංකාවේ පුරාබදු දෙපාර්තමේන්තුව CEYLON EXCISE DEPARTMENT</p> <p style="text-align: center;"><b>අරක්කු සහ/හෝ රා ගෙන යෑම සහ උභ තබා ගැනීම සඳහා දෙන අවසර පත්‍රය</b> [ (52 වැනි අධිකාරය වන) පුරාබදු ආදායකයේ 14 සහ 17 වැනි වගන්ති ] <b>PERMIT FOR TRANSPORT AND POSSESSION OF ARRACK AND/OR TODDY</b> [Sections 14 and 17 of the Excise Ordinance (Cap. 52)]</p> <p>අරක්කු/රා තුල්ලාම් මිලයට ගත් ..... ක් රජුයි පුරා ගනිය යුතු අරක්කු තුල්ලාම් ..... ක් ..... වගන්ති</p> <p>යාමට ද. කමා උභ තබා ගැනීමට ද. .... ක් පදිංචි</p> <p>දික්වීමකට ..... ක් පදිංචි</p> <p>..... ව. මෙයින් අවසර දෙනු ලැබේ.</p> <p>residing at ..... in the district of .....</p> <p>..... is hereby permitted to transport to ..... and licensed to possess ..... gallons ..... drams of Arrack ..... of the strength of ..... under proof purchased from Arrack ..... Tavern No. .... situated at ..... Toddy</p> <p>මේ අවසර පත්‍රය නිකුත් කරනු ලබන්නේ පහත සඳහන් කොන්දේසිවලට යටත් වීමට, එනම් - This permit is issued subject to the following conditions, viz -</p> <p>(1) මේ අවසර පත්‍රයේ ප්‍රකාරයෙන් ගෙන යෑමට අදහස් කොට ඇති මත්කුන් ගෙන යාම මේ අවසර පත්‍රයෙන් ගෙන යා යුතුය. එසේ ම මත්කුන් ඉහත කමා තෙතන වීමට මේ අවසර පත්‍රය කමා උභ තබා ගත යුතුය. It shall always be carried or kept with the liquor the transport and possession of which it is intended to cover.</p> <p>(2) අවසර පත්‍ර ලාභියා විසින් තමා වෙනුවෙන් මත්කුන් ගෙන යාමට වෙන යම් කෙනෙක් යොදවා ගනු ලබන්නේ නම් එසේ ගෙන යෑම සඳහා එම අවසර පත්‍රයේ පිටු පසුපසට එකතු කළ යුතුය. මේ අවසර පත්‍රය යටතේ මත්කුන් සිටින්නේ ගෙන හෝ යා යුතුය. If the permit-holder employs another person to transport the liquor for him, the name of the transporter shall be entered on the back of this permit prior to the transport.</p> <p>(3) තුල්ලාම්කරු විසින්, මත්කුන් නිකුත් කිරීමට සලස්වා, මත්කුන් නිකුත් කරන දිනය ද වේලාව ද ප්‍රමාණය ද මේ අවසර පත්‍රයේ පිටු පසුපසට ලියා අත්සන් කළ යුතුය. The date, time and quantity shall be entered and signed by the Tavern-keeper on the back of this permit before the issue of the liquor. No liquor shall be transported under this permit unless such an endorsement is made by the Tavern-keeper in respect of that liquor.</p> <p>මේ අවසර පත්‍රය 20 ..... මස ..... වැනි දිනකට සටන් 20 ..... මස ..... වැනි දිනය තෙක් බලපැවැත්වේ.</p> <p>This permit is current from the ..... day of ..... 20 ..... to the ..... day of ..... 20 .....</p> <p>අවසර පත්‍රය දෙන නිලධාරියාගේ අත්සන සහ පදවි නාමය. Signature and rank of Officer granting the permit.</p> <p>[අ.පි.ප.ව.ට.ව.]</p> <p>H 0306/64 - 3.000 (2008/04)P ශ්‍රී ලංකා රජයේ මුද්‍රණ දෙපාර්තමේන්තුව</p>
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CST1





## SRI LANKA EXCISE

## REGISTER OF MANUFACTURING OPERATIONS

01/08/2024

## DEPARTMENT

IN THE .....

H 055292 - 250 (2020/11) © ලංකා රජයේ පුද්ගලික සේවයේ

Excise D 7  
(H\* S. & E.) 02



















வர்டன்குர்பன் பிலெவெ லேவெனய  
குற்றவாளிகளின் பதிவேடு  
Register of Offenders

புரவெடு ரீ  
மதுவரர்  
Excise E } 10  
(N 2' S. T. & E.) 10/91

நாடு }  
பெயர் }  
Name }  
லெவென் பெயர் } Alias  
பெயர் }  
தந்தையின் பெயர் }  
Father's Name }  
பதிவேடு }  
வாழ்விடம் }  
Residence }  
பதிவேடு }  
வரிபாரம் }  
Descriptive Roll }

வலி மூலம்  
அங்குலம்  
இது பெருவிரல்  
அடையாளம்  
Left Thumb  
Print

பதிவேடு வர்டன்குர்பன் கருது லேவெ/குற்றமிழைத்தல்/1st Conviction

- (1) வர்டன்குர்பன் கருது  
குற்றம் சாட்டப்பட்ட திகதி }  
Date of Conviction }
- (2) கருது வர்டன்குர்பன் கருது கருது கருது கருது }  
Nature and Place of Offence }
- (3) கருது கருது கருது கருது }  
Section of Law }
- (4) கருது கருது கருது கருது }  
Magistrate's Court and Case No. }
- (5) கருது கருது கருது கருது }  
Sentence }
- (6) கருது கருது கருது கருது }  
Identification by }

தேவென்குர்பன் வர்டன்குர்பன் கருது லேவெ/இரண்டாவது தடவையாகக் குற்றமிழைத்தல்/2nd Conviction

- (1) .....
- (2) .....
- (3) .....
- (4) .....
- (5) .....
- (6) .....

