

Terms of Reference

No: EA/02-52-2025

Provision of Transportation Facilities (Rental vehicles) for Permanent duties for Kabul and provinces

1. Etisalat Afghanistan invites bids from qualified and experienced bidders for the Provision of Transportation Facilities (Rental vehicles) for Permanent duties for Kabul and provinces, as detailed in the RFP Annexure.

The complete Bid Document, including all relevant terms and conditions, is available for download on the Etisalat Afghanistan website at: www.etisalat.af/en/about-us/doing-business-with-us/tenders

2. RFP deadline is **October 15, 2025, Afghanistan time.**

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

4. Bidders can provide either a sealed Hardcopy of the Proposal or a Softcopy of the Proposal through email. A hard copy can be submitted to Etisalat's Main office, Reception Desk (Tender Box). The softcopy shall be submitted through email (eahmadzai@etisalat.af) and cc: (ghurzang@etisalat.af & Ihsanullah@etisalat.af) and marked clearly with the RFP name, and number.

5. The bidder shall submit the proposal with separate (Technical and Commercial) parts. The commercial part must be a password-protected document for a soft copy of the proposal, and we will request the password once the concerned committee opens bids (starts the bid's commercial evaluation). The bids shall be first evaluated technically. Technical evaluation will be based on the conformity to required technical specifications and compliance matrix specified in the Bidding Documents. Only technically compliant bids that meet all the mandatory service-effecting requirements will be evaluated commercially.

6. Etisalat Afghanistan reserves the right 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.

7. All correspondence on the subject may be addressed to:

Name: Emal Ahmadzai

Title: Specialist procurement and Contract

Email: eahmadzai@etisalat.af

Phone: +93781204100

Ihsanullah Zirak

Director Procurement and Supply Chain

Ihsan Plaza, Shar-e-Naw, Kabul, Etisalat Afghanistan

E-mail: ihsanullah@etisalat.af

TERMS OF REFERENCE

(TOR)

FOR

**Provision of Transportation Facilities (Rental vehicles) for Permanent duties for
Kabul and provinces**



Etisalat Afghanistan
Terms of Reference
For the Provision of Transportation Facilities (Rental
vehicles) for Permanent duties

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 Supplier 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/Offer along with subsequent amendments and clarifications.

“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 Supplier 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 Supplier and comprising documents.

“Supplier” 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.

“Supplier’s Representative” means the person nominated by the Supplier 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 Supplier 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.

“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 Emirate of Afghanistan and having office at Ihsan Plaza Charahi Shaheed Kabul in person or any person duly authorised by it for the specific purpose for the specific task within the Contract and notified to Supplier 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 Supplier's and EA's control.

“Liquidated Damages” mean the monetary damages imposed upon the Supplier and the money payable to EA by the Supplier 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.

“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.

“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 Supplier” for a consortium.

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

“Site” means the land or locations, buildings and other places including containers shells wherein and upon which the Facilities are to be installed, and such other land or places as may be specified in the Contract as forming part of the site

2. General Terms:

On behalf of Etisalat Afghanistan, Offers are invited from well-reputed Transport companies having sufficient capacity/vehicles fleet to cover Etisalat's staff and other transportation facilities all over the country. The following are the specifications and tender schedule clauses, which are required to be followed by each vendor before submitting the proposals to the undersigned.

2.1-Specifications of Vehicles:

S.N	Permanent Vehicles for Kabul	Make/Model	Vehicles Qty
1	4 Runner (4x4)	2003 & Above	2
2	Toyota Corolla MSC	2003 & Above	1
3	Toyota Corolla (Night shift) customer care	2003 & Above	2
4	Toyota Corolla	2007 & Above	16
	Toyota Corolla (night shift)	2003 & Above	4
5	Toyota Pick-up D/C (Double Cabinet)	2006 & Above	4
6	Toyota Pick-up S/C (Single Cabinet)	2003 & Above	1
Total:			30
S.N	Vehicles for Provinces: Permanent	Make/Model	Vehicles Qty
1	Four Runner	2003 & Above	2
2	Toyota Corolla	2007 & Above	0
3	Toyota Corolla	2003 & Above	9
Total:			11
S.N	Vehicles required for Kabul & Provinces (Central and Districts) (24x7)	Make/Model	Vehicles Qty
1	Pick Ups in Kabul region and all provinces to travel all Kabul city with districts and provinces with all districts.	2003 & Above	3
2	Toyota Corolla in Mazar regions to travel in Mazar, Sheberghan, Sare pol, Jawzjan Faryab and to all districts of these provinces	2003 & Above	2
3	Toyota Corolla in Herat region to travel to Heart city and districts of Herat region	2003 & Above	4
4	4runner or Surf	2003 & Above	3
5	Toyota Corolla in Kandahar region to travel to Kandahar city and districts of Kandahar and the mentioned region provinces	2003 & Above	2
6	Toyota Corolla in Jalal Abad to travel in Jalal Abad city and districts (24*7)	2003 & Above	1
Total Number Vehicles			56

2.2 Bidding's Objective:

The objective of this RFP is to select a single company ("the company") that is registered and licensed according to the laws of the Islamic Emirate of Afghanistan.

