



**RFP (Request for Proposal for customs clearance and freight forwarding services by Air, Sea and Road shipments (AF/FIN/RFP022/2025))**

Responses Due: **[June 08, 2025]**

Document Number: **(AF/FIN/RFP022/2025)**

***CONFIDENTIALITY***

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**TENDERER'S ACKNOWLEDGEMENT/UNDERTAKING/ PRELIMINARY NON-DISCLOSURE AGREEMENT****To: Procurement Department of ATOMA****Attention:** .....**E-Mail:** .....**From:** [Company Name]**Tel:** \_\_\_\_\_**Mobile:** \_\_\_\_\_**E-mail:** \_\_\_\_\_REQUEST FOR PROPOSAL NUMBER: **(AF/FIN/RFP022/2025)**REQUEST FOR PROPOSAL NAME: **Request for Proposal for Provision of customs clearance and freight forwarding services by Air, Sea and Road shipments.****TENDERER'S ACKNOWLEDGEMENT: Please mark as appropriate:**

We acknowledge receipt and acceptance of the RFP and intend to submit a tender as required:

☐

We acknowledge receipt of the RFP but decline to tender for the following reasons:

☐

Please write your reason here:

We undertake to return to ATOMA (ATOMA) within the below-mentioned deadline from receipt of the complete RFP package with all attachments, information and documents related thereto as provided by ATOMA and any copies made thereof.

1. The complete tender documents along with the Proposal to be submitted in a **SEALED** envelope addressed to the Supply Chain Department of ATOMA and to be physically submitted in the tender box located in ATOMA Head Office, Reception, located in Shar-E-Naw Kabul not later than Dated June 08,2025.
2. Bidders are requested **to do the registration at ATOMA** at the time of obtaining the RFP from ATOMA reception. Bidders should ensure that they provide accurate **email addresses** and contact numbers at the time of registration. The cell phone numbers, and their office addresses must be active and well known, if not active and known, we will not be considering them and will be disqualified automatically.
3. Bids are invited from reputable companies for **"Request for Proposal for Provision of customs clearance and freight forwarding services by Air, Sea and Road shipments"** according to ATOMA requirements and Technical Specifications as per RFP.
4. **Bid received after the mentioned deadline shall not be accepted.**
5. **ATOMA 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 supplier(s) or any obligations to inform the affected supplier(s) on the grounds of ATOMA's action.
6. Suppliers who **download the RFP from social media or ATOMA web page** are kindly requested to **share their email and phone number** with us to notify them in case any change is made during this announcement period.

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#### **PRELIMINARY NON-DISCLOSURE AGREEMENT**

1. We agree that all information and documents contained in or related to this RFP as provided by ATOMA is proprietary information and shall be treated as confidential.
2. We undertake that all such information and documents, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by ATOMA) without prior written permission from ATOMA to do so.
3. We agree that this RFP and all information and documents relating to it and provided hereunder by ATOMA are not to be used for any purpose other than for the preparation of our tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signed / Date / Stamped \_\_\_\_\_

**RFP for CUSTOMS CLEARANCE AND FREIGHT FORWARDING**  
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**BACKGROUND**

**ATOMA:** A telecommunication company incorporated and existing under the Laws of Islamic Emirate of Afghanistan and having its office at-Park Plaza opposed of Shar-e-Naw Park Kabul Afghanistan PO Box # 700, Kabul. ATOMA provides 2G, 3G as well as 4G services to its customers across the country. Introduction

This Request for Proposal ("RFP") outlines the requirements of ATOMA operating across Afghanistan (hereinafter referred to as "ATOMA") and the process to be followed by suppliers in submitting a response to **"Request for Proposal for Provision of customs clearance and freight forwarding services by Air, Sea and Road shipments."**

ATOMA expects suppliers to unequivocally specify their capability to deliver the service in line with the ATOMA requirements as outlined below:

**1.1. AIM OF THIS DOCUMENT**

The purpose of this RFP is to obtain detailed information from potential suppliers that meet the requirements to provide these services to ATOMA.

This RFP intends to survey the industry to obtain information that provides guidance. ATOMA will review the responses to this RFP and based on those responses will may or may not proceed to award contracts.

ATOMA is not responsible to explain the outcome of this RFP to anyone, No expense is acceptable from bidders based on their own to participate in this RFP.