மூன்றாவது வர்டன்குர்பன் கருது லேவெ/மூன்றாவது தடவையாகக் குற்றமிழைத்தல்/3rd Conviction

- (1) .....
- (2) .....
- (3) .....
- (4) .....
- (5) .....
- (6) .....







ශ්‍රී ලංකා සුරාබදු දෙපාර්තමේන්තුව  
SRI LANKA EXCISE DEPARTMENT  
කැඳින් වරදකරු කරනු ලැබීම පිළිබඳ සහතිකය  
Certificate of Previous Convictions

පුද්ගලයාගේ නම }  
Name of Accused }  
වෙන නම්වලින් හැඳින්වෙනාක් ඒ නම් }  
Aliases }  
.....මහෙස්ත්‍රාත් උපාධියෙහි අංක .....  
දරන නඩුවක්, .....වරද කළා යයි චෝදනා ලැබ  
සිටින, .....පදිංචි.....  
.....මේ කැඳින්ද සහන සඳහන් වරදවලට වරදකරු වූ බැව් සහතික කරමි :-

This is to certify that .....  
.....of.....  
charged with the offence of .....in M. C.  
Case No. ....was previously convicted of the following offences :-

වරද- කරු වූ අවස්ථා ගණන No. of Convic- tions		(අ) / (A) (52 වැනි අධිකාරය වන) සුරාබදු ආඥාපනත යටතේ Under the Excise Ordinance (Cap. 52)		(ආ) / (B) (218 වැනි අධිකාරය වන) අබි- ආඥාපනත යටතේ Under the Opium Ordinance (Cap. 218)	
1	2	3	4	5	
1 වන 1st	දිනය } Date } ම. උ. } M. C. } න. අංකය } Case No. } වරද } Offence }	දණ්ඩන නියමය Sentence	දිනය } Date } ම. උ. } M. C. } න. අංකය } Case No. } වරද } Offence }	දණ්ඩන නියමය Sentence	
2 වන 2nd	දිනය } Date } ම. උ. } M. C. } න. අංකය } Case No. } වරද } Offence }	දණ්ඩන නියමය Sentence	දිනය } Date } ම. උ. } M. C. } න. අංකය } Case No. } වරද } Offence }	දණ්ඩන නියමය Sentence	

[අ.පි.බ. / P.T.O.]

E48

වරද- කරු වූ අවස්ථා නං.ය No. of Convic- tions	(අ) (A) (52 වැනි අධිකාරය වන) සුරාපද්ධති පනත යටතේ Under the Excise Ordinance (Cap. 52)		(ආ) (B) (218 වැනි අධිකාරය වන) අප්පි- ආදායක පනත යටතේ Under the Opium Ordinance (Cap. 218)	
	1 3 වන 3rd	2 දිනය Date } ම. උ. M. C. } න. අංකය Case No. } වරද Offence }	3 දඬුවම් නියමය Sentence	4 දිනය Date } ම. උ. M. C. } න. අංකය Case No. } වරද Offence }
4 වන 4th	දිනය Date } ම. උ. M. C. } න. අංකය Case No. } වරද Offence }	දඬුවම් නියමය Sentence	දිනය Date } ම. උ. M. C. } න. අංකය Case No. } වරද Offence }	දඬුවම් නියමය Sentence
5 වන 5th	දිනය Date } ම. උ. M. C. } න. අංකය Case No. } වරද Offence }	දඬුවම් නියමය Sentence	දිනය Date } ම. උ. M. C. } න. අංකය Case No. } වරද Offence }	දඬුවම් නියමය Sentence

\* දිනය }  
\* Date } .....

සුරාපද්ධති පනත (පැමිණිලිකරු)  
Excise Inspector (Complainant)

\* මෙය වනාහි වරදකරු කෙරෙහි නිකුත් කළ යුතු වන දිනයට පෙරින් වැඩිවන දිනයක් නොවිය යුතුය.  
\* This should not be a date earlier than that on which the verdict of conviction is pronounced.

