

## Request For Quotation



To Messer's :  
Attention :

RFQ Number : EA/03-01-2026  
Date: 27/01/2026

Etisalat Afghanistan invites to quote for RFQ for **Provision of Scanning and Digital Archiving Services** and/or DDP Incoterms basis by **03-02-2026**. Quotation to be submitted in sealed Envelopes mentioning clearly. The RFQ No. to Procurement Department at Etisalat Afghanistan Head Office at Shahr-e-Naw, Ihsan plaza, near charahi Shaheed, Kabul Afghanistan.

S.N	Item Name	Unit	Qty	Unit Price DDP in (AFs)	Total Price DDP in (AFs)
1	Provision of Scanning and Digital Archiving - <b>Scope of work is as below</b>	No	1		
<b>Total Amount DDP</b>					

**1- Instructions to Bidders :-**

- i) Foreign items prices (A) be quoted CIP kabul Airport in USD(\$) . Local items prices (B) be quoted in DDP in Afs . Prices for Services be quoted in Afs. **Quoted prices in USD for DDP will reject the quotation.**
- ii) Total Price shall be in Afs . "Converting into Afs , taking conversion rate as determined by Da Afghanistan Bank "  
<http://www.centralbank.gov.af/foreignexchange.php> " on the day and mentioning that also.
- iii) Prices Shall be final and valid for 60 days from the date of submission of Quotes
- iv) The prices (B&C) should be inclusive of Afghanistan Government's taxes including but not limited to the Withholding Tax "2% of registered firms and 7% for non registered firms"
- iv) Bidder can send their quotation via email to [eahmadzai@etisalat.af](mailto:eahmadzai@etisalat.af) or can be submitted hard copy to Etisalat Afghanistan main office reception.
- vi) Vendors are encouraged to provide multiple options/solutions
- vii) Vendors are free to submit their quotations in any format, However the Pricing sheet shall remain as is , The instructions shall be printed, signed, stamped and attached to proposal
- viii) The vendor should mention the delivery period in its quotation. Etisalat Afghanistan will apply penalty on delay beyond the delivery date as per its rules **i.e. 1% of the total value of PO per week for first week and 2% for second week.**

**2- Payment Terms**

- i) 100% on delivery of Goods and/or Services

ii) No advance Payment shall be allowed unless the vendor can provide Bank Guarantee for the advance amount.

**3- Delivery**

Delivery of goods and services shall be within .....Week from the date of issue of PO.

**4- Delay in Delivery**

For Late delivery , EA will deduct Penalty from the invoice

**5- Vendor Registration**

Bidders should be registered with Etisalat Afghanistan. If any interested bidder is not registered, they should register their company before tender deadline and submission of bid. Bidders offer will be not considered without registration process.

I/We have read the instructions and all the above mentioned conditions and accept these . Prices are mentioned in the table of prices .

**Note:** If you submit your commercial part of a 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.

Signature :.....

Name And Position of signing person  
.....

Firm/Supplier Name: .....

Contact Details .....

(Stamp of company )

**NOTE:**

1 -Vendor quotations will not be accepted unless all requested information has been provided and the quotation is

# Scope of Work (SOW)

Digital Archiving and Scanning Project

## 1. Project Overview

This Scope of Work outlines the technical, operational, and quality-control requirements for the **Digital Archiving and Scanning Project**, which involves the digitization, indexing, and structured uploading of three categories of customer-related documents. The process must ensure **high-accuracy scanning, strict data integrity, controlled file structure, and full compliance with Etisalat database linkage standards**.

## 2. Document Categories to be Scanned

### 2.1 SIM Card Registration Forms

- **Paper size:** A4
- **Paper weight:** approx. 70 grm
- **Document sensitivity:** Contains customer biometric and personal data
- **Scan requirements:** High-precision edge capture and text clarity

### 2.2 Afghan Returnee Immigration Forms

- **Paper size:** A4
- **Paper weight:** approx. 30 grm (very thin, high risk of shadow bleed-through)
- **Special handling:** Requires protective backing sheets during scanning to avoid transparency, warping, or double imaging
- **Scan requirements:** Brightness/contrast correction to compensate for thin-paper distortion

### 2.3 Disclaimer Forms

- **Paper size:** A5
- **Paper weight:** Standard lightweight paper
- **Scan requirements:** Correct auto-cropping and consistent page alignment

## 3. Technical Scanning Specifications

All documents must be digitized according to the following strict technical parameters:

### 3.1 File Format

- **Mandatory Format:** JPEG (no alternative formats accepted)
- **JPEG Quality Setting:** Must ensure optimal balance between clarity and controlled file size.

### 3.2 File Size Requirements

- **Allowed Range:** 100 KB – 300 KB *per scanned page*
- Files outside this range are to be automatically rejected and re-scanned

### 3.3 Resolution

- **Minimum:** 300 DPI
- **Preferred:** 400–600 DPI (for documents with handwritten or light-ink text)
- DPI must remain constant throughout the project.

