TENDER NOTICE

No. EA/02-36-2026

For Renewal of Support for Enterprise Datawarehouse (EDW).

1. Bids are invited from Authorized Companies/Partners for Renewal of Support for Enterprise Datawarehouse (EDW). The Hard Bid Documents are also available in Etisalat head office and can be obtained from procurement department as well can download it from Etisalat Afghanistan website (www.etisalat.af, Tenders).

2. Bids shall be sent via email to snabizada@eand.af **Deadline: 09-November-2026**

Note: If you submit your commercial part of proposal by email, please provide it in **password protected document/format**. We will request the password once here the concerned committee started the bid's commercial evaluation.

3. Bids received after the above deadline shall not be accepted.

4. Bidders should be registered with Etisalat Afghanistan in Vendor Registration List. If any interested bidder is not registered, first they should register their company before tender deadline and submission of bid.

5. Etisalat Afghanistan reserves the rights to accept or reject any or all bids and to annul the bidding process at any time, without thereby incurring any liability to the affected bidder(s) or any obligations to inform the affected bidder(s) of the grounds for Etisalat Afghanistan action.

6. All correspondence on the subject may address to Shoaib Nabizada, Sr. Analyst Procurement & Contracts, Etisalat Afghanistan. Email snabizada@eand.af and Phone No.+93781 204113.

Ihsanullah Zirak
Director Procurement & Supply Chain
Ihsan Plaza, Shar-e-Naw, Kabul, Etisalat Afghanistan
E-mail**:** Ihsanullah@eand.af

Request for Proposal

(RFP)

For

Support Renewal for Enterprise Datawarehouse (EDW)

1. DEFINITIONS

In this document, the following terms and meanings shall be interpreted as indicated:

1.1 Terms.

"Acceptance Test(s) "means the test(s) specified in the Technical Specifications to be carried out to ascertain whether the Goods, Equipment, System, Material, Items or a specified part thereof is able to attain the Performance Level specified in the Technical Specifications in accordance with the provisions of the Contract.

"Acceptance Test Procedures" means test procedures specified in the technical specifications and/or by the supplier and approved by EA as it is or with modifications.

"Approved" or "approval" means approved in writing.

"BoQ " stands for Bill of Quantities of each job/work as mentioned in this contract and its annexes according to which the contractor shall supply equipment & services and subject to change by agreement of both parties.

"Bidding" means a formal procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract.

"Bid/Tender Document" means the Bid/Tender documents issued by EA for invitation of Bids/Offers along with subsequent amendments and clarifications.
"CIF" means "Cost Insurance Freight" as specified in INCOTERM 2010.

"Competent Authority" means the staff or functionary authorized by EA to deal finally with the matter in issue.

"Completion Date" means the date by which the Contractor is required to complete the Contract.

"Country of Origin" means the countries and territories eligible under the rules elaborated in the "Instruction to Bidders ".

"Contract" means the Contract between Etisalat Afghanistan (EA) and the Contractor and comprising documents enumerated therein, such as the Conditions of Contract, the Deliverables, the Specifications and the Contractor's offer and correspondence relating thereto, the Bill of Quantities with unit prices to be provided by the Contractor after completion of the detailed design work, (where applicable) or as approved by EA based on the accepted bid with agreed to adjustments Appendices and Addenda as well as any amendments made to any such documents

in accordance with the Contract.

"Contractor" means the individual or firm(s) ultimately responsible for supplying all the Goods/Equipment/Systems/Material/Items on time and to cost under this contract to EA.

"Contractor's Representative" means the person nominated by the contractor and named as such in the contract and approved by EA in the manner provided in the contract.

"Contract Documents" means the documents listed in Article (Contract Documents) of the Form of Contract (including any amendments thereto) or in any other article in this contract.

"Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

"Day" means calendar day of the Gregorian calendar.

"Delivery charges" means local transportation, handling, insurance and other charges incidental to the delivery of Goods to their final destination.

"D.D.P" means Delivered Duty Paid as defined in the Incoterms 2010 including the unloading responsibility of bidder/seller.