E48



දිස්ත්‍රික්කයේ,

අයත්, 20

හා අංක

තොග වෙළඳ, සිල්ලර, තැබුණු, හෝටල්,  
දරන ආපනපීඨය, හෝපනාගාර, තානායම්

බලපත්‍රය

සටහන් ලැබුණා වූ සහ විකුණුවා වූ රටබිම පිළිබඳව ගිණුම්

ACCOUNT OF FOREIGN LIQUOR Received into and Sold under

Wholesale, Retail, Tavern, Hotel

Licence No.

of

20

held by

Bar, Refreshment Room, Resthouse

at

in the District of

මාසය සහ දිනය Month and Date	විස්තරය Particulars	ලබාදුනු අයදුම්, ප්‍රවේශනා Source of Supply Date and No. of Invoice	කොළ පාන්දර (Beer Stout, Porter)	වර්ග Wines		වර්ග Spirits					වර්ග (By Wholesaler) Liquors and Bitters	වර්ග (By Retailer) Medicated Wines	වර්ග (By Public) Including Cider Malt, Punch and Ginger Wine	වර්ග (By Public) Including Rum
				වර්ග Sparkling Wines	වර්ග Other Wines	වර්ග Whisky	වර්ග Brandy	වර්ග Rum	වර්ග Gin	වර්ග Spirits				
	ලබාදුණු / In Hand		ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres	ලීටර් Litres
	ලැබුණා / Received													
	ප්‍රාන්තයට පොදු කළ Transfers to Branches													
	වෙළඳාමකරුවන් වෙත Sold to Licensed Dealers													
	පොදු සමාජය වෙත Sold to General Public													
	ලබාදුණු / In Hand													
	ලැබුණා / Received													
	ප්‍රාන්තයට පොදු කළ Transfers to Branches													
	වෙළඳාමකරුවන් වෙත Sold to Licensed Dealers													
	පොදු සමාජය වෙත Sold to General Public													
	ලබාදුණු / In Hand													
	ලැබුණා / Received													
	ප්‍රාන්තයට පොදු කළ Transfers to Branches													
	වෙළඳාමකරුවන් වෙත Sold to Licensed Dealers													
	පොදු සමාජය වෙත Sold to General Public													
	ලබාදුණු / In Hand													
	ලැබුණා / Received													
	ප්‍රාන්තයට පොදු කළ Transfers to Branches													
	වෙළඳාමකරුවන් වෙත Sold to Licensed Dealers													
	පොදු සමාජය වෙත Sold to General Public													
	ලබාදුණු / In Hand													
	ලැබුණා / Received													
	ප්‍රාන්තයට පොදු කළ Transfers to Branches													
	වෙළඳාමකරුවන් වෙත Sold to Licensed Dealers													
	පොදු සමාජය වෙත Sold to General Public													

FL16







දිනය  
Date
 කොටි අත්සන  
Initials

1. පුරවැසි අධිකාරීට ලැබුණේ }  
Received by Superintendent of Excise } ...
- 1අ. මූලික වාර්තාව ඉදිරිපත් කිරීම සඳහා පරීක්ෂකට යවන ලද්දේ }  
1A. Despatched to Inspector for preliminary report } ...
- 1ආ. පරීක්ෂකගෙන් ආපසු ලැබුණේ }  
1B. Received back from Inspector } ...
2. ප්‍රවාහන අවසර පත්‍ර හා ගස් මැදීමේ බලපත්‍ර සමඟ පරීක්ෂකට යවන ලද්දේ }  
Despatched with Transport Passes and Tree-tapping Licences to Inspector } ...
3. පරීක්ෂකට ලැබුණේ }  
Received by Inspector } ...
4. ගස් ලකුණු කරන ලද්දේ }  
Trees marked on } ...
5. ගස් මැදීමේ බලපත්‍ර සහ ප්‍රවාහන අවසර පත්‍ර පරීක්ෂක විසින් අයදුම්කරුට දෙන ලද්දේ }  
Tree-tapping Licences and Transport Passes handed to Applicant by Inspector } ...
6. ලැබු අයගේ අත්සන, දිනය සහිතව }  
Signature of Recipient, with date } ...
7. පරීක්ෂක විසින් අයදුම්පත අධිකාරීට යවන ලද්දේ }  
Despatch of Application to Superintendent by Inspector } ...
8. අයදුම්පත පුරවැසි අධිකාරීට ලැබුණේ }  
Receipt of Application by Superintendent of Excise } ...
9. පරීක්ෂක විසින් අනිසි ප්‍රමාදයක් සිදුනොවී නම්, පරීක්ෂා කොට ගෙනු කරන ලෙස නියෝග කරන ලද්දේ }  
Examined by Superintendent and ordered to be filed, if no undue delays by Inspector } ...
10. ලකුණු කළ ගස්වල විස්තර }  
PARTICULARS OF TREES MARKED } ...

බලපත්‍ර අංකය Licence No.	ගම් Village	ගස් සංඛ්‍යාව හා වර්ගය Number and Kind of Trees	කඩවි අංකය Block No.	ගස්වල සටන ලද අංක Numbers on Trees

අයදුම්පතෙහි දැක්වෙන ගස් ලකුණු කිරීම මා පෞද්ගලිකවම පරීක්ෂා කළ බවත්, බලපත්‍ර සහ අවසර පත්‍ර පෞද්ගලිකවම අයදුම්කරුට භාරදුන් බවත් මෙයින් සහතික කරමි.  
I Certify that I personally supervised the marking of the Trees shown in this Application and personally delivered the Licences and passes to the Applicant.