2.3 Successful bidders shall be responsible as under:

- 2.3.1 The contractor shall provide permanent drivers and vehicles for Etisalat Afghanistan operations. Replacement vehicles and backup drivers must be provided when needed. All vehicles must be new, in good condition (including AC, heater, etc.), and meet the model and specifications outlined in Section 1. The contractor must ensure drivers follow all applicable laws of the Islamic Emirate of Afghanistan.
- 2.3.2 The contractor is responsible for all vehicle maintenance, servicing, cleaning, fuel, and any accident repairs (if any). Vehicles must comply with safety and other international standards.
- 2.3.3 The contractor shall provide VIP airport parking passes for seven vehicles in Kabul and one pass for each regional province (Mazar, Herat, Kandahar). These passes will be issued after the contract starts.
- 2.3.4 The contractor is fully responsible for paying drivers' salaries and benefits according to government labor laws. Etisalat Afghanistan is not responsible for any actions, negligence, or misconduct by the drivers, nor for any costs related to drivers' illness, injury, death, or disability while working under this contract.
- 2.3.5 In case any driver is behaving in a misbehaved manner with any employee of Etisalat, the Contractor is responsible for replacing with a good-mannered driver.
- 2.3.6 The contractor guarantees that all vehicles are legal, government-authorized, and registered. If any vehicle is found to be stolen, unpaid customs, or otherwise illegal, Etisalat Afghanistan will take action according to its policies.
- 2.3.7 The contractor must provide the vehicle logbooks to the transport representative every month.
- 2.3.8 Etisalat will not pay any additional money to drivers if staying outside Kabul, quoted prices inclusive of all such costs.
- 2.3.9 One representative from the contractor must be available to assist the Transport Team Leader in managing vehicle operations and handling requests.

2.3.10 Timing of the vehicles in Kabul for all 33 vehicles is as below:

Week Days	Morning Starting and Ending Time 7:am – 5:pm	Timing for Second Shift 5pm – 8:00 pm	Number of vehicles on duty after the second shift from night side starting time 8:00pm ending time 7:00am
Sunday	27 Vehicles	7 Vehicles	4 Vehicles
Monday	27 Vehicles	7 Vehicles	4 Vehicles
Tuesday	27 Vehicles	7 Vehicles	4 Vehicles
Wednesday	27 Vehicles	7 Vehicles	4 Vehicles
Thursday	27 Vehicles	7 Vehicles	4 Vehicles
Friday	7 Vehicles		4 Vehicles
Saturday	7 Vehicles		4 Vehicles
Toyota Corolla vehicle is needed for MSC (Warehouse)	1 Vehicles		4 Vehicles (on call during the night)
2 Toyota corolla vehicles for call center in main office Call Center			10: pm to 01:00 am

2.3.11 The Contractor agreed to park its Vehicles anywhere at any time decided and instructed by Etisalat.

2.3.12 To ensure timely performance, the Contractor shall be liable to pay liquidated damages to Etisalat Afghanistan for any delays in meeting the milestones or deliverables as defined in the Contract, provided such delays are attributable to the Contractor's fault.

Liquidated damages shall be calculated at a rate of one percent (1%) per week of the total value of the delayed portion of the Contract, up to a maximum of ten percent (10%) of the value of the affected portion.

If the maximum limit is reached, EA reserves the right to terminate the Contract without prejudice to any other remedies available under the Contract or applicable law.

2.3.13 If it is found that Etisalat leased vehicles are used to carry fare paying passengers anywhere in Afghanistan during or after working hours, Etisalat Afghanistan has the right to terminate the contract.