For the purpose of clarification, D.D.P Price here means that all costs, expenses, duties and taxes, incurred or payable on Goods by the contractor up to the point the Goods are handed over to consignee/ultimate consignee, are included in the price of the Goods.

"Documentation" means documentation specified in the relevant Article(s).

"Drawings" means the drawings referred to in the Contract documents and any modification of such drawings approved in writing by EA and such other drawings as may from time to time be furnished or approved in writing by EA.

"Effective Date" means the date the Contract shall take effect as mentioned in the Contract.

"Etisalat Afghanistan (EA)" means the company registered under the Laws of Islamic republic of Afghanistan and having office at Ihsan Plaza Charahi Shaheed Kabul in person or any person dully authorised by it for the specific purpose for the specific task within the Contract and notified to contractor in writing.

"Final Acceptance Certificate" means the certificate issued by EA after successful completion of warranty and removal of defects as intimated by EA.

"Force Majeure" means Acts of God, Government restrictions, financial hardships, war and

hostilities, invasion, act of foreign enemies, rebellion, revolution, riot, industrial disputes, commotion, natural disasters and other similar risks that are outside of Contractor's and EA's control.

"Goods" means raw materials, products, equipment, systems, spares, and commodities in solid, liquid or gaseous form, and electricity, incidental services, transport, maintenance and similar obligations related to the supply of Goods if the value of those services does not exceed the value of the Goods themselves. The Goods include all of the equipment, machinery, and/or other materials which the Contractor is required to supply to EA under the Contract as per EA Technical Specifications.

"Goods Receipt Certificate" means certificate issued by the consignee certifying receipt of Goods in good order and condition.

"Liquidated Damages" mean the monetary damages imposed upon the contractor and the money payable to EA by the contractor on account of late delivery of the whole or part of the Goods.

"**L.o.A**" means Letter of Award issued by EA to successful bidder with regard to the award of tender.

"Month" means calendar month of the Gregorian calendar.

"Offer" means the quotation/bid and all subsequent clarifications submitted by the Bidder and accepted by EA in response to and in relation with the Bid Documents.

"Origin" means the place where the Goods are mined, grown or produced from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

"Performance Bond/Security" means an unconditional irrevocable guarantee issued by a bank located in Afghanistan and acceptable to EA commensurate with the value of the contract. The value of the Performance bond/Security shall be as specified in the contract but in no case shall be less than 10% (Ten Percent) of the total contract value.

"Pre-Shipment Inspection" means inspection and testing of Goods at manufacturer's premises in accordance with the provisions of the specifications and the clause(s) of the contract pertaining to Pre-shipment Inspection.

"Prime Contractor" means the individual or firm ultimately responsible for supplying all the Goods on time and to cost under this Contract to EA.

"EA's Representative" shall mean the representative to be appointed by EA to act for and on behalf of EA with respect to this Contract.

"Shipping Documents" means Contractor's Valued Invoice, Packing List, Freight Memo (if any), Weight and Measurement Certificate, Original Bill of Lading or Airway Bill (as the case may be), Certificate of Origin, Warranty Certificate, Insurance Declaration and Inspection Certificate and/or Contractor's Factory Test Certificate, as required by the Contract.

"Specifications" means the specifications, provided in the Contract and its annexure and in EA Tender Specifications and where the Contract is silent and in cases of conflicting specifications appearing in the documents, based on the latest version of ITU-T recommendations.

"Site" means the land or locations, buildings and other places including containers shells wherein and upon which the Goods are to be supplied/delivered, and such other land or places as may be specified in the Contract as forming part of the site.

"Supplier/Vendor" (used interchangeably) means the individual or firm ultimately responsible for supplying all the Goods on time and to cost under this Contract acting individually alone or as a "prime contractor" for a consortium.

"Supplier's Representative" means the person nominated by the Contractor and named as such in the Contract and approved by EA in the manner provided in the Contract.

"Subcontractor including Vendors" means any person to whom execution of any part of the facilities and/or services including preparation of any design or supply of any plant and equipment, is sub-contracted directly or indirectly by the Contractor, and includes its legal successors or permitted assigns.