ස්ථානය }  
Place

දිනය }  
Date

පරීක්ෂක / Inspector

T1

**ලපපත්‍රිකාව**  
**Counterfoil**

**රා ගෙන යෑමේ අවසර පත්‍රය**  
**TODDY TRANSPORT PASS**

අංකය }  
No. }

අවසර පත්‍රධාරීන්ගේ නම් }  
Pass Holders' Names }

කොන්ත්‍රාත්කරු පදිංචි }  
Contractor }

of }  
වහන සේවක පදිංචි }  
Transporter }

of }  
ගැලුම් }  
Gallons }

කොන්ත්‍රාත්කරු ද / කොන්ත්‍රාත්කරු සිට ද යන වග  
In / From

\*වතු }  
\*Gardens }

\*රා එකතු කරන ස්ථානයේ අංකය }  
\*Collecting Station No. }

\*රා තැබුණුමේ අංකය }  
\*Toddy Tavern No. }

\*ගස් මැදීමේ බලපත්‍ර අංකය }  
\*Tapping Licence No. }

ගම් }  
Village }

කොන්ත්‍රාත්කරු ද යන වග  
To

\*රා එකතු කරන ස්ථානයේ අංකය }  
\*Collecting Station No. }

\*රා තැබුණුමේ අංකය }  
\*Toddy Tavern No. }

\*ඉස්කාරාගාරයේ අංකය }  
\*Distillery No. }

\*විනාකිරි නිෂ්පාදන ස්ථානයේ අංකය }  
\*Vinegar Manufactory No. }

\*යට සි ස්ථානය හැර වෙන යම් ස්ථානයක් නම් එය :  
\*Place other than above :

ගම් }  
Village }

වේලාවල් }  
Hours }

මෝටර් රථයේ අංකය }  
Motor Vehicle No. }

කර්තව්‍යයේ අංකය }  
Cart No. }

වලංගු කරන වන කුණු }  
Valid Until }

නිකුත් කළ දිනය }  
Date of Issue }

**මුල්පත්‍රිකාව**  
**Foil**

H 051600 - 500 (2018/07)P ශ්‍රී ලංකා රජයේ මුද්‍රණ දෙපාර්තමේන්තුව

සුරාබද්ධ ටී 3  
Excise T 3  
(F 2\* S. & E.) 11/60

**රා ගෙන යෑමේ අවසර පත්‍රය**  
**TODDY TRANSPORT PASS**

අංකය }  
No. }

.....ගම් පිහිටි .....

එක්කෝ/හි\*/අංක .....දරන රා එකතු කරන ස්ථානයෙන් / හි\*/අංක.....

දරන ගස් මැදීමේ බලපත්‍ර යටතේ මිදිනු ලබන ගස්වලින්\* මැදගත් රා.....

.....ගම් පිහිටි

අංක .....දරන රා එකතු කරන ස්ථානයට\* අංක .....දරන රා

තැබුණුමට\* අංක .....දරන ඉස්කාරාගාරයට\* අංක .....දරන

විනාකිරි නිෂ්පාදන ස්ථානයට\* .....නමැති ස්ථානයට\* මෙහි

සඳහන් දිනයෙහි සිට වර්ෂ 200..... මස .....දින

දක්වා සහ .....අකරතුරු වේලා වල දී පමණක් සුරාබද්ධ බලපත්‍ර

සියල්ලම කෙරෙහි බලපවත්වන සාමාන්‍ය කොන්දේසිවලට ද පහත සඳහන් විශේෂ

කොන්දේසිවලට ද යටත්ව පහත සඳහන් මාර්ගය ඔස්සේ, එනම්.....

ගැලුම් .....ට හෝ වැඩි රා ප්‍රමාණයක් මෝටර් රථයෙන් / කරන්නෙන් /

කරින්\* ගෙන යාමට..... පදිංචි.....

.....ට කොන්ත්‍රාත්කරු හැටියට ද.....ට

පදිංචි .....ට කොන්ත්‍රාත්කරුගේ වහන සේවකයා හැටියට ද මෙයින් අවසර දෙනු ලැබේ:-

.....

of .....

as Contractor, and .....

of .....

as his Transporter, are hereby permitted to transport by \*Motor Vehicle/Cart

No. ....../by pingo, toddy not exceeding .....gallons in quantity

in / from \*the gardens.....

\*Collecting Station No. ....\*Toddy Tavern No. ....\*trees tapped

on Licence Nos. ....situated in the

village of .....

To

\*Collecting Station No. ....\*Toddy Tavern No. ....\*Distillery

No. ....\*Vinegar Manufactory No. ....\*Place

other than above .....in the

village of .....

only between the hours of .....and .....from the date hereof

until ..... 200... by the following route:-

\*රා එකතු කරන ස්ථානයේ අංකය  
\*Strike out words, as the case may require.

கள்ளுத்தவறணையில் நாளாந்தம் நடக்கும் விற்பனைக் கணக்கு

TODDY TAVERN ACCOUNT OF DAILY TRANSACTIONS

பூர்வதே தோலிமரடி ஊர் இதே தனி  
நாளை இலக்கழகம் குறிச்சிப் பெயரும்  
of Tavern and Village Name

கோவிலாசல ஊராட்சித் துறை  
பகுதியும் மாவட்டமும்  
Division and District

[illegible]

T5

H 051598- 250 (

ලැබුණු කළ ගස් පිළිබඳ ලේඛනය  
REGISTER OF TREES MARKED

H 051598- 250 (2018/07) ශ්‍රී ලංකා රජයේ මුද්‍රණ දෙපාර්තමේන්තුව

Excise T 21  
 (N\*S. & E.) 11/60

90 } Village

කට්ටියේ අංකය } .....  
Block No. }

[illegible]