**1.2. QUERIES AND SUBMISSIONS**

All queries related to this document should be addressed to:

**Procurement department of ATOMA**

Email: [aman.zafar@atoma.com.af](mailto:aman.zafar@atoma.com.af); [sadeequllah@atoma.com.af](mailto:sadeequllah@atoma.com.af)

**Phone# 0772221257 - 0772222021**

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## RFP for CUSTOMS CLEARANCE AND FREIGHT FORWARDING

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### 1. SCOPE of the RFP

To meet the specific requirements of the Tender, the supplier will provide the required services, under the following terms and conditions of this RFP.

Specific objectives for ATOMA include:

- Customs clearance ensuring compliance with the customs laws of the respective country.
- Inland transport to ATOMA facilities from port as defined by Incoterm (where applicable)
- Goods in transit insurance for local transport to ATOMA facilities as defined by Incoterm (where applicable)
- Assessment of HS codes (Harmonized System of tariff) and confirm correct tariff codes to ensure customs tariff compliance

SCOPE OF WORK: FREIGHT FORWARDING AND CLEARING OF TECHNOLOGY SHIPMENTS
<b>Executive Summary</b>
<p>ATOMA seeks to improve and optimize the inbound supply chain with the focus on landed cost management (LCM) which is inclusive of custom clearing, inland haulage and insurance to ATOMA warehouses.</p> <p>Specific objectives for ATOMA include:</p> <ul style="list-style-type: none"><li>• Customs clearance ensuring compliance with the customs laws of the respective country.</li><li>• Inland transport to ATOMA facilities from port as defined by Incoterm (where applicable)</li><li>• Goods in transit insurance for local transport to ATOMA facilities as defined by Incoterm (where applicable)</li><li>• Assessment of HS codes (Harmonized System of tariff) and confirm correct tariff codes to ensure customs tariff compliance</li></ul> <p>ATOMA may appoint one or more suitable logistics service providers to provide custom clearing services to ATOMA to achieve the above objectives.</p>
<b>Product Categories</b>
<p>Scope of imported shipments to be focused on commercial and technology equipment which includes but not limited to:</p> <p><b>Technology Equipment Categories:</b></p> <ul style="list-style-type: none"><li>• Radio Equipment</li><li>• Passive (e.g. towers, generators, etc.)</li><li>• Transmission (e.g. fiber, trans-receivers and micro-wave links)</li><li>• Core (e.g. high capacity servers, etc.)</li><li>• IT Infrastructure (e.g. servers, computers, etc.)</li><li>• Spares</li></ul> <p><b>Commercial items:</b></p> <ul style="list-style-type: none"><li>• SIM cards</li><li>• Devices</li></ul>

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<ul style="list-style-type: none"><li>• Recharge vouchers (air time)</li><li>• Merchandizing/ POS (point of sale material)</li></ul>
<b>Inland Haulage Insurance Requirement</b>
As defined by Incoterm responsibilities, where inland transportation is required from port to ATOMA facility goods in transit (GIT) insurance to be included.
<b>Reporting</b>
<ul style="list-style-type: none"><li>• <b>Monthly Management Reporting</b> Customs Clearing TAT report: Tracking per shipment the duration from arrival through to delivery at ATOMA facility, shipments exceeding the free storage days require a root cause description</li><li>• Landed Cost Management (LCM) report: Track the contribution of FOB (where applicable), freight, insurance, clearing charges, disbursements (incl. terminal handling, port storage, demurrage), inland transportation and security spend for all imported shipments per mode of transport.</li></ul>
<b>Required Service Levels</b>
<ol style="list-style-type: none"><li>1. Customs clearing within free port days. As per the agreed SLA, after receiving all the relevant shipping documents the supplier is responsible to finalize the clearance process within 10 working day</li><li>2. Monthly reports by 5th of the month</li><li>3. Operational reports highlighting shipments to be delivered to ATOMA facilities 48 and 24hrs prior to delivery</li><li>4. Discrepancies/ incident notifications within 2 hour</li><li>5. Prior notification if the item was already broken before/upon arrival to KBL air custom.</li><li>6. Zero incorrect HS code assessment and customs declarations (100% accuracy)</li></ol>
<b>Value Add Activities</b>
<ul style="list-style-type: none"><li>• Pre-release services or processes available to reduce the customs clearing processing duration and potential storage charges to be defined by the logistics service provider</li><li>• Pricing for security escorts to support delivery to ATOMA warehouse where applicable</li><li>• Review of freight mode and Incoterms highlighting opportunities to reduce or mitigate freight risk and reduce freight spending</li><li>• All paperwork must be recorded and maintained as per ATOMA documentation retention policy</li></ul>