"Warranty Period" shall mean the period of 12 months or any extended period starting from the acceptance of the delivered Goods in good order and conditions at consignee's warehouse or site certified by EA authorized representative (s).

2. INTRODUCTION TO WORK.

2.1 Offer invited for Renewal of Support for Enterprise Datawarehouse (EDW) in accordance with Etisalat specifications as per **Annexure A.**

3. Scope of Work

As per Annexure –A

4. Validity of Offers

The offer must be valid for a minimum of 90 days from the Tender closing date, or as may be specified by Purchaser in the Tender documents.

5. Registration/Legal documents of the Bidder:

The Bidder shall include in his proposal, copies of registration documents such as the Certificate of Registration, Trade License, Chamber of Commerce Certificates, and Memorandum of Association (for Limited Liability Company) which shall be legalized as follows:

6. Progress of Work:

6.1 The Contractor shall commence the execution of the Contract and shall proceed in an orderly and proper manner with due expedition and without delay in order to ensure that the services/activities/jobs as stipulated in the contract are completed by the specified Completion Date.

6.2 A Progress Report shall be submitted by the Contractor showing the progress, any anticipated delays and any other relevant information. Each Progress Report shall include a statement confirming that the services/activities/jobs or part thereof shall be completed by the specified date or a detailed explanation, should delay be anticipated.

6.3 The Contractor shall be responsible for the quality of work and the execution of the Project and provision of services as per annexure-A. The Purchaser reserves the right to ensure such control and supervision as is deemed necessary.

7. Price

7.1 Price shall be quoted on in Afghani Currency or USD.

7.2 The price shall be inclusive of all taxes applicable as per Afghanistan Government Tax Laws on Services including Withholding Tax.

8. Payment Terms.

8.1 EA will make payments on quarterly basis at the end of each quarter.

8.2 Advance payment will not be made to contractor.

8.3 Payment will be made through Bank Transfer.

8.4 EA shall make prompt payment, within thirty (30) days of submission of an invoice/claim by the contractor subject to availability of prerequisite documents specified under the contract and adjustment of penalty (if any) on account of late delivery and/or defective Goods replacement after confirmation from Project Director.

8.5 Payments are subject to deduction of income tax at prevalent rate from the relevant invoices of the contractor and paid to the Tax Authorities, except those especially exempted by the authorities. EA will issue certificate of deductions to the contractor to enable him to settle tax returns with the concerned authorities.

9. Construction of Contract:

The Contract shall he deemed to have been concluded in the Islamic Republic of Afghanistan and shall be governed by and construed in accordance with Islamic Republic Afghanistan Law.

10. Termination of the Contract by the Purchaser:

10.1 If during the course of the Contract, the Contractor shall be in breach of the Contract and the Purchaser shall so inform the Contractor by notice in writing, and should the breach continue for more than seven days (or such longer period as may be specified by the Purchaser) after such notice then the Purchaser may immediately terminate the Contract by notice in writing to the Contractor.

10.2 Upon termination of the Contract the Purchaser may at his option continue work either by himself or by sub-contracting to a third party. The Contractor shall if so required by the Purchaser within 14 days of the date of termination assign to the Purchaser without payment the benefit to any agreement for services and/or the

execution of any work for the purposes of this Contract. In the event of the services/jobs being completed and ready for utilization by the Purchaser or a third party and the total cost incurred by the Purchaser in so completing the required services/jobs being greater than which would have been incurred had the Contract not been terminated then the Contractor shall pay such excess to the Purchaser.

11. Termination of the Contract by the Contractor:

11.1 The Contractor shall not have the right to terminate or abandon the Contract except for reasons of force majeure.

11.2 In the event of the Contract being terminated by the Contractor as indicated, the Contract Price payable by the Purchaser to the Contractor (after taking into account amounts previously paid under the Contract) shall be the Price, as specified in the Contract, of the services received and accepted at the date of termination.

12. Local Taxes, Dues and Levies:

12.1 The Contractor shall be responsible for all government related taxes, dues and levies, including personal income tax, which may be payable in the Afghanistan or elsewhere.