T21

## Annex 6: Report Formats

### Revenue

1

#### Tax Revenue on Raw Materials - - 1-31, 2023

	Distillery	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
	Total													

2

#### Raw Materials (Lierage/Kilogram ₪)-1-31, 2023

	Distillery	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1		-	-	-	-	-	-	-	-	-	-	-	-	-
2		-	-	-	-	-	-	-	-	-	-	-	-	-
3		-	-	-	-	-	-	-	-	-	-	-	-	-
4		-	-	-	-	-	-	-	-	-	-	-	-	-
5		-	-	-	-	-	-	-	-	-	-	-	-	-
6		-	-	-	-	-	-	-	-	-	-	-	-	-
7		-	-	-	-	-	-	-	-	-	-	-	-	-
8		-	-	-	-	-	-	-	-	-	-	-	-	-
9		-	-	-	-	-	-	-	-	-	-	-	-	-
10		-	-	-	-	-	-	-	-	-	-	-	-	-
11		-	-	-	-	-	-	-	-	-	-	-	-	-
12		-	-	-	-	-	-	-	-	-	-	-	-	-
	Total	-	-	-	-	-	-	-	-	-	-	-	-	-

3

#### Monthly Productions in Brand wise /Bottles/Bulk Lit/Absolute Lit/Tax



Monthly Productions in Brand wise														
Bewarage Mgt Service 01-31 2023 -Cider Production (Bottles)														
Brand of Arrack	ml	Months												Total
		January	February	March	April	May	June	July	August	September	October	November	December	
Island Breeze Premium Passion Cider (625ml)														
Island Breeze Premium Passion Cider (330ml)														
Island Breeze Premium Pineapple Cider (330ml)														
Island Breeze Premium Pineapple & Ginger Cider (330ml)														
Total														

Bewarage Mgt Service 01-31 2023 -Cider Production (Bulk Lit)														
Brand of Arrack	Strength (A/V)	Months												Total
		January	February	March	April	May	June	July	August	September	October	November	December	
Island Breeze Premium Passion Cider (625ml)														
Island Breeze Premium Passion Cider (330ml)														
Island Breeze Premium Pineapple Cider (330ml)														
Island Breeze Premium Pineapple & Ginger Cider (330ml)														
Total														

Bewarage Mgt Service 01-31 2023 - Cider Production (Absolute Lit)														
Brand of Arrack	Tax Strength or Strength	Months												Total
		January	February	March	April	May	June	July	August	September	October	November	December	
Island Breeze Premium Passion Cider (625ml)														
Island Breeze Premium Passion Cider (330ml)														
Island Breeze Premium Pineapple Cider (330ml)														
Island Breeze Premium Pineapple & Ginger Cider (330ml)														
Total														

Bewarage Mgt Service 16 - 31 Cider Tax (Rs) 2023														
Brand of Arrack	Tax Rate (Rs.)	Months												Total
		January	February	March	April	May	June	July	August	September	October	November	December	
Island Breeze Premium Passion Cider (625ml)														
Island Breeze Premium Passion Cider (330ml)														
Island Breeze Premium Pineapple Cider (330ml)														
Island Breeze Premium Pineapple & Ginger Cider (330ml)														
Total														

4. Production Target vs Actual Production
5. Achievement of Revenue Targets –Last 5 Years
6. How Tax & Revenue Contribution for last 5 Yrs.

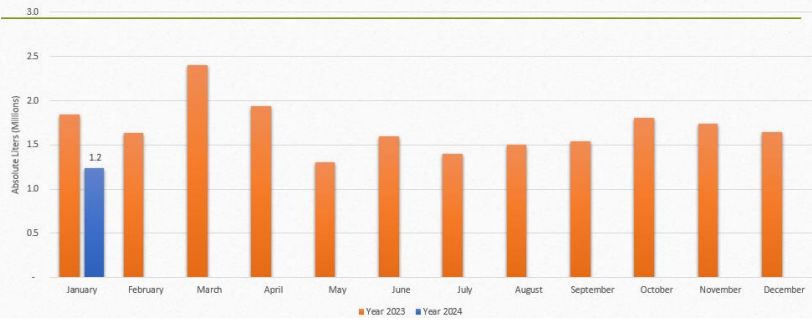
#### How Tax & Revenue Contribution for last 5 Yrs.

SLRS. MILLIONS					
TYPE OF EXCISABLE ARTICLE	2019	2020	2021	2022	2023
ARRACK/ CMFL/ BEER					
BOTTLED TODDY					
WINE					
SAKE					
SPIRITS FOR LOCAL INDUSTRIES					
ETHANOL FOR LIQUOR PRODUCTS					
IMPORTED FOREIGN LIQUOR					
TAX ON WASTAGE					
NON POTABLE SPIRITS					
RAW MATERIAL TAX					
TOTAL					

7. Trend in revenue increased yearly
8. Dropped/increased in Production (Liquor) yearly

## Drop in Production

Liquor Production (Absolute Liters)2022 -2023 December



## Annex 7: Payment Slip and the Codes

Distilleries that the payment of excise revenue for this department

Serial No	distillery	Excise License No
1	Beruwala distillery	100010200
2	Mendis Distillery	100010201
3	Rockland Distillery	100010202
4	Cooperative distillery	100010203
5	Seeduwa Distillery	100010204
6	Acme Distillery	100010205
7	Mesti distillery	100010206
8	Pelwatta Distillery	100010207
9	Sevanagala distillery	100010208
10	Hingurana distillery	100010209
11	Royal Cask Distillery	100010210
12	Galoya Plantation Pvt Ltd	100010211