### 3.4 Image Dimensions

- **A4:** approx.  $2480 \times 3508$  pixels ( $\pm 5\%$  tolerance)
- **A5:** approx.  $1748 \times 2480$  pixels ( $\pm 5\%$  tolerance)

### 3.5 Bit Depth

- **Accepted:** 24-bit true color
- Monochrome or grayscale images are not permitted.

### 3.6 Image Processing Requirements

- Auto-deskew
- On the Image Quality tab
- Page Adjustments
- Contrast/brightness
- Edges-straightens image by detecting the edges
- Content-straightens image by detecting the content.
- Edge enhancement for low-contrast text (especially 30 grm paper)

## 4. Batch Structuring and Categorization

All scanned documents must be exported and delivered in **strictly separated batches** based on:

1. **Date of Scanning**
2. **Geographical Location / Site of Collection**
3. **Flagship wise**
4. **Channel wise Direct Sales / Indirect Sales/ and Corporate**

Each batch must contain uniquely named folders following this format:

[Location]\_[Form Type]\_[YYYY-MM-DD]\_[Batch Number]

## 5. Metadata, Indexing & Database Integration

### 5.1 Document Linking Requirements

Every scanned document must be **accurately linked** to the corresponding customer records within the **Etisalat central database** using the following mandatory identifiers:

- **MSISDN (Mobile Number)**
- **Tazkira / ID Number**
- **ICCID / Serial Number**
- **Returnee/Immigration Form Code (if applicable)**

Incorrect linkage or mismatched records will be considered as **critical errors** requiring complete reprocessing.

### 5.2 File Naming Convention

Each file must be named using this exact structure:

MSISDN, NID\_MSISDN, Serial Number\_ Form Type

### 5.3 Database Upload Compliance

- All scanned documents must be uploaded through the predefined Etisalat system.
- Linkages must be verified through *two-level QC* before final submission.
- Any duplication, mismatch, or broken linking is ground for batch rejection.

## 6. Quality Control & Audit Requirements

The contractor must implement a **multi-layer QC workflow**, including:

1. Pre-scan paper inspection
2. Live QC during scanning
3. Post-scan verification for file size, clarity, and dimension accuracy
4. Database linkage audit
5. Random sampling (10–15% per batch)

Any batch failing QC must be fully rescanned at the contractor's cost.

## 7. Equipment & Operational Requirements

- Professional-grade duplex scanners
- Software capable of DPI-locked JPEG output
- Anti-shadow paper backing for thin forms
- Redundant storage systems for temporary data holding
- Secure data handling with encrypted transfer channels

## 8. Deliverables

1. Digitally scanned JPEG files within specified technical parameters
2. Fully structured batch folders
3. Complete metadata sets
4. Uploaded and linked records in the Etisalat system
5. Daily progress & QC reports

## 9. Project Timeline & Penalty Clause

### 9.1 Processing Timeline

The Vendor is required to complete the full processing cycle — scanning, categorization, file naming, metadata preparation, indexing, and uploading into the Etisalat system — for each batch delivered by Etisalat **within a maximum of 15 working days**.

### 9.2 Batch Volume

Each batch will contain approximately **50,000 to 100,000 forms**, and the Vendor must maintain sufficient operational capacity to process this volume within the specified timeline.

### 9.3 Penalty for Delay

Failure to complete any batch within the 15-day processing period will result in **contractual penalties**. Etisalat reserves the right to reassign the delayed batch, either partially or entirely, to an alternative Vendor. Unjustified delays will be considered a **major contract violation**.

## 10. Physical Filing & Storage Requirements

## **10.1 Filing Structure**

All original physical forms must be filed and organized strictly according to the following mandatory parameters:

- MSISDN (Mobile Number)
- Location / Site of Collection
- Flagship / Channel (Direct Sales, Indirect Sales, Corporate)
- Date of Submission

Each category must be separated and arranged in a clear, traceable structure to ensure fast retrieval during audit or verification.

## **10.2 Packaging & Carton Labeling**

All filed forms must be placed in **standardized storage cartons** provided or approved by Etisalat.

Each carton must be clearly labeled on all visible sides with the following information:

- Carton Number
- MSISDN Range
- Location
- Flagship / Channel
- Date of Submission
- Batch Number
- Form Type (SIM Registration / Immigration / Disclaimer)

## **10.3 Order & Accessibility**

Forms must be arranged in a clean, logical, and sequential order to ensure:

- Quick identification
- Easy cross-checking with digital records
- Full audit readiness

Any misfiled, unlabeled, or mixed-category cartons will be considered a **non-compliance issue** and must be corrected at the Vendor's cost.