

Tender Notice

No: EA/02-47-2023

For Hiring EMI Distributors for Etisalat mHawala Services

1. Bids are invited from companies of repute and their authorized agents for “Institution Operation with EMI license to become distributors for mHawala Services” as per Etisalat Afghanistan Technical Specifications and Scope of Work.
2. Bids shall be submitted on or before **13 September 2023**. The bids shall be written in the English language.
3. Offer via Emails from local firms and international firms can send their offer via email to ghurzang@etisalat.af, and they should be sent on the last day of the deadline.
4. Bid received after the above deadline shall not be accepted.
5. Interested International firms should submit their proposal (indicating in the subject line the same RFP name and number).
6. Etisalat Afghanistan reserves the right to accept or reject any or all bids and to annul the bidding process at any time, without incurring any liability to the affected bidder(s) or any obligations to inform the affected bidder(s) of the grounds for Etisalat Afghanistan action.
7. The Bidder should have experience in this field.
8. The Bidder should register their Company with Etisalat Afghanistan (EA) before submitting their proposal and it is mandatory. Please download the vendor registration form (VRF) from the EA Website (www.etisalat.af/tender) and submit the signed and stamped VRF along with your company profile, valid business license, National ID Cards of President and Vice President of the company, Article of association, Experience documents and Financial statement for two years to EA Procurement Department.
9. All correspondence on the subject to be addressed to Sr. Specialist Procurement & Contracts, Etisalat Afghanistan on ghurzang@etisalat.af contact # +93 781 204 068.

Ihsanullah Zirak

Director, Procurement & Contracts

E-mail: ihsanullah@etisalat.af

Bid Document

For

Hiring EMI Distributors for Etisalat mHawala Services

ETISALAT AFGHANISTAN, HEAD OFFICE, CHAREHE
SHAHEED

SHAHR-E-NAW.KABUL- AFGHANISTAN

1. DEFINITIONS.

1.1 Terms.

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

“Approved” or “approval” means approved in writing.

“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.

“Competent Authority” means the functionary EA 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.

“Contract” means the Contract between Etisalat Afghanistan (EA) and the Contractor and comprising documents enumerated therein, such as the Conditions of the Contract, the Scope of Works, 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 Equipment/Systems/Material/Items and Services 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.

“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.

“L.o.A” means a Letter of Award issued by EA to successful bidder with regard to the award of Tender.

“L.o.I” means a Letter of Intent issued by EA to successful bidder with regard to 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.

“Prime Contractor” means the individual or firm ultimately responsible for supplying all the Goods and Services 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.

“Services” means any scope of contract which relates to supply, warranty, and other services and obligations of the Supplier/Contractor as provided in the Contract.

“Supplier/Vendor” (used interchangeably) means the individual or firm ultimately responsible for supplying all the Goods and Services 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.

Annexure-A

SCOPE OF WORK (SoW)

For

Hiring EMI Distributors for Etisalat mHawala Services

1.0 Introduction:

Etisalat Afghanistan Etisalat, the UAE-based company is one of the world's biggest GSM/CDMA/operators, operating in 19 countries.

Etisalat launched its services in Afghanistan on 29 August 2007 with the aim of offering the best services at a very easy, convenient, and affordable cost, to help the people reach one another. Etisalat Afghanistan currently offers its services to about 6 million customers across all 34 provinces in Afghanistan. In addition to offering the best services at affordable costs, Etisalat Afghanistan also attends to social and welfare programs in order to give back to the community and help economically weak families.

Etisalat's mission is to make its products and services to every nook and cranny of Afghanistan, through its flagships and rich distributor /retailer channel.

The purpose of this SOW is to recruit Enterprise Business Distributors who are willing to become Etisalat partners in addressing the Telephone needs of the people of Afghanistan.

Our Promise: Any Time

Etisalat Afghanistan has a variety of innovative services with its current packages and promotions and offers.

We promise to provide you with the most efficient and compatible products to enable you maintain a sustainable business.

We will offer you services, and provide you better opportunities to conduct your business relations in your most desirable way to, as we are already doing in other countries around the world.

2.0 Scope:

2.1 Any institution that has an Electronic Money Institution license from Central Bank, can apply to be a partner in the distribution of mHawala services across (Cash In, Cash Out, Airtime Recharge, Bill payments, Merchant Payments, and Moneygram)

This scope of work details the requirements essential to be selected as mHawala EMI Distributor.

The distributors are required in the below seven regions.

- 1. Kabul**
- 2. Central**
- 3. East**
- 4. North**
- 5. Northeast**
- 6. South**
- 7. West**

3.0 Background:

Etisalat office is located in Hajj Yaqoub Building, Share-naw, and Kabul. To ensure reaching out to the Business segments in Afghanistan, Etisalat would like to use business entities registered with it as distributors to reach out to its customers and potential customers in the business segment across all 34 provinces in Afghanistan.

3.1 Procedure and requirements for recruitment:

Consideration would only be given to responses that meet the spelled out requirements below

- Interested companies/individuals should submit their company profile to the Etisalat procurement department
- Interested companies/Individuals should submit their financial statement mentioning their financial capabilities, total capital, and planned amount to be invested as an Etisalat distributor
- Interested companies/individuals will submit the current organizational structure with the details of their human resources available to run the distributional business stating the number of staff as well as a dedicated manager (Must have experience in the Telecom sector) for Etisalat distribution
- Interested companies/individuals will submit the details of the distributional sales force, mentioning the provinces they have good spread and influence

- Interested companies/individuals will submit a complete 1-year business plan for the distributional business mentioning the geographical area and how to increase the subscribers and customer loyalty

Mandatory Requirements:

1	Company Profile & Business Plan at least for 1 year
2	Valid AISA License and ATRA License
3	Having Good Experience in Sales and distribution or a strong on-ground presence in the selected region (MFS experience or at least Telecom distribution experience)
4	The Applicant must prioritize at least three regions, where they are willing to operate
5	The applicant should be financially strong & should have enough amount for business operations (almost AFN 10,000,000)
6	The applicant must be willing to open exclusive Etisalat-branded shops in the central business districts /provinces/territories they are assigned to
7	Interested companies/individuals will submit the details of the distributional sales force, mentioning the provinces they have good spread and influence
8	Distribution capability in the regions / governmental approach
9	The prospective distributor must have a technical support / proper team and trained to provide mHawala services.
10	Any institution that has an Electronic Money Institution license from Central Bank, can apply to be a partner in the distribution of mHawala services across (Cash In, Cash Out, Airtime Recharge, Bill payments, Merchant Payments, and Moneygram)

4.0 Period of contract:

3 months probation with an option to extend for 2 years based on satisfactory target achievements and adherence to business processes and requirements

5.0 Requirements Questionnaire:

To be submitted alongside the Company profile

Please find overleaf

6.0 Confirmation and Undertaking:

To be submitted alongside the Company profile

Please find overleaf

7.0 Documents to be submitted include:

- I. Valid AISA and ATRA Licenses
 - II. Electronic Money Institution license from the Central Bank
 - III. Statute (ASAS NAMA)
 - IV. mHawala business plan & Proposal
 - V. Company business profile
 - VI. Filled requirements questionnaire
 - VII. Confirmation and undertaking
 - VIII. Evidence of financial requirements
- Priorities will be given to those who are already on the ground & connected with other MNOs

TECHNICAL PROPOSAL QUESTIONNAIRE

S. No	Mandatory Requirements	YES	NO
1	Are you an existing Etisalat distributor		
2	Are you currently registered with Etisalat as a distributor or vendor of any of its services? Please mention for which service(s)		
3	Do you have an AISA business registration		
4	Do you have any experience in Telecoms business		
5	Mention the number of years in Number of years providing similar services		
6	Mention the provinces you have businesses and reach in currently		
7	Do you have the minimum monthly float to order stock worth up AFN 10 Million		
8	Are you willing to open new offices exclusive for Etisalat in assigned provinces/territories		
9	Are you a distributor for any other Telecoms company in Afghanistan?		
10	If your answer is Yes to question 10, please mention		
11	Are you willing to have an exclusive contract with Etisalat Afghanistan for Distribution?		
12	Do you have an Electronic Money Institution license from the Central Bank		

CONFIRMATION AND UNDERTAKING:

a) We confirm that our company is registered and licensed to perform the required Services stated in the Statement of Work document.

Our Registration/License No. is _____

Issued from _____

Date of Issue _____

b) We also confirm that we have read, understood, and accept that if the distributorship is awarded to us, we will adhere to the terms, conditions, and specifications mentioned in this SOW including its Annexes. We undertake to provide Etisalat with the necessary services and warranties in accordance with the selected

c) We further confirm and warrant that our company is able to perform the Services mentioned in this SOW with our workforce and/or our sub-contractors, if any, legally in Afghanistan,

Full name of company

Telephone No.: _____ EMAIL: _____

Name & Title of duly authorized Representative of the Company

Signature _____ Date _____

Full Address