Local Liquor and Beer manufactories that the payment of Excise revenue

Serial No	Liquor/Beer Manufactory	Excise License No
1	D.C.S.L Company-Seeduwa new warehouse	100010100
2	D.C.S.L Company-Navayatenna	
3	D.C.S.L Company-Badulla	
4	D.C.S.L Company-kalutara no 01	
5	D.C.S.L Company-Bandarawaththa	
6	Periceyl company	100010101
7	W.M Mendis & Co. -Welisara	100010102
8	W.M Mendis & Co. -Moragalla.	
9	I.D lanka company	100010103
10	Rockland Distilleries	100010104
11	Thikkami distilleries	100010105
12	Valikamam distilleries	100010106
13	Varani distilleries	100010107
14	Sri Lanka distilleries	100010108
15	Uva Glen pvt ltd	100010109
16	Manori Lanka pvt ltd	100010110
17	Randiya pvt ltd	100010111
18	V.A distilleries	100010112
19	Nippon expo	100010113
20	Randenigala distilleries	100010114
21	Acme lanka pvt ltd	100010115
22	Synergy hotels pvt ltd	100010116
23	Scotland distileeries	100010117
24	Hingurana distilleries	100010118
25	Royal Ceylon distilleries	100010119
26	Royal cask(Nippon Lanka)	100010120
27	Classic	100010121
28	Asia Pacific Beer Company(Heineken)	100010122
29	Lion Beer Company	100010123
30	Ceylon Wine company	100010124
31	Royal Cask-Sake company	100010125



**Distillery bottle toddy manufactories that the payment of excise revenue for this department**

Serial No.	Bottle toddy Manufactory	Excise License No
1	Wayabha Super Bottle Toddy - Madampe	100010300
2	Egale Bottle Toddy -Madampe	100010301
3	Singha Bottle Toddy -Madampe	100010302
4	Kadurata Manori Lanka - Mirigama, Madampella	100010303
5	Nemta- Madampe	100010304
6	Golden Eagle - Madampe	100010305
7	New Manori Lanka - Madampe	100010306
8	T. S. R. Bottle Toddy - Marawila	100010307
9	New Ambassador Bottle toddy -Marawila	100010308
10	Horse power bottle toddy - Marawila	100010309
11	Shooting StarBottle Toddy -Marawila	100010310
12	Commander Bottle Toddy - Marawila	100010311
13	Carnel Bottle Toddy - Colombo	100010312
14	Three Lion Bottle Toddy- Badulla	100010313
15	A.M.P Bottle Toddy - Kochchikade	100010314
16	New Commander Bottle Toddy -Chilaw	100010315
17	Jaffna-Jaffna	100010316
18	Velanai-Jaffna	100010317
19	Ariyalei-Jaffna	100010318
20	Kopai-Jaffna	100010319
21	Chankani - Chankani	100010320
22	Manipai -Chankani	100010321
23	Pandithiruppu- Chankani	100010322
24	Kayts - Chankani	100010323
25	Karainagar- Chankani	100010324
26	Valikamam - Chankani (Nawali)	100010325
27	Chavakachcheri -Chavakachcheri	100010326
28	Kodikamam-Chavakachcheri	100010327
29	Varani(Chavakachcheri )	100010328
30	Chunnaham- Mallakam	100010329
31	Kondawil - Mallakam	100010330
32	Thelipalei - Mallakam	100010331
33	Achchuweffi - Mallakam	100010332
34	point pedro - point pedro	100010333
35	Karawadi- point pedro	100010334
36	Kilinochchi-Kilinochchi(Konawil)	100010335
37	Thunukai -Kilinochchi ( Pandiyakulam)	100010336
38	Pudukudiruppu- Mullaitivu	100010337
39	Mullaitivu West - Mullaitivu	100010338
40	Mullaitivu East - Mullaitivu	100010339
41	Punagari- Mullaitivu	100010340
42	Mullaitivu South - Mullaitivu	100010341
43	Palai - Kilinochchi	100010342
44	Uyilankulama-Mannar	100010343

Serial No	Imported Foreign Liquor Company	Excise license number
1	Decanter Wine Holdings Pvt	100010500
2	Distilleries Company of Sri Lanka Limited	100010501
3	Favorit International Company	100010502
4	Free Lanka Trading Company	100010503
5	Global Brands Pvt Ltd	100010504
6	Great Western International Company	100010505
7	H. Jayaratne Herath (Kurunegala Distributors)	100010506
8	Hyneken Lanka Company	100010507
9	Hilton Hotel	100010508
10	Imperial Beverages Company	100010509
11	International Distilleries Limited	100010510
12	Jet Enterprises Company	100010511
13	Lanka Premium Beverages (Pvt) Ltd	100010512
14	Luxury Brands Pvt	100010513
15	Mega Trading Company	100010514
16	Fernod Ricard Lanka Company	100010515
17	Festige Wine & Spirit Company	100010516
18	Rockland Distilleries Limited	100010517
19	United Spirits and Wines International company	100010518
20	Victory Stores Company	100010519
21	Vindana Enterprises (Pvt) Ltd.	100010520
22	W. M Mendis & Co.	100010521
23	Signature Ceylon Beverages Pvt	100010522