12.2 Withholding tax (if applicable) shall be deducted on local portion only as per prevailing rates as notified Islamic republic of Afghanistan. The amount of withholding Tax(s) is 2% of all project cost for local/registered companies who have Afghanistan Government Official Work License and 7% for International/ nonregistered companies.

13. Settlement of disputes:

13.1 All disputes arising out of or in connection with this Contract shall be finally decided by the Courts of Islamic Republic of Afghanistan. Such decision shall be binding to parties. For this purpose the parties shall be deemed to have agreed to submit to the jurisdiction of the Courts of Islamic Republic of Afghanistan and to have waived any immunity that may be claimed in this respect.

13.2 Notwithstanding that a dispute may have been referred to the Court both parties shall, if required by the Purchaser, proceed with their contractual obligations.

14. Corrupt Practices:

14.1 The Contractor shall not offer or give or agree to give to any person any gift or consideration of any kind as an inducement or reward for doing of fore-bearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other Contract with the Purchaser or for showing or forbearing to show favor or disfavor to any person in relation to this or any other Contract with the Purchaser.

14.2 The Contractor shall not enter into this or any other Contract with the Purchaser in the event that any such commission has been paid or agreed to be paid by him or on his behalf or to his knowledge, unless before the Contract is made, particulars of any such commission and of terms and conditions of any agreement for the payment thereof have been disclosed in writing to the Purchaser.

14.3 Any breach of this condition by the Contractor or by anyone employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) shall entitle the Purchaser to terminate the Contract.

15. Publicity and confidentiality

15.1 The Contractor shall not, and shall ensure that none of his sub-contractors will, advertise or otherwise disclose the appointment of the Contractor or his sub-contractors or the terms of the Contract (save insofar as may be required by law or may be necessary for the due performance of the Contract) without the prior approval in writing of the Purchaser. All copy of material relating to this Contract which is intended for publication in any form by the Contractor or any sub-contractor must first be submitted in draft form to the Purchaser for approval indicating the countries in which it will appear.

15.2 The Contractor shall ensure that he and / or his sub-contractors (including their personnel) shall not disclose the location, nature, purpose, details of equipment; technical specifications, customized /tailored designs etc. or other confidential / site specific information given to him as a result of awarding the Contract or gained by him from his association with other Contractors of the Purchaser in the same site, area or field to a third party, without obtaining prior approval in writing from the Purchaser.

Annexure – A

SCOPE OF WORK ORACLE EXADATA SUPPORT SERVICES

1. Background

Etisalat Afghanistan ("EA") operates its enterprise **Data Warehousing (DWH)** platform on **Oracle Exadata infrastructure**. In **2019**, EA migrated to its DWH environment from **Teradata to Oracle Exadata** and deployed an **Exadata Rack model X8M-2**.

The current support agreement for the Exadata environment will expire in **October 2026**. EA requires continued and uninterrupted **hardware support, warranty renewal, spare parts availability, and Oracle Data Integrator (ODI V-12.2.1) application support** through a qualified and authorized service provider.

2. In-Scope Infrastructure

2.1 Oracle Exadata X8M-2 Environment

The following components are included within the scope of this engagement:

Component	Quantity	Model / Details	Notes
Compute Nodes	2	Oracle Server X8-2L	2 × Compute Node X8-2L
Storage Cells	3	Oracle Server X8-2L	3 × Storage Cell X8-2L
Switches	2	Cisco Nexus C9336C-FX2	RoCE (RDMA over Converged Ethernet)
Gateway Server	1	Oracle Advanced Support Gateway Server X8-2L	Oracle Home setup, used for field installation

2.2 Exadata Expansion Components (Excluded)

In **2024**, EA expanded the Exadata rack with the following components:

Component	Quantity	Model / Details	Notes
Storage Cells	3	Oracle Server X9-2L	3 × Storage Cell X9-2L

Exclusion:

The above **X9-2L storage cells** are under a separate active support agreement valid until **September 2029** and are **explicitly excluded** from this Scope of Work.