## 2. Supplier's Responsibilities:

1. Customs clearance of all ATOMA shipments in Kabul International and other Airports.
2. Customs clearance of all ATOMA shipments in all borders and inland customs all over Afghanistan.
3. Transportation, loading, offloading, labors, crane, and forklift usage for all items from customs to ATOMA warehouse

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4. Processing of paperwork from the Ministry of Telecommunications, Ministry of Interior, and Ministry of culture, ATRA department and other relevant departments in different ministries as per government of Afghanistan Requirement.
5. Daily reporting of the progress of work in different Ministries to ATOMA.
6. Collecting documents (airway bill, invoices, and other relevant documents) from airline offices.
7. To pay any customs charges, demurrage, or any other customs charges on behalf of ATOMA to governments, as ATOMA will require from time to time. Such payments will be refundable. For the sake of avoidance of any doubt and confusion, in case any delay accrued because of supplier failure, 3% per week will be deducted from their invoice amount which will not to be exceed 10% of total invoice. Furthermore, all demurrage caused by supplier failure shall be borne by supplier.
8. Resolve any dispute, queries or any problems relating to clearance of ATOMA shipments at the customs at any Afghanistan port of entry.
9. Ensure that the Customs office applies the correct customs tariff to all ATOMA shipment without any extra charges or penalties.
10. Responsible for obtaining No Objection Certificate (NOC) from relevant ministries for any shipment/goods need such certificate.
11. Pay DHL Express, DANAT, UPS, and TNT Documents fee on behalf of ATOMA or ATOMA suppliers.
12. Will send a daily official, accurate and detailed Customs Clearance Update report to ATOMA with status/progress on all outstanding shipments. A sample of the Customs Clearance Update report should be attached to the technical proposal to be evaluated by the committee.
13. Will prepare discrepancy report on missing/damaged ATOMA containers and cargo and will submit it to ATOMA Office.
14. Will present precalculated customs tariff to get approval from ATOMA management before obtaining the final official tariff (invoice) from the Customs office.
15. Will provide a resource person within the ATOMA premises to facilitate communication between all relevant parties and expedite the clearance process. The supplier will be responsible for the salary and welfare of the staff while ATOMA will provide working space, computers, and Internet connection.
16. The supplier must have a proper team to provide custom service only to ATOMA and they need to be available all the time.
17. The supplier will be solely responsible for the safety and security of the equipment shipment from the customer office to ATOMA WAREHOUSE or any other location determined by ATOMA.
18. Time is of the essence; the supplier shall fully comply with the deadline set by ATOMA for equipment clearance.
19. The supplier must have and maintain always and all the time, at its own cost and expenses, all permits, licenses, authorization, and approval from relevant government entities necessary for the service provided under this RFP/Agreement.
20. The supplier will keep a proper record of all the relevant documents from the start to the end of each custom clearance service and will provide the same original copy to ATOMA for their reference and filing record.
21. Ensure that the Customs database reflects the updated prices of goods and equipment in all ATOMA shipments. In the case of any dispute in prices, the supplier must resolve the issue with the concern Customs authorities in favor of ATOMA. This process will include the provision of all relevant documentation to support ATOMA's case, including evidence of current market prices.

### **3. Description of the Goods:**

During each customs clearance of ATOMA related goods (the “**Goods**”), Supplier will make sure that the Goods are specified in the correct and appropriate Codes of the Customs Tariff.

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### **4. Disaster Recovery**

Custom clearance service provider will have a disaster recovery plan for operations and IT systems to minimize disruptions in services to ATOMA; Provider shall make such program available to ATOMA along with proposal submission.

### **5. Customs duty Estimation:**

- In the case required, the supplier will provide ATOMA with an estimation of payable customs duty for the Goods before proceeding with any customs clearance considering the relevant available documents.
- Also, the supplier will verify specific invoices as directed by ATOMA for correctness and compliance with the customs regulations of Afghanistan.

### **6. Communication:**

The supplier will keep ATOMA updated on the status of the customs clearance daily for standard shipments and hourly basis for urgent shipments by using official domain-based emails of communication.

### **7. Safety and Security:**

In the event of selection, the supplier shall be solely responsible for the security and safety of the goods cleared under this agreement. In case of any theft, lost, willing and unwilling damage of ATOMA goods between local ports to ATOMA warehouse, supplier shall be solely liable for such lost, theft and damages. Nevertheless, ATOMA will be entitled to take in appropriate action against the supplier including but not limited to terminate the contract in referring the case to competitive Gov, authority for further duly investigation.

### **8. SLAs (KPIs):**

- a. The supplier should provide SLA for shipment deliveries once reached to custom if there is no issue in clearance, i.e. exact duration in days is required, and Clearance duration should not exceed six business days.
- b. After custom duty payment supplier will be responsible for releasing the shipment out of customs and delivering it to ATOMA warehouse on the next working day.



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The following Service Level Agreement should be always honoured throughout the contractual relationship:

KPI	SLA
1. Document Collection from ATOMA Office and or relevant Airlines.	1 Working Day
2. Processing of paperwork from the Ministry of Telecommunications, Ministry of Interior, and Ministry of culture, ATRA department and other relevant departments in different ministries as per government of Afghanistan Requirement.	5 Working Days
3. Customs clearance of all ATOMA shipments in Kabul International and other Airports.	
1. Customs clearance of all ATOMA shipments in all borders and inland customs all over Afghanistan.	
2. Transportation, loading, offloading, labours, crane, and forklift usage for all items from customs to ATOMA warehouses.	1 Working Days

Activity	Service Level	Punitive Measure
Complete customs clearing within free port days.	Within free port days	
Generate monthly management reports shared by the 5 <sup>th</sup> of the month: -Customs Clearing TAT report: Tracking per shipment the duration from arrival through to delivery at ATOMA facility, shipments exceeding the free storage days require a root cause description -Landed Cost Management (LCM) report: Track the contribution of FOB (where applicable), freight, insurance, clearing charges, disbursements (incl. terminal handling, port storage, demurrage), inland transportation and security spend for all imported shipments per mode of transport.	Management reporting shared by 5 <sup>th</sup> of month	Reporting with root cause analysis on shipments exceeding free port days to be shared by the 5 <sup>th</sup> of the month.  Warning to be issued to the service provider due to the following:  -Reporting not generated by the 5 <sup>th</sup> of month  - or shipments exceeding free port days due to the service provider  - or shipment delays due to incomplete/ inaccurate where ATOMA is not informed within 2 hours of incident/discrepancy
Notify ATOMA of discrepancies/ incidents within 2 hours.  (incidents may include incorrect documentation, security incidents, port delays, etc.)	Discrepancy/ incidents within 2 hours	

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		Three warnings relating to the above will result in blacklisting the service provider.
Generate operational delivery notifications 48 and 24hrs before delivery to ATOMA warehouse.	Delivery notifications were shared 48hrs and 24hrs prior to delivery.	Notifications not received 24hrs prior to delivery will result in 5% discount on the service provider's invoice value per shipment.
Accurate tariff code assessment and customs declaration to ensure customs tariff compliance	Zero incorrect HS code assessment and customs declarations (100% accuracy)	Incorrect HS code customs declaration to result in a warning, three HS code warnings will result in blacklisting the service provider.

### 9. Duration

The duration of the service period is one year, renewable if both parties agree at the end of the contractual period. Both parties may terminate the agreement in line with the relevant contract clauses. Both parties can inform each other for the termination 60 days prior to the termination of the contract.

### 10. Terms of Payment

1. Payments due will be paid in AFA.
2. The monthly cleared shipments fee shall be due at the end of each month upon receipt of the corresponding invoices. The payment will be made 30 working days after the date invoices are received.

### 11. Technical proposal requirement and Evaluation Factors for Award

#### REQUIRED DOCUMENTS

Price is an essential factor. However, it shall not be the only consideration in evaluating the responses to this RFP. The **technical proposals** will also be a key consideration and must include the following information:

1. The proposer's company profile and organizational structure along with list of Staff, Tangible Assets to support your company for Custom Clearance Processes.
2. Valid business license (relevant license duration should be more than three years).
3. Copies of business registration certificates/license to provide customs clearance services along with copies of brokerage licenses under the company name.
4. NOC (No Objection Certificate) from Afghan Custom Directorate confirming that subject company doesn't have any issue in Afghan custom.

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5. The proposed company participating in the subject bid should have insurance license from the world recognized insurance company in order to recover any unpleasant incident to ATOMA goods from local ports to ATOMA Warehouse.
6. Three years' company experience on similar projects/capabilities in the Afghanistan market (Contract, PO Copies of ongoing and completed tasks)
7. Please provide at least three references from reputable organizations to which the supplier has provided similar services. The proposer company should provide the contact names and numbers of the at least Three reference companies. The Email Address should be an official Domain.
8. Interested company should provide Afghan custom directorate confirmation for their on-ground services.
9. List of all senior management staff (provision of CVs is mandatory along with the proposals), work experience of Afghanistan customs procedures and field works of the key personnel who would be responsible for executing any resulting contract (names, titles, professional experience, level of training/skills are mandatory)
10. List and a brief description of the company membership to any professional/technical trade groups or similar type of associations.
11. List of five international moves/transportation of inbound and outbound cargos in the last two years
12. The proposed company must provide proof of the number of shipments cleared per year for the reference organizations.
13. The Proposer Company should provide details of any international partners, branches or affiliation registered outside of Afghanistan with official business accounts can be considered for ex-works shipments.
14. Financial stability: Please provide a Bank Statement for the last year to show ongoing project and transaction. The Bank Statement should be in the name of the Company and must be signed by an authorized Bank.
15. Provide List of Company's working capital.
16. Provide Company Annual Audit financial statements for the last three years.
17. Proof of tax clearance and declaration form for the previous year
18. Detailed presentation regarding customs clearance procedures for ATOMA management team after supplier shortlisted.
19. Supplier Must sign and stamp the TENDERER'S ACKNOWLEDGEMENT/ PRELIMINARY NON-DISCLOSURE AGREEMENT in first and second page of RFP.

## **12. COMMERCIAL PROPOSAL**

Suppliers should quote their prices as per the chart below in local currency. The quotes must be returned in a separate envelope clearly marked (Commercial Proposal).

3. Also, the suppliers can **also propose their own pricing/charging mechanism** for ATOMA to consider.
4. ATOMA will open the commercial proposals after the technical evaluation.

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**Kabul Int'l airport customs: Customs clearance:** (this includes custom documentation services at the Hamid Karzai Int'l Airport customs, documentation with Ministry of Telecommunications and other relevant ministries).

NO	Cost of customs clearance only in Airport per AWB		Number of days needed	Cost from Hamid Karzai Int'l airport to ATOMAWHs and Kabul Park Plaza Including <b>Loading and Offloading (Crane, forklift &amp; labors)</b>	
	Clearance weight	Price per AWB AFs		Transportation weight	Unit price AFs
1	0 - 25kg			0 - 25kg	
2	25 - 50kg			25 - 50kg	
3	50 - 100kg			50 - 100kg	
4	100 - 200kg			100 - 200kg	
5	200 - 400kg			200 - 400kg	
6	400 - 1tn			400 - 1tn	
7	1tn - 2tn			1tn - 2tn	
8	2tn - 4tn			2tn - 4tn	
9	4tn - 6tn			4tn - 6tn	
10	6tn - 8 tn			6tn - 8tn	
11	8tn-10tn			8tn-10tn	
12	10tn-15tn			10tn-15tn	
13	15tn-20tn			15tn-20tn	
14	above 20tn			above 20tn	
		0	0	0	0

- Supplier will provide a resource person within the ATOMA premises to facilitate communication between all relevant parties and expedite the clearance process. The supplier will be responsible for the salary and welfare of the staff while ATOMA will provide working space, computer, and Internet connection.

**Inland customs: Customs clearance:** (this includes custom documentation services at the borders and provinces, documentation with Ministry of Telecommunications and other relevant ministries).

No	Customs offices	Customs clearance	Unit prices AFs	Transportation from border to ATOMAWHs Including Loading/Offloading (Crane, forklift & labors)	Unit prices AFs
1	Kabul	20 F container		20 F container	
		40 F Container		40 F Container	

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2	Nangarhar	20 F container		20 F container	
		40 F Container		40 F Container	
3	Balkh	20 F container		20 F container	
		40 F Container		40 F Container	
4	Kandahar	20 F container		20 F container	
		40 F Container		40 F Container	
5	Nimroz	20 F container		20 F container	
		40 F Container		40 F Container	
6	Herat	20 F container		20 F container	
		40 F Container		40 F Container	
7	Islam Qala	20 F container		20 F container	
		40 F Container		40 F Container	
8	Torghondi	20 F container		20 F container	
		40 F Container		40 F Container	
9	Kunduz	20 F container		20 F container	
		40 F Container		40 F Container	
10	Farah	20 F container		20 F container	
		40 F Container		40 F Container	
11	Aqina	20 F container		20 F container	
		40 F Container		40 F Container	
12	Hairatan	20 F container		20 F container	
		40 F Container		40 F Container	
13	customsAll other inland	20 F container		20 F container	
		40 F Container		40 F Container	