Tobacco related institutions that the excise revenue to be paid for this department

#	Tobacco Tax	Excise License Number
1	Ceylon Tobacco Company (Local)	100010400
2	2 Foreign Tobacco and Cigarettes	100010401

සුරාබදු දෙපාර්තමේන්තුවේ අදාළ ආදායම් කේතයන්		
බැංකු ගිණුම් අංක 7041628 සඳහා ලැබීම්		
අනු අංකය	බදු වර්ග	ආදායම් කේතය
01	බලපත්‍ර ගාස්තු	41
02	ස්වකර් විකිණීම ආදායම්	42
03	සුරාබදු බලපත්‍ර අයදුම්පත් ගාස්තු	43
04	සුරාබදු බලපත්‍ර දීර්ඝ කිරීම	44
05	සුරාබදු බලපත්‍ර පැවරීම, ස්ථාන මාරු කිරීම, සහ බලපත්‍ර ධාරීන් කිරීම	45
06	රා එකතු කිරීමේ මධ්‍යස්ථාන ගාස්තු	46
07	දුම්කොළ නිෂ්පාදන සඳහා බලපත්‍ර ගාස්තු	47
08	දුම්කොළ නිෂ්පාදන සඳහා බලපත්‍ර අයදුම්පත් ගාස්තු	48
09	දුම්කොළ නිෂ්පාදන බලපත්‍ර දීර්ඝ කිරීම	49
10	දුම්කොළ නිෂ්පාදන බලපත්‍ර පැවරීම, ස්ථාන මාරු කිරීම	50
11	දුම්කොළ නිෂ්පාදන සඳහා ප්‍රමාද දඩ මුදල්	51
12	දුම්කොළ නිෂ්පාදන ගබඩා කිරීමේ ගාස්තු	52
13	මුද්දර ගාස්තු	53
14	නිෂ්පාදනාගාර බලපත්‍ර මත අයකරනු ලබන ප්‍රමාද ගාස්තු	54
15	නව බලපත්‍ර ගාස්තු සඳහා ඇප තැන්පතු	55
16	ගෙවල් කුලී	56
17	සංචාරක බංගලා	57
18	ණය පොලිය	58
19	දෙපාර්තමේන්තුවේ විකිණීම	59
20	බලපත්‍ර පොත් විකිණීම	60
21	මද්‍යසාර මිණුම් උපකරණ විකිණීම	61
22	අබ්ලි ද්‍රව්‍ය විකිණීම	62
23	බ්‍රිට් රෙක්ස් විකිණීම	63
24	විභාග හා අනෙකුත් ගාස්තු	64
25	සමර් ගාස්තු	65
26	අනෙකුත් ලැබීම්	66
27	වාහන විකිණීම	67
28	වෙනත් විකිණීම	68
29	සමර් ප්‍රමාද ගාස්තු	69
30	අත්තිකාරම් "බී" ගිණුම ලැබීම්	70

## Annex 8: Specification for the POS Machines and SLA

### Minimum Specifications for Supply (a)POS Machines /(b)Thermal Printer/(c)Barcode Scanner

**Note :All Product Manuals and Catalogue /Authorization letters should be provided.**

In column 3, either say “Yes” or “No”; if “No” please state the specification of the offer. (Use the following exact format when submitting compliance); Only one (the best option) offer can be provided.

#### **a. POP Machines**

Item	Minimum Specifications	Bidder Compliance	
		Yes/ No	If "No" indicate Comments /s on the offer
General			
Band	Should be branded (specify)		
Model	specify		
Country of Origin	specify		
Year of Manufacture	specify		
Country of Manufacture	specify		
Processing Technology			
Processor	Intel Celeron J6412 1.5M cache2.6Ghz or better		
Memory	Minimum 8GB, Upgradable to 16GB		
Storage	128GB M.2		
Speaker	2x2W internal Speakers		
Display	15” TFT 1024x768		
Touch	True Flat PCAP		
Brightness	350 nits		
OS	Windows original License		
TPM	TPM2.0		
Certification	FCC / CE Class B		
Connectivity Ports	1 x RJ11 (12V/24V) Cash drawer 2 x RJ45 (COM1,COM2)RS232		

	4 x USB Type A (At least one must be USB 3.0) 1 x RJ45 Giga Lan 1 x Video Port 1 x 20V DC in 1 x Smart DD		
Weight	Les than 3.5Kg		
<b>Warranty and services</b>			
Warranty	Minimum of three years (3) of Comprehensive manufacturing warranty for POS Machines , in island wide. (Include parts, labour and transport)		
Service	All kind of repairs should be completed within three hours (03 hours) during the warranty period. Supplier should provide a backup POS machines repair duration exceeds 3 hours		
	two free service per year within warranty period		
	Details of the qualified Technical Team services for island wide should be provided		
Post warranty	Maintenance proposal for 02 years after initial warranty period in island wide should be supplied (Value of this will not be considers in price evaluation )		
<b>Unit Price (Rs)</b>			
<b>Tax (Rs)</b>			
<b>Price (including Tax)(Rs)</b>			
<b>Delivery Period (maximum)</b>			

## b. Thermal Printer

Item	Minimum Specifications	Bidder Compliance	
		Yes/ No	If "No" indicate Comments /s on the offer
General			
Band	Should be branded (specify)		
Model	specify		
Country of Origin	specify		
Year of Manufacture	specify		
Country of Manufacture	specify		
Processing Technology			
Print Method	Direct Thermal		
Print speed	Minimum 200 mm/sec		
Print Resolution	Minimum 200dpi		
Print width	72mm		
Sensor	Paper End		
Media Type	Receipt		
Media Width	80mm		
Media Roll Diameter	Up to 83mm		
Media Thickness	0.062 ~ 0.075 mm		
Supply Method	Easy Paper Loading		
NV Image Memory	Minimum 600 Kbytes (Mono)		
Receive Buffer	4 Kbytes		
User Define Buffer	12 Kbytes		
Interface	USB V2.0 FS + Ethernet + Serial		
Thermal Print Head (TPH)	150 km		
Auto Cutter	1.5 million Cuts		
Driver / Utility	Windows Driver, OPOS Driver, JPOS Driver, CUPS Driver(Linux/Mac), Virtual COM USB Driver, Utility Program		
SDK / Plugin	iOS SDK, Android SDK, Windows SDK		
Character Size	Font A: 12 x 24 Font B: 9 x 17 Font C: 9 x 24 KOR, CHN, JPN: 24 x 24		
Characters Per Line	Font A: 48 Font B, C: 64		

	KOR, CHN, JPN: 24		
Character Sets	Alphanumeric: 95 Extended Graphics: 128 x 35 page		
Graphics	Supporting user-defined fonts, graphics, formats, and logos		
Barcode Symbolologies	1D: Coda Bar, Code39, Code93, Code128, EAN-8, EAN-13, ITF, UPC-A, UPC-E 2D: Data Matrix, PDF417, QR Code		
<b>Warranty and services</b>			
Warranty	Minimum of three years (3) of Comprehensive manufacturing warranty Printer , in island wide. (Include parts, labour and transport)		
Service	All kind of repairs should be completed within three hours (03 hours) during the warranty period. Supplier should provide a backup Printer repair duration exceeds 3 hours		
	Two free service per year within warranty period		
	Details of the qualified Technical Team services for island wide should be provided		
Post warranty	Maintenance proposal for 02 years after initial warranty period in island wide should be supplied (Value of this will not be considers in price evaluation )		
<b>Unit Price (Rs)</b>			
<b>Tax (Rs)</b>			
<b>Price (including Tax)(Rs)</b>			
<b>Delivery Period (maximum)</b>			

**c. Barcode Scanner**

Item	Minimum Specifications	Bidder Compliance	
		Yes/ No	If "No" indicate Comments /s on the offer
General			
Band	Should be branded (specify)		
Model	specify		
Country of Origin	specify		
Year of Manufacture	specify		
Country of Manufacture	specify		
Processing Technology			
Light Source	Minimum 600 nm LED		
Illumination	white LED		
Optical System	1280 x 800 CMOS		
Depth of Field	Code 39 ( 4 mil ) : 30 – 130 mm Code 39 ( 5 mil ) : 30 – 160 mm EAN 13 ( 13 mil ) : 30 – 300 mm QR code ( 7.5 mil ) : 30 – 125 mm		
Print Contrast	Min. 30% @ UPC/EAN 100%		
Indicator	Blue LED		
Beeper Operation	Programmable tone & beep time		
System Interface	RS-232, USB		
DECODING CAPABILITY	1D Barcode 2D Barcode		
Warranty and services			
Warranty	Minimum of three years (3) of Comprehensive manufacturing warranty Barcode Scanner, in island wide. (Include parts, labour and transport)		
Service	All kind of repairs should be completed within three hours (03 hours) during the warranty period.  Supplier should provide a backup Barcode Scanner repair duration exceeds 3 hours		
	Two free service per year within warranty period		



	Details of the qualified Technical Team services for island wide should be provided		
Post warranty	Maintenance proposal for 02 years after initial warranty period in island wide should be supplied (Value of this will not be considers in price evaluation )		
<b>Unit Price (Rs)</b>			
<b>Tax (Rs)</b>			
<b>Price (including Tax)(Rs)</b>			
<b>Delivery Period (maximum)</b>			

**Signature of the Bidder :**

**Name of the Authorised Officer :**

**Date:**

# **Service Level Agreement for POS Machines**

## **1.1 Service Scope**

The Standard Support service is an integrated suite of support services for POS Machines.

Support is required through:

- Phone
- Remote control assistance
- IT Request ticket system
- On Field Visits
- self-service offers

## **1.2 Repair and Breakdown**

Island wide Services are required

a. Colombo and Suburbs –

- Response within 2 working Hrs. and Resolution within 4 Hrs, Including weekends, Holidays and special Holidays
- Supplier should provide a backup Item if the repair duration exceeds 2 hours
- If not penalty will be applied

b. Outstations –

- Response within 3 working Hrs .including weekends, Holidays and special Holidays
- Supplier should provide a backup Item if the repair duration exceeds 3 hours
- Supplier should provide a backup Item if the repair duration exceeds 2 hours

## **1.3 Backups of POS machines**

Bidder should keep backup POS machines to provide the better solution to Points of sales