3. Oracle Customer Support Identifiers (CSI)

The scope of services shall align with the following Oracle CSIs:

S/No	Service / Platform	CSI	CSI Description	Comments
1	EDW – Oracle Exadata	22692872	Hardware of main rack, servers, and upgrade nodes	Upgrade nodes already under support until Sept 2029 and excluded
2	Gateway Server Hardware	22695964	Hardware support for Gateway Server	Support renewal required

The Vendor shall ensure that services are delivered **without overlap or duplication** of existing Oracle support coverage.

4. Scope of Services

4.1 Hardware Support and Warranty Renewal

The Vendor shall provide comprehensive hardware support and warranty renewal for all inscope Exadata components, including:

- Continuous hardware warranty coverage for the agreed contract period
- Fault diagnosis, troubleshooting, repair, and replacement of defective hardware
- Coordination with Oracle Support for escalations, when required
- Compliance with agreed Service Level Agreements (SLAs)

4.2 Spare Parts Availability

- All spare parts required for in-scope Exadata hardware shall be maintained in **local or regional stock**
- Spare parts availability shall ensure minimized downtime and SLA compliance

4.3 Spare Parts Logistics

The Vendor shall assume full responsibility for:

- Procurement and logistics coordination
- Customs clearance and regulatory approvals, where applicable
- Transportation and delivery of spare parts to EA's designated data center

EA shall have **no responsibility** for spare parts logistics, transportation, or customs activities.

4.4 Technical Support and Local Presence

- The Vendor shall maintain a **qualified local technical support team**
- On-site support shall be provided when required
- The local team shall perform hardware replacement, troubleshooting, and corrective actions
- All support activities shall meet the agreed SLA response and resolution timelines

5. Application Support – Oracle Data Integrator (ODI)

5.1 Critical Incident Management (P1 / P2)

The Vendor shall provide advanced ODI support, including:

- Resolution of production-impacting incidents not resolvable by EA Level-1/Level-2 teams
- Detailed root cause analysis for recurring and critical failures
- Resolution of ODI internal errors, agent failures, repository inconsistencies, and performance degradation
- Provision of temporary workarounds and permanent corrective solutions

- Support for emergency reprocessing and recovery activities

5.2 Upgrade and Patch Management The

Vendor shall:

- Plan and execute ODI PSU and Bundle Patch upgrades
- Manage Java/JDK and WebLogic patching impacting ODI
- Conduct pre-upgrade impact assessments and compatibility checks
- Execute upgrades in non-production environments prior to production rollout
- Provide rollback plans and post-upgrade validation **5.3 Architecture and Configuration**

  Changes The Vendor shall support and implement:

- ODI agent architecture changes, including load balancing
- Migration between Standalone and JEE agents
- Topology and repository restructuring
- Configuration and validation of ODI user access and role-based privileges
- Enablement and review of ODI user activity logs
- Resolution of complex configuration issues including SSL, wallets, LDAP, MFA, and security tool integrations

5.4 Performance and Scalability Support the

Vendor shall:

- Analyze and resolve ODI and system performance issues
- Tune ODI agents, Knowledge Modules, and SQL execution
- Optimize staging areas, temporary space, and resource utilization
- Optimize ETL workflows for connectivity, performance, reliability, and scalability

- Support ETL process changes driven by business, source system, or target schema modifications
- Recommend architectural improvements for scalability and stability

5.5 Repository Health and Recovery

The Vendor shall:

- Diagnosing and resolve Master and Work Repository corruption
- Support repository restoration following major failures
- Perform advanced cleanup and recovery procedures as required **5.6 Custom**

Knowledge Module (KM) Support The Vendor shall:

- Debug and Correct Custom Knowledge Module defects
- Ensure KM compatibility with ODI upgrades
- Optimize KM logic for performance and reliability
- Certify KM functionality following upgrades **5.7 Security, Compliance, and Audit**

Support The Vendor shall provide support for:

- ODI security model configuration and redesign
- Compliance and audit-driven security changes
- Encryption, credential management, and secure connectivity issues **5.8 Disaster**

