

TENDER NOTICE

No. EA/02-21-2025

Supply of Spare Parts and Maintenance of Air Conditioners in Kabul and Province offices

1. Offers are invited from companies of repute or their authorized agents for **“Supply of Spare Parts and Maintenance of Air Conditioners in Kabul and Province offices”** according to Etisalat Afghanistan Scope of Work as per RFP. Bid Documents are available in Etisalat head office and can be obtained from “Director Procurement”, Foreign Companies from outside of Afghanistan and Local Companies can submit their offer by email or in sealed envelope to Etisalat Main Office, Ihsan Plaza Share Now.
2. Proposal can be submitted in sealed envelope to Etisalat Afghanistan Main Office Ihsan Plaza, Shahr-e-Naw Kabul or can be shared through email (eahmadzai@etisalat.af) by **3rd August 2025**. Sealed bids shall be submitted in envelope marked as **“Proposal for supply of Spare Parts and Maintenance of Air Conditioners in Kabul and Province offices”**. Or if you are sharing through email please clearly indicate **“Proposal for supply of spare Parts and Maintenance of Air Conditioners in Kabul and Province offices”** on the subject line of your email.
3. Offer received after the above deadline shall not be accepted.
4. 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
5. All correspondence on the subject shall be addressed: Emal Ahmadzai, Specialist Procurement and Contracts, Email; eahmadzai@etisalat.af, Phone: 0781204100.
6. The Bidder should register their Company with Etisalat Afghanistan (EA) before submission of their proposal and it is mandatory. Please download the vender registration form (VRF) from EA Website (www.etisalat.af/tender) and submit the signed and stamped VRF along with below required documents to EA Procurement Department or can be share via email as well.
7. Registration Documents: 1- Signed and stamped VRF 2- Company Profile 3- Business License 4- President and Vice President ID Cards/Tazkira Copies 5- Article of Association اساس نامه
8. 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 the committee concerned started the bid’s commercial evaluation.

Ihsanullah Zirak

Director Supply Chain

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

E-mail: Ihsanullah@etisalat.af

Etisalat Afghanistan intends to have a contract for the supply of spare parts and maintenance of Air conditioners.

Instructions for Bidding:

- Unit rate contract will be signed with winner contractor. Contract will be signed for period of **two (2) years**.
- Bids and all supported documents are only accepted in English language. If any printed literature is written in another language, it must be accompanied by a certified English translation and in this case for purpose of interpretation of bid, the English translation shall govern.
- Bidders are expected to examine all instructions, form, terms and conditions, specifications before bidding. Failure to furnish complete and accurate information as required by Etisalat Afghanistan may result in rejection of the bid.
- The bidder shall bear all costs associated with the preparation and submission of bid. Etisalat Afghanistan will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

Prices:

- Bidders shall be quoted DDP Afghanistan prices accordingly.
- DDP Prices shall be inclusive of customs duties and all Taxes as applicable based on the Afghanistan government Tax Laws.
- Prices shall be valid for 90 days from the date of submission of Quotes.
- All the prices shall be quoted in Afghani currency; quoted prices in other currencies will lead to rejection of the quotation.

Payment Terms:

- 100% Payment on delivery and acceptance of Goods and Services by Etisalat Afghanistan.
- Payment shall be made within thirty (30) days of submission of invoice(s) with required documents through direct payment to the contractor's account.
- No advance payment shall be made to the contractor

Delivery:

- Winner contractor shall deliver the Air conditioner spare parts at Etisalat Afghanistan Main Office and or any other location in Kabul or provinces as required by EA throughout Afghanistan.

- Maintenance services will be done based on Etisalat Afghanistan requirements and request.
- Contractor shall be available after order from Etisalat Afghanistan and spare part shall be delivered within one day after confirmation from Etisalat Afghanistan.

Quality:

- The items/materials and services provided under the contract must be of the highest quality and standard and free from defects, which remains the responsibility of vendor/Contractor.

Rejected Goods:

- Damaged or wrongly supplied or poor-quality items shall be rejected and replaced by the Contractor without any additional cost to Etisalat Afghanistan.

Requirements for Qualification:

The proposal must meet the following minimum threshold requirements before it will be evaluated by the evaluation committee. If these threshold requirements are not met the proposal will not be considered.

- a. Bidder should have similar A/c maintenance services experience.
 - b. Etisalat Afghanistan prefers the authorized distributors of different A/C companies to send their quotations.
- a. If the firm is a partnership, joint partnership, or any other form of legal association, provide information about the country and date of partnership and list of all partners.
 - b. If the firm is a subsidiary of another organization, information about the parent organization e.g. legal name under which it operates, name of its Chief Executive, contact details, as well as information about the legal relationship between the firm and the parent organization.
- C. In case of providing of sub-standard items the contract will be canceled on same time, and all retuning transportation cost will be on supplier.

Reference:

In order to verify satisfactory past performance, the proposal should also include three references from major public or private companies, or private agency clients for whom the firm has provided services within the past three years with the name, title, address of the owner or manager with whom the firm worked.

Scope of work:

Location: Kabul and Provinces Etisalat Afghanistan Offices, Flagships and Guest Houses

Please provide the Fixed package services Price for providing Acs services as per the below specifications.

S.N	Type of AC	Qty	Location	Price Per AC in AFN/Month
1	Stand AC, 48000BTU	62	Kabul and Provinces	
2	Split AC, 24000BTU	214	Kabul and Provinces	
3	Split AC, 18000BTU	16	Kabul and Provinces	
4	Split AC, 12000BTU	33	Kabul and Provinces	
5	Split AC, 9000BTU	3	Kabul and Provinces	

Scope Details:

- Provision of Steel bracket for all types of AC's case a new installation requires
- Provision of Cooper Pipe for all types of AC's incase extension occurs, or current ones need replacement.
- Provision of Remote controls in case the current ones need replacement.
- Installation of new ACs in regional offices
- Contractor shall be available 24 hours for services needed.
- Contractor must supply Stand AC spare parts within 48 hours.
- In case any spare parts supplied by the contractor are found faulty or not according to standard, Etisalat shall inform the company immediately and the company shall replace such faulty parts without delay.
- Any complaint received from the office must be handled by the contractor ASAP.
- ACs Types (9000BTU, 12000BTU, 18000BTU, 24000BTU, 48000BTU), their parts A-Z, installation, dismantling, service, gas filling, Air Filters, Compressors, and complete functionality will be contractor's responsibility.
- Stand ACs removal, installation, transport, gas filling and other related services of all types are part of the contractors responsibility while moving from one location to another location, both in the center and provinces, including Flagships, Regional Offices, Guest Houses & MCs.
- In the listed AC shall get complete service each month both in center and provinces.
- Contractor must clean and maintain all nonoperational parts of the stand ACs.

- Complete Air ducts, Air Filter, and heater cleaning each 3 months.
- The contractor must have all relevant equipment's and tools for maintenances and services.
- Contractor is responsible for replacement of all damaged spare parts include of stand AC outdoor/indoor units parts.
- Contractor Company is responsible to supply office temperature both heating and cooling where ACs are placed.
- Contractor is responsible for any damages to Etisalat property occurring during services and maintenance of ACs.
- Service & maintenance shall get verified by Etisalat Responsible representative.
- The Quality of the services will be counted and will be monitored by Etisalat Administration team.

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	