"ARIANA AFGHAN AIRLINES" with its registered office at Char Rahi Shashid, Shahr-e-Naw, Kabul, Afghanistan
ToR and Evaluation Criteria for Cloud Technology Based Airline Software Service Build and Management

Annex – A for SBD 002-342-Bakhtar Afghan Airline

1- **Background**

    1-1-Ariana Afghan Airline (AAA) is a State-Owned-Company operating in accordance with Afghan laws, Afghanistan Civil Aviation regulations, ICAO standards and recommendations, and IATA rules. Ariana Afghan Airlines Co. Ltd is the oldest airline of Afghanistan and serves as the country's national carrier, established on 27th January 1955. AAA is rich in history and proudly offers their passengers a well-maintained air fleet, convenient routes, attractive prices, and the best of traditional Afghan hospitality. In 1957 an agreement was negotiated between the Royal Afghan Government and the United States International Co-Operation Administration (ICA) to create a partnership with a leading American airline company. Ariana was reincorporated as a limited Liability Company with 51% of the shares owned by various entitles of the Afghan Government, and the remaining 49% acquired by Pan American World Airways. This partnership had two objectives - to operate the airline profitably and to train Afghan employees to eventually fulfil all operational and Management roles. This meant years of training and development, and to a major extent, both objectives were accomplished. Initially staffed with foreign pilots and mechanics when the airline first began, AAA's major personnel is now comprised of local Afghan trained professionals. The company used to be one of the popular carriers in the region as well as in the world with flights to most of the countries in the world including USA. However, past decades' war has adversely impacted Ariana Afghan Airlines and hindered company's competitive position in the air travel market. Nonetheless, Afghanistan is now making a new star after decade of disastrous years of conflict with the support of country leadership and international community. Currently, with base at Hamid Karzai International Airport (HKIA)-Kabul, AAA operates domestically and provides international linkages to countries such as China, India, Russia, Saudi Arabia, United Arab Emirates and Turkey. As of today, AAA is fully owned by the Afghan government. The company is governed by Board of Management, Board of Supervisors, Board of Directors and Board of Shareholders. The main shareholders of the company are Ministry of Finance, Ministry of Economy, Afghan National Bank and Pashtany Bank.

2- **Project Goals:**

    2-1-Ariana Afghan Airline wishes to configure Cloud Technology Based Airline Software infrastructure for their sister company Bakhtar Afghan Airline**.**
    2-2-Provide the best applications, IT infrastructure and services.
    2-3-Increase IT resilience, reduce risk, and increase security.

2-4-Lower costs.

2-5-Ariana Afghan Airline is seeking a service provider for the Cloud Technology Based Airline Software

3- Purpose of Project

3-1-Ariana Afghan Airline seeks the services of a highly qualified service provider in the field of Cloud Technology Based Airline Software technology with demonstrated experience in building, migrating and managing enterprise infrastructures. The services provided will address two clusters of migration and management, one focusing on the cloud-based server infrastructure and the other focusing on the cloud-managed network infrastructure but Ariana Afghan Airline will accept proposals for package type of services.

4- Scope of Work

4-1-1 Data Centre and Server Management
Tasks in this group include:

4-1-2 Acquiring cloud-based infrastructure-as-service

4-1-3 Assigning a DNS provider

4-1-4 Providing directory services (Active Directory)

4-1-5 Configuring data backup with low but cost-effective RTOs and RPOs.

4-1-6 Migrating servers from the local data center to the new hosting service. Software provider should provide data migration facilities whenever required by airline.

4-1-7 Implementing connectivity (VPN for HQ)

4-1-8 Ensuring business continuity for the hosted servers with failover less than 30 minutes.

4-1-9 Providing disaster recovery services

4-1-10 Manage the servers and services in the data center on an ongoing basis

4-1-11 Software should be compatible with other software such as API integration

4-1-12 Service provider should trained airline software administrator and provide him all the rights which require to handle software functionality completely.

4-1-13 Data storage backup should be infinite and recoverable anytime required.

4-1-14 Service provider should provide complete support during "GO LIVE".

5- Project Management

5-1-Provide as part of the proposal a schedule for implementation and management

5-2-Provide for regular project management meetings to measure progress and coordinate operations

5-3-Provide for detailed review of progress at agreed-upon milestones

5-4-Coordinate with any other vendors involved in the project, including the existing vendor and any other consultants, to ensure necessary connectivity and functionality. e.g. connectivity and directory services among the data Centre and the offices

6- Post implementation

6-1-Provide as part of the proposal a schedule for ongoing management and maintenance

6-2-Provide an estimate of ongoing costs, including labor, any licenses, and any other costs.

7- Support from Ariana Afghan Airline

7-1-Information about their existing operational processes and procedures that is required for understanding the infrastructure and its use.

7-2-Information about the existing IT and related infrastructure and applications.

7-3-Adequate time with the relevant personnel for meetings and discussion, subject to due notice,

7-4-Reasonable space in Bakhtar Afghan Airline offices while working on this assignment.

7-5-Any other data, service, facilities, etc. as mutually agreed

8- **Deliverables**

    8-1-The Project Management Team (**see section 9 below**) will provide monitoring and evaluation of the project by evaluating reports and documents submitted by Service Provider and conducting additional testing as necessary. The deliverables include:

        8-1-1   Project Management Plan.

        8-1-2   Detailed Project Plan and Timeline.

        8-1-3   Configuration Specification.

        8-1-4   Provider Recommendations.

        8-1-5   Documentation Format Definition and Process.

        8-1-6   Revised Detailed Project Plan based on Selected Providers.

        8-1-7   Data Centre, Network Management and/or Technical Support Service Plan and SLAs **.**

        8-1-8   Implementation Report and Acceptance Testing Plan.

        8-1-9   Documentation of Infrastructure Configuration and Operation

9- **Management and Organization**

    9-1-The project will be governed as follows:

        9-1-1- Project Sponsor.

        9-1-2- Project Management Team.

        9-1-3- Service Provider Firm Project Leader.

        9-1-4- Project Team(s)

10- **Roles**

    10-1- Project Sponsor (PS)

        10-1-1- The Project Sponsor, or his designated representatives, shall be the representative(s) of ARIANA AFGHAN AIRLINE for the project. The Project Sponsor will be the liaison between the Project Management Team and Ariana Afghan Airlines Management Committee (MC). He will communicate project status to MC, ensuring milestones are completed in a timely fashion, and providing the executive supervision of the employees assigned to the project. The Project Sponsor is expected to be Ariana Afghan Airline Information Technology Manager.

    10-2- Project Management Team (PMT)

        10-2-1 The Project Management Team shall consist of the Project Sponsor, any other Ariana Afghan Airline and Bakhtar afghan Airline employees or consultants designated by the Project Sponsor, the Project Leaders of any consulting firms awarded any of this project, and any other employees of the consulting firms designated by their Project Leaders. Key Ariana Afghan Airline responsibilities include the following:

        10-2-2 Provide vision and direction

        10-2-3 Approve the implementation schedule and project plan as well as all changes to the schedule and plan.

10-2-4   Ensure human resource availability during project implementation.

10-2-5   Monitor the progress of the project on a regular basis.

10-2-6   Review deliverables at milestones for time, quality and accuracy to ensure progress and closure are achieved.

10-2-7   Remove or mitigate obstacles which may impact the successful outcome of the project.

11-   Project Team of Service Provider

    11-1-   Project Leader

        11-1-1   The Service Provider Project Leader shall be a representative of each represented organization who is responsible for the successful execution of his/her firm's participation in the project.

Note: If the TOR term and condition is acceptable for your company so please sign and stamp all pages and submit it with your offer to the quotation-box@flyariana.com.

Name of Tender's Representative: ------------------

Signature: -------------------

Stamp: ----------------------