



REQUEST FOR PROPOSAL NUMBER: AF/CR/RFP26OO8/2026

Date: October 01, 2026

RFP Deadline: October 22, 2026

REQUEST FOR PROPOSAL

NAME: RFP for Call Center Solution

CONFIDENTIALITY

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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 # 100208-07-054, Kabul. ATOMA is a leading telecom company in Afghanistan, having the highest customer base and operates a large network of sites across Afghanistan. ATOMA played a significant role in the development and expansion of telecommunications services in Afghanistan, particularly in the areas of mobile voice and data services. Offering a wide range of mobile communication services, including voice calls, SMS, mobile internet, and value-added services. We introduced various innovative products and packages tailored to the needs of Afghan consumers. Also serves the business sector, offering solutions such as mobile banking, enterprise connectivity, and other services to support businesses' communication needs.

TENDERER'S ACKNOWLEDGEMENT/ PRELIMINARY NON-DISCLOSURE AGREEMENT.

Tender's Acknowledgment: 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 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.
- 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 22/October/2026.
- 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.
- Bids are invited from reputable companies for **"Request for Proposal for Call Center Solution"** according to ATOMA requirements and Technical Specifications as per RFP.
- Bid received after the mentioned deadline shall not be accepted.

- ATOMA reserves the right to accept or reject any or all bids and to annul the bidding 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.

12: Preliminary Non-Disclosure Agreement:

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. 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 the prior written permission from ATOMA to do so. 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: _____

1.1. Document Specifications:

Document Name	High level Requirement for Call Center Solution
Organization	ATOMA
Division	Customer Service
Project Lead	Call Center

1.2. Ownership and draft details:

Version	Date	Requester	Sections Covered	Version
1.1	October, 01, 2026	ATOMA	Call Centers and CC relevant functions	First Draft- (High level)

1.3. Included Functions:

Functions covered	Name	Short Code & Channels
	Inbound Call Center	779 & 777 IVR flow
	Outbound Call Center	0772222222
	Quality Management (Speech Log)	Audit and control Access to all departments
	Dealer Call Center (inbound)	786 short Code
	Email Call Center	Customerservices@atoma.com.af
	SMS Chat Call Center	779 chat system
	ATOMA PAY Call Center	780 short Code
	IVR Complaints Call Centre	779 Audio recording
	Social Media Call Center 1. WhatsApp 2. Facebook 3. Instagram 4. Telegram 5. Social media other pages call Center	Chat, call, Comments social media pages access

1. ATOMA Introduction:

ATOMA is a leading telecommunications provider in Afghanistan, delivering 2G, 3G, and 4G services. To support its digital transformation objectives, the organization intends to engage a qualified and experienced website development firm to design, develop, test, deploy, and maintain a responsive, scalable, and secure website. The selected solution should enhance stakeholder engagement, improve information accessibility, and provide an intuitive content management system that enables efficient administration by authorized personnel.

This RFP invites qualified vendors to submit technical and financial proposals demonstrating their capability, experience, and approach to delivering a high-quality website that meets the organization's functional and technical requirements.

2.1. Context:

This document represents a high-level requirement for Call Centers; detailed requirements will be provided per each function of Call Centers after the supplier's alignment on this high-level scope.

2.2. Project Introduction:

ATOMA intends to modernize its Call Center capabilities to effectively manage growing customer demand, improve operational efficiency, and enhance customer experience. Through this RFP, ATOMA seeks qualified and experienced suppliers to propose a secure, reliable, scalable, and future-ready Call Center solution that supports its current and evolving business requirements, leverages modern digital and AI technologies, and enables improved service levels, reduced customer waiting and abandonment rates, and enhanced customer satisfaction.

2.3. Project Objectives:

- Increase the Call Center's capacity to handle current and future call volumes.
- Improve Service Level and reduce customer waiting time and abandoned calls.
- Improve system stability, reliability, and overall performance.
- Provide effective real-time monitoring and reporting capabilities.
- Improve call routing and queue management.

- Support IVR and customer self-service (information and bundles subscriptions) capabilities.
- Provide management of agents and different teams.
- Improve visibility of Call Center performance through accurate and detailed reports.
- Provide a scalable solution that can support ATOMA's future growth.
- Reduce operational limitations and improve overall customer experience.
- Ensure integration capability with existing and future ATOMA systems.
- Improve social media, SMS chat and IVR call centers

Terms & Conditions:

1. Responsibilities of the Call Center Solution Provider:

The Solution Provider shall be responsible for delivering, managing, and maintaining the call center solution throughout the contract term. The Provider shall ensure that all services are performed professionally, efficiently, and in accordance with the agreed service requirements, performance standards, and Service Level Agreements (SLAs).

2. Service Provider Responsibilities and Commitments:

The Provider commits to maintaining a stable, reliable, and secure call center environment and shall:

- Provide the First Requirements Specification (FRS) for system each platform and parts.
- Meet all agreed SLA targets.
- Provide proactive and strong process to support and active delivery of the solution.
- Ensure sufficient resources to support project delivery based on SLA.
- Resolve incidents and service disruptions within the agreed timelines.
- Continuously improve service quality and operational efficiency of the solution that has been provided.

3. Scope of Provider Responsibilities

The Provider's scope of responsibility shall include:

- Call Center Platform 24/7 Management to assure the best functionality.

- IVR and Call Routing standard services and systems that support current up to date technology.
- Reporting and Analytics Tools (complete statistics report to support the call center management for all types of analysis).
- Granting user creation, management & control access to the business technical team to easily overcome issues in this part.
- System Maintenance and Upgrades Day to day activity based on the operation and system functionality required.
- On time support for the operation issues and technical issues that disrupt the service/ operation.
- Data Security and Protection responsibility.
- Business Continuity and Disaster Recovery functions.

4. Operational and Service Responsibilities

The Provider ensure the uninterrupted operation of the call center solution by:

1. Monitoring system performance on a continuous basis.
2. Managing incidents and service requests.
3. Conducting regular maintenance activities.
4. Implementing preventive measures to minimize service interruptions.
5. Supporting operational requirements as requested by the Client.

5. Service Delivery Obligations

The Provider shall:

- Delivery services in accordance with agreed performance metrics.
- Ensure call center systems remain operational and available.
- Provide timely support and issue resolution.
- Deliver scheduled updates, enhancements, and maintenance activities.
- Maintain qualified personnel to manage and support the solution.

7. Provider Performance and Service Commitments

The Provider shall commit to the following minimum service standards:

1. Service Availability: Minimum 100% monthly up time.
2. Incident Response Time: will be defined in the SLA.
3. Resolution Time: According to incident priority levels.

4. Service Quality: Stable voice quality, call routing, and reporting availability and functionality.
5. Reports availability: Please provide every transaction from the moment a call enters the call center short code until the call is disconnected, including all activities and interactions within the system. This should cover all IVR menu entries, customer key presses (touches), system activities, queue movements, and agent platform interactions.

Failure to meet agreed performance standards may result in corrective action plans.

High-level requirement (Function wise)

2.2. Inbound Call Center Solution (High level requirements):

Function	S/N	Function Name short code & Specifications	Description	At a time operation al (User) capacity	Remarks
Call Center r IVRs	1	779 & 777	IVR flow	Main & sub menus	IVR flow with all required details as below: 1. Complete IVR Flow (main and sub menus) 2. Subscriptions part 3. Call routing system to ATOMA other informative and service provider short codes. 3. Postpaid menu+ sending billing info to the customer 4. Eyeballing call flow (inactive subscribers calls routing system) 5. All Supportive options (calls forward to agents, back to the previous menu, double confirmation options for subscription etc... should be provided). 6: OBD service 7: Condition base routing like, Service call, package name,

					8: other IVR creation and integration based on business requirement 9: Other Short code integration with IVR flow and all IVRs and rounding call center creation 10: Dynamic IVR prompts capability, and easy to change the IVRs by internal team, IVR extension capacities 11: Integrate with internal systems (CRM, billing, switch, payments) 12. ACD (Automatic call distribution) call routing system based on customers' segmentation and skill queue. Note: Above are the high-level options introduction in the IVR however detailed/flow will be shared later.
	2	786	IVR flow	Main & sub menus	IVR flow with all required details: 1. Main and sub menus 2. Call routing part to main menu 779 IVR 3. To support all the required IVR options (same as 779 IVR flow) 4. Available flows for inbound (inbound, Dealer, Postpaid, EBU Call center, ATOMA pay Call center.... And system should be customizable to design any new IVR and call flow).
		780	IVR flow	Main & sub menus	IVR flow with all required details: 1. Main and sub menus 2. To support all the required IVR options (same as 779 IVR flow)
Call Center				200+ (user	Inbound Interface: 1. Agent & supervisor customized and supported with up to date all features and options

Services)	3	779 & 777 non-ATOMA customers (Long number 0772222779)	Inbound Call Centre	capacity at a time)	interface/platform for all call centers to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back storage for last six months. 3. all on-net and off-net subscribers will call to this call centre. 4. integration with 3PPs for daily operation needs, like fetching customer info, previewing customer call log to call center,
	4	772222222	Outbound Call Centre	Maximum capacity of users to fulfil the operation and business requirement (80-100) at a time	Outbound Interface: 1.Agent & supervisor customized and supported with up to date all features and options interface/platform for all call centers to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back in storage for last six months.
	5	786	Dealer Call center	20 (user capacity at a time)	Dealer Interface: 1.Agent & supervisor customized and supported with up to date all features and options interface/platform for all call Center to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back storage for last six months.