Recovery Support The Vendor shall:

- Support ODI disaster recovery activation
- Reconfigure agents and repositories during DR events
- Participate in DR drills and post-recovery validation

6. Service Levels

6.1 Incident Severity Definitions

Severity	Description
P1 – Critical	Production outage or business-critical processing failure
P2 – High	Major functionality impacted with no viable workaround
P3 – Medium	Non-critical issue with workaround
P4 – Low	Advisory or informational request

6.2 SLA Targets

Severity	Response Time	Resolution Target
P1	≤ 30 minutes	4–8 hours
P2	≤ 1 hour	1 business day
P3	≤ 4 hours	3 business days
P4	≤ 1 business day	As agreed

7. Roles and Responsibilities (RACI)

Activity	Client	Vendor
Daily Operations	Responsible	Not Applicable
Incident Identification	Responsible	Support
P1/P2 Resolution	Support	Responsible
Upgrades & Patching	Support	Responsible
Architecture Changes	Support	Responsible
Training Delivery	Participate	Responsible
DR Support	Support	Responsible

8. Training and Knowledge Transfer (Optional – One-Time)

Training and Knowledge Transfer services covering the **Oracle Exadata Rack platform and Oracle Data Integrator (ODI)** are **optional** and **excluded from the Annual Operations Support**. Such services shall be provided **only upon EA's written request** as a **one-time engagement**.

Scope

The Vendor shall provide focused training on:

- Oracle Exadata Rack architecture, components, and operational management
- Exadata hardware and platform monitoring and troubleshooting
- Oracle Data Integrator (ODI) architecture and agent management
- ETL design and development best practices using ODI
- Performance optimization across Exadata and ODI workloads
- Operational monitoring, error handling, and recovery procedures

Technical Requirements and Evaluation Criteria:

S.No	Evaluation Criteria	Technical Scores
1	Compliance with SOW and RFP Requirements	15
2	Exadata Expertise (Rack Hardware, Oracle Database, and ODI)	10
3	Dedicated ODI Support Resource and Availability: Provision of a dedicated, qualified ODI technical resource for ODI patching, version upgrades, troubleshooting, and resolution of operational errors, with defined availability during official working hours and after-hours support for critical incidents, as required by EA.	5
4	Past Experience with Similar Projects and Etisalat Afghanistan (Oracle Exadata support experience, relevant customer references, certified technical resources, and demonstrated expertise in Oracle Database, ODI, and hardware maintenance).	7
5	SLA and Spare Parts Delivery and Replacement Capability (Clearly define support coverage, incident severity levels, guaranteed response and resolution times, spare parts availability, replacement timelines, DDP delivery terms, and SLA penalties.	6
6	Subject Area Expertise (CDR, Revenue, and GSM data Validation)	7
7	Support Team & Resource Availability: Vendors must provide a detailed breakdown of their proposed support team, including the number of dedicated and shared resources, roles, certifications, experience, geographical location (local or international), onsite/remote availability, working hours, and escalation arrangements. The availability of backup resources and specialist support must also be clearly defined.	5
8	Technical Demonstration and Training	5

Note: Please ensure to provide a detailed support resource plan, covering the following points:

- Resource Allocation: Number of resources assigned to our contract, including dedicated and shared resources, with their respective roles and responsibilities.
- Qualifications & Experience: Technical certifications, Oracle Exadata expertise, years of experience, and relevant customer references.
- Resource Location: Where each resource will be based (Afghanistan, regional, or international) and whether support will be provided onsite or remotely.
- Availability & Coverage: Working hours, availability, response times, escalation procedures, and availability of backup resources during absences or critical incidents.
- Commercial Breakdown: Detailed cost breakdown of the proposed resources and support services, including onsite visits, remote support, and any additional charges.

Bidder Contact Details	
Bidder Name	
Bidder Address	
Bidder Email Address	
Bidder Phone Number	
Bidder Contact Person Name	
Bidder Contact Person Phone No	
Bidder Contact Person Email Address	
Bidder Registration License Number	
License Validity	
TIN Number /Tax Number	

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