- 2.3.14 Before changing any Vehicle, Contractor shall consult with Etisalat related department.
- 2.3.15 On the day of signing of the contract, the lower Model vehicle will not be acceptable if Contractor provides any lower model vehicle. The amount will be deducted for the whole month for the specific lower model vehicle.
- 2.3.16 The Contractor is responsible for providing seven parking A & B passes for the airport with vehicle and driver details in Kabul and one in each region.
- 2.3.17 Updated vehicle registration & Driver license for all the vehicles and drivers, verified from the traffic department shall be available.
- 2.3.18 The vehicles and drivers to be fully compliance with Etisalat security procedure and policies. Minimum security equipments must be available in each vehicle during travel. (Include First Aid box, Shovel, Spare Tire, small Fire extinguisher and other vehicle-related equipment).
- 2.3.19 In case of changing any driver and vehicle Contractor must inform Etisalat supervisor in Advance. The replacement of vehicles will be the same type and model of vehicle.
- 2.3.20 The permanent vehicles will be provided according to Etisalat Afghanistan request.
- 2.3.21 The Contractor is not allowed to hire any vehicle from any employee of Etisalat. If any vehicle is found from Etisalat employee the whole month rent will be deducted for the concern vehicle.
- 2.3.22 The contract will be signed for period of **Two (2) years** and price for the whole period of the contract will be fixed. Fluctuation in price is not acceptable for Etisalat.
- 2.3.23 The winner contractor shall submit to Etisalat Performance bond amounting **AFN Five hundred thousand Afghani (AFN 500,000)** for complete tenure of the Contract. Upon termination or expiry of the contract the performance Bond shall be returned to Contractor after adjustment of liquidated damages (If any). This performance Bond will be forfeited in case services get interrupted. The performance band is required only for the winner contractor after issuing of Letter of Award (LOA) from Etisalat Afghanistan side.
- 2.3.24 Contractor will be responsible for any loss and damage to their drivers and vehicles during the contract time.
- 2.3.25 Parking arrangements are the responsibility of the vendor. Roadside parking is not acceptable. Etisalat Afghanistan is not recommending parking vehicles on the roadside.
- 2.3.26 Only fuel or hybrid vehicles are permitted. Gas-powered vehicles are strictly prohibited.

3. COMPANY'S PROPOSALS:

- 3.1 Provide a brief description of your Company and a list of current or recent clients handled by your company.
- 3.2 Provide copies of certificates, i.e. registration, incorporation, or any license to operate.
- 3.3 Describe the vehicles to be provided to Etisalat Afghanistan with information on Vehicle Category, Type, Model, Year of make, etc.
- 3.4 Describe how your company will handle service instructions made by Etisalat Afghanistan and what the Company's expectations are.
- 3.5 Propose how your company will handle an emergency or short-notice call by Etisalat Afghanistan when required.
- 3.6 Provide a pricing schedule as per Annex –A based on service fee (Fixed daily fee for provision of vehicles and drivers), including fuel, maintenance, parking fee etc.
- 3.7 Provide the car registration during the bidding period.
- 3.8 Prices should be in Afghani currency, including taxes applicable under tax law of the government of Afghanistan.
- 3.9 Etisalat Afghanistan will make 100% of the payment to the contractor on a monthly basis for the provided vehicle services.
- 3.10 Payment shall be made within thirty (30) days of submission of invoice(s) with required documents through direct payment to the contractor's account.
- 3.11 No advance payment shall be made to the contractor

4. Validity of Offers:

The Offers must be valid for a minimum of 60 days from the Bid closing date, or as may be specified in the bid documents.

5. Acceptance of Offers:

Etisalat Afghanistan is not bound to accept the lowest Bid or give reasons for rejection of any Bids. Unless written or telegraphic instructions (Letter of Intent) to proceed, have been issued by Etisalat Afghanistan or until a formal Contract has been concluded, no bid shall deem to be accepted.

Annexure-A: Bidders are requested to share their price as per the table below:

S.N	Permanent Vehicles for Kabul	Make/Model	Vehicles Qty	Unit Price/Afs	Total Monthly Price/Afs	Total Annual Price/Afs
1	4 Runner (4x4)	2003 & Above	2			
2	Toyota Corolla for MSC	2003 & Above	1			
3	Toyota Corolla (Nigh Shift) Customer Care Department	2003 & Above	2			
4	Toyota Corolla	2007 & Above	16			
	Toyota Corolla (night shift)	2003 & Above	4			
5	Toyota Pick-up D/C (Double Cabinet)	2006 & Above	4			
6	Toyota Pick-up S/C (Single Cabinet)	2003 & Above	1			
Total:			30			
S.N	Vehicles for Provinces: Permanent	Make/Model	Vehicles Qty			
1	Four Runner	2003 & Above	2			
2	Toyota Corolla	2003 & Above	9			
Total:			11			
S.N	Vehicles required for Kabul & Provinces (Central and District)(24x7)	Make/Model	Vehicles Qty			
1	Pick Ups in Kabul region and all provinces to travel all Kabul city with districts and all province cities with all districts.	2003 & Above	3			
2	Toyota Corolla in Mazar regions to travel in Mazahar, sheberghan, Sare pol, Jawzjan Faryab and to all districts of these provinces	2003 & Above	2			
3	Toyota Corolla in Herat region to travel to Heart city and districts of Herat region	2003 & Above	4			

4	4runner or Surf	2003 & Above	3			
5	Toyota Corolla in Kandahar region to travel to Kandahar city and districts of Kandahar and mentioned region provinces	2003 & Above	2			
6	Corolla in Jalal Abad to travel in Jalal Abad city and districts (24*7)	2003 & Above	1			
Total Amount – AFN – Inclusive of Tax			56			

The following Information must be submitted with your offer

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	