				3. A specific service class GSMs will call to this call center
6	780	ATOMA pay Call Centre	20 (user capacity at a time)	ATOMA Pay Inbound Interface: 1.Agent & supervisor customized with up to date all features and options interface/platform for ATOMA Pay Call Center to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back in storage for last six months. 3. ATOMA pay agents and merchant, and subscribers will call this call center
6	779	SMS chat Call center	20 (user capacity at a time)	Chat Interface: 1.Agent & supervisor customized and supported with up to date all features and options interface/platform for all call centers to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back storage for last six months. 3. All ATOMA subscribers.
7	779/O772222222 2	IVR Complaints call center+ call back	10 (user capacity at a time)	IVR handling Interface: 1.Agent & supervisor customized and supported with up to date all features and options interface/platform for all call centers to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the

					real time operation situation + data back storage for last six months. 3. All ATOMA subscribers.
	8	Customerservices@atoma.com.af	Email call center	5 (user capacity at a time)	Email Handling feature: 1.Agent & supervisor customized and supported with up to date all features and options interface/platform for all call centers to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back storage for last six months.
	9	WhatsApp Facebook Instagram Viber Telegram Other Upcoming	Social Media Call centers	10 (user capacity at a time)	Social Media Interface: 1.Agent & supervisor customized and supported with up to date all features and options interface/platform for all call centers to support the real time operation from all aspects. 2. Real time data availability to let know the agents and Supervisor with detailed information of the real time operation situation + data back storage for last six months.
Quality Management	10	Quality Management System	Quality Control and management section real time & pre-recorded calls audit & post audit &	30 (user capacity at a time for QM agents)	Quality Control Interface: 1). Agent interface (with all required fields and features to strongly support the audit & monitoring process). 2). Supervisor interface. (With required fields and details to strongly support the audit & monitoring process of both call center agent & QM agents work. 3). Speech log platform (training, quiz, knowledge sharing info options).

			monitoring mechanism.		4. All front-line functions are included in the audit and monitoring process. (Inbound, outbound, SMS chat, IVR complaint, social media channels, all call back that are used for collecting customers' feedback etc...) 5. Separate parameters for every section audit.
New integration	11	Back office	Back-office operating System (new integration)	30 (user capacity at a time BO agents)	Interface Requirements: 1). Agents interface. 2). Supervisor interface. 3). 100% integration with all other available back-office applications and platforms. 4). Supervisor and agent interface all fields and functions same as other sections (call center & others). 5). Trouble ticketing platform (Servilely) to be integrated with call center agents' interface that back office to receive the tickets assigned by call center and other front teams.
Total user creation capacity	12	All functions			>700 users' creation capacity
PBX & IP phone integration	13	PBX solution			Integration with existing PBX solution or provide PBX solution and configuration of IP phone for making on-net, off-net and international calls. (150 IP phones)

2.3. Report & other features:

Function	S/N	Function Name short code & Specifications	Description	At a time operational (User) capacity	Remarks
Report Section	12	Reports	All Functions report summary, while details and customized format will be provided based on the section and operation needs. 1). IVRs (prepaid and postpaid main & subs menus) all Statistics Report (from calls offered till calls handled, menu wise, date wise and GSMs + bundles subscription and un-subscription report). 2). Inbound Call Centre all required Reports (agents and operation) 3). Outbound call center all required reports (agents and operation) 4). Specialized call center all required report containing the below sections. (agents and operation), a. SMS chat call center. b. IVR complaints call center	1). All reports templates will be provided in detail later.	1). Clear & pure reports based on each function requirements. 2). There should be access limitations to the report per function/department. 3). Data storage capacity should not be less than 12 months. lifetime storage at the backend. 4). Report templates will be provided by each department according to their operation nature and requirements. 5). Reports should be customizable (any required changes are required to be possible to bring any time with report to make sure the report completely matches the departmental requirements). 6). Reports should be enough cleared, relevant, detailed & summarized. 7). Report Should be customizable and they should be capