



داریانا افغان هوایی شرکت
ARIANA AFGHAN AIRLINES



Administration and Service Directorate

Ariana Procurement unit



Document Name	Electronic procurement-Standard bidding Documents-SBD
Description of services	Procurement of Cloud Technology Based Airline Software Services
SBD Number	002-342-Bakhar Afghan Airline
SBD Announcement Date	30-Mar-2020
SBD Closing Date	10-Apr-2020
SBD Closing Time	12:00 PM



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To: Ariana Afghan Airline

1- To whom it may concern,

Referring term and conditions mentioned in this tender document, we hereby request you to accept our offer regarding sale of services of the Cloud technology based airline software

It is respectively confirmed that this company has accepted and agreed upon terms and requirements reflected in your (Electronic procurement-SBD 002-342-Bakhtar Afghan Airline

We acknowledge this is an official engagement into the process and we will not withdraw our offer up to end of the validity time.

Best regards,

Name of Bidders Representative: -----

Signature: -----

Stamp: -----

Date:

1- Instruction to Tenderers

- 2-1 Ariana Afghan Airlines has a budget allocation for the purchasing of the Cloud technology based airline software which is described in technical specification part (Article 14) for the reference of bidders/ tenderer.
- 2-2 Your offer, must be sent to the following email address before closing date: quotation-box@flyariana.com
- 2-3 Tenderer must not disclose prices to other parties at all.
- 2-4 Any offer received later than the scheduled time will be rejected. The (Electronic procurement-SBD) must be sent with complete requested information and documents.
- 2-5 Tenderers must sign all pages of (Electronic procurement-SBD) and quoted prices.
- 2-6 All prices and offered conditions must be valid for a period of **thirty (30) days** from the closing date of the (Electronic procurement-SBD) announcement.
- 2-7 The (Electronic procurement-SBD) must be completed and signed by an authorised representative of the Seller.
- 2-8 Tenderers may request for clarification on (Electronic procurement-SBD) via email address techsupply@flyariana.com cc to quotation-box@flyariana.com and cao@flyariana.com
- 2-9 Clarification is possible through introduced email IDs only.
- 2-10 -Tenderer may quote prices as per requested format in specified part of (Electronic procurement-SBD) and or in separate sheet.
- 2-11 Tenderers *are allowed* to submit alternative bids.
- 2-12 There *is no need* for bid security for this tender. Acceptance of this (Electronic procurement-SBD) shall act as Declaration Letter.
- 2-13 The winner company *must provide* performance guarantee as specified in (Electronic procurement-SBD) (**Not Applicable for this process**).
- 2-14 In the case of any arithmetical discrepancy between the Unit Rate and the Total Amount quoted, then the Unit Rate of this document shall prevail both for the evaluation of offers and for the subsequent *Cloud technology based airline software sale/purchase contract* .
- 2-15 The currency of SBD is USD.
- 2-16 The evaluation of offers is conducted as per articles 23th-27th of Ariana procurement procedure.
- 2-17 The Purchaser is not bounded to accept the lowest offer and reserves the right to accept or reject any or all the offers without assigning any reason whatsoever to tenderers.
- 2-18 Additional documents may be provided upon request of Ariana during evaluation process

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2- SUBMISSION GUIDELINE

2-1 The tenderers are required to submit offers electronically through below mentioned email ID. Your offer, must be send to the following email address before closing date:quotation-box@flyariana.com

3- EVALUATION CRITERIA OF OFFERS

3-1- The evaluation criteria's of offers are defined as below. The tenderers are required to prove having general experience and similar experience in accordance with following criterions:

- a- Offer shall be responsive to the requirement of (Electronic procurement-SBD) and technical specifications
- b- At least one similar contract is required.
- c- Annual total experience in the similar project is required.

3-2- Tenderers shall attach supporting documents responsive to above criteria's. Tenderers may submit financial proposal along with these supporting documents and singed (Electronic procurement-SBD) in one scan copy and one original copy. The original documents may be collected from tenderer after opening deadline.

3-3- The evaluation of a (Electronic procurement-SBD) will exclude and not take into account:

3-4- If an offer is not substantially responsive, it shall be rejected by the Purchaser, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

3-5- No negotiation shall be held with the lowest or any other Tenderer so the bidder should mentioned final price including all type of discounts.

3-6- A bidder shall not be required, as a condition for award, to undertake major responsibilities not stipulated in the (Electronic procurement-SBD).

4- GUARANTEES

5-1 The Seller must provide valid performance bank guarantee equal to the 10-percent of contract amount upon contract signature to Ariana.

5-2 The Seller must *Provide bank guaranty equal to the advance payment invoice or Provide security deposit in escrow account.*

5-3 -Any failure at contract implementation, weak performance and breach of contract terms by Seller will result to fortify the bank guarantee and debarment in Afghanistan.

A- CONTRACT DOCUMENT

6-1 -Tenderers are encouraged to submit draft contract format along with (Electronic procurement-SBD) to Ariana. This is not mandatory and has no effect on evaluation result.

6-2 -Ariana will inform the successful Seller through a written letter for contract award notice. The contract award information will be published in relevant websites by Purchaser.

B- -The contract type is purchase of the Cloud technology based airline software

C- ADVANCE PAYMENT

7-1 -The Seller may request for an advance payment up to 20% of contract amount. The advance money is only provided to Seller against equal bank guarantee submitted to Ariana.

D- PAYMENT TERMS

8-1 -The total payment to Seller are paid in **four** equal instalments. Once the invoice is submitted by the Seller, Ariana is responsible to transfer the fund within 10 days to specified bank account reflected in contract document.



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E- ARIANA Afghan Airlines obligations

- 9-1 -Ariana shall pay to the Seller [x] in respect of the (Cloud technology based airline software sale/purchase Agreement) set out in article 15-1.
- 9-2 -Ariana shall have the right to cancel a the deal in the event of any Force Majeure event outside the control of Ariana, Ariana provides prompt notice thereof to Seller and all monies paid in advance shall be refunded, and Ariana shall have no further liability to Seller or otherwise.
- 9-3 -All purchased Cloud technology based airline software shall be used exclusively for Bakhtar Afghan Airline.

F- SELLER Services and obligations

- 10-1 Seller shall provide the Cloud technology based airline software to Ariana as set out in SBD
- 10-2 Seller shall provide performance guaranty with amount of 10 percent of total contract value from an international Bank and should be verified and submit to our station manager in (UAE, Turkey, India) before signing of the contract. If the Seller is not able to perform the operation, the performance guarantee will be confiscated by AAA.
- 10-3 Seller shall provide the Cloud technology based airline software with the same condition and module set out in the SBD.
- 10-4 Seller shall obtain and maintain (or procure that there is obtained and maintained) in full force and effect all necessary certificates, licenses, permits and authorizations required for the use and operation of the Cloud technology based airline software, including, without limitation an unrestricted certificate of airworthiness with respect to the Cloud technology based airline software and such certificates of services;
- 10-5 Seller shall ensure that the Cloud technology based airline software is used, operated and controlled in accordance with all applicable laws affecting the Cloud technology based airline software in any jurisdiction in which it is operating and in accordance with all certificates, licenses, permits, authorizations and registrations relating to the Cloud technology based airline software , and regardless of upon whom any of the same are by their terms imposed, and so as not to invalidate any manufacturer's warranties;
- 10-6 The payment schedule may be subject to change in minor at contract preparation stage.

G- TAXATION

- 11-1 -The payment to the Seller is subjected to *business receipt tax at the rate of 7%* of total value of the contract as per tax law of Afghanistan. The tax inclusion or exclusion should be clearly mentioned with the quoted price.

H- CONFIDENTIALITY

- 13-1 -All Information relating to the examination, evaluation, comparison, and qualification of tenders, and recommendation of contract award, shall not be disclosed to tenderers or any other persons not officially concerned with such process until publication of the contract award.
- 13-2 Any effort by a tenderer to influence the Purchaser in the examination, evaluation, comparison, and post-qualification of the tender or contract award decisions may result in the rejection of its offer subsequently followed by other legal actions including debarment.



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I/- Technical Proposal

We, the undersigned, offer to provide the services for Cloud technology based airline software consistent with your Bidding Documents and our Bid. We are hereby submitting our bid, which includes this Technical Proposal, and a Financial Proposal separately.

If negotiations are held during the period of bid validity, we undertake to negotiate on the basis of the proposed Services. Our bid is binding upon us and subject to modifications resulting from contract negotiations.

We declare that we have satisfactorily completed our past contracts and / or that we have not been blacklisted in any of our previous transactions.

We understand that you are not bound to accept any Bid for the selection of a service provider for the project.

Best regards,

Name of Bidders Representative: -----

Signature: -----

Stamp: -----

Date:

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14 Description of the Methodology and Work Plan for Performing the Project

Important Notice to the Vendor: Based on their experience and knowledge the Vendor requires to Confirmed OR Revise the Plan by (Confirmed OR Revised)answer	
Ariana Proposed Plan and Software primary module requirements:	Vendor Proposed Plan OR Confirmation
1- Commercial: PSS: Passenger Sales and Services System <ul style="list-style-type: none"> • Reservations & Ticketing • Internet Booking Engine • Mobile application • Pricing & Revenue Management • DCS-Department Control System • CRM-Customer Relations Management 	
2- Operations: <ul style="list-style-type: none"> • Weight and balance (Load Control) • Schedule Planning • Operations Control • Crew Management 	
3- Engineering/MRO: <ul style="list-style-type: none"> • Maintenance Software 	
4- Accounting: <ul style="list-style-type: none"> • Revenue accounting • Cost accounting 	
5- Travel Agency: <ul style="list-style-type: none"> • Travel Agency Portal 	
6- Cargo: <ul style="list-style-type: none"> • Cargo Software 	
Project Duration: 60 days from date of signing contract.	
A) Installation: The installation should be provide	

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within a time frame and complete assistance should be provided by the software Company.	
B) <u>Training :</u> Training for the difference directorates should be provided by the software provider	
C) <u>Services/Support:</u> After sales services should be provided to the Airline across its various Directorate and Support should be on a real time basis.	



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15- Time Schedule for implementation of project (To be filled by seller)							
Description	Week						Number of weeks
	1-w	2-w	3-w	4-w	5-w	6-w	
Commercial: PSS: Passenger Sales and Services System • Reservations & Ticketing • Internet Booking Engine • Mobile application • Pricing & Revenue Management • DCS-Department Control System • CRM-Customer Relations Management							
Operations: • Weight and balance (Load Control) • Schedule Planning • Operations Control • Crew Management							
Engineering/MRO: • Maintenance Software							
Accounting: • Revenue accounting • Cost accounting							
Travel Agency: • Travel Agency Portal							
Cargo: • Cargo Software							
• Installation							
• Training							



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16- Minimum Requirements/Criteria

Minimum General requirements/ criteria	
Criteria of Selection	Tenderer answer and reference
Updated License of the Vendor is required	
At least one similar past and current contract is required	
Last 5 years total experience in the similar project is required	
For evaluation / selection the Signed and stamped SBD which includes the Technical and Financial proposal is Requires	
Data storage backup should be infinite and recoverable anytime required	
Migrating servers from the local data center to the new hosting service	
Service provider should trained airline software administrator and provide him all the rights which require to handle software functionality completely	
Software should be compatible with other software in terms of API integration	
No negotiation will be conducted with the lowest or any other bidder so the bidder should mention the final price including all types of discounts	
Software provider should ensure business continuity for the hosted servers with failover less than 30 minutes	
Software provider should provide data migration facilities whenever required by airline.	
Offer shall be responsive to the requirement of (Electronic procurement-SBD) and technical specifications	



17- Minimum Technical Required Criteria

Minimum Technical requirements/ criteria	
Technical Criteria for Selection	Tenderer answer and reference
API integration free and available with another systems	
Data Back up access for Bakhtar	
Administration full access for bakhtar like user creation, granting rights and etc.	
Infinite Data storage while turn over	
Super admin user and full control	
Audit user of the system	
Free Maintenance and Service support 24/7	
Data Recovery support	

15 PRICE QUOTATION OR FINANCIAL PROPOSAL :

15-1 -THE SELLER IS TO FILL OUT BELOW TABLE FOR THE PURPOSE OF FINANCIAL EVALUATION. THE PRICES ARE CONFIDENTIAL BEFORE AND AFTER BID SUBMISSION:

15-1- Summary of Costs

Summary of Costs	
Description	Cost
Cost of Services	
Major Expenses:	
Travel Expenses	
Incremental Expenses (specify if any)	
Other Expenses (specify if any)	
Total Amount of Financial Proposal:	

15-2- Breakdown of Price per Activity

Breakdown of Price per Activity		
Type of Activity/Service	Description of Activities	Cost
Activity #1		
Activity #2		
Activity #3		
Activity #4		
	Total:	

If you accept the terms and conditions of the SBD Please completely sign and stamp all pages of SBD accordingly.

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Please attach supporting documents of your offer.
Alternative bid and procurement by items will be allowed.

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Name of Bidders Representative: -----

Signature: -----

Stamp: -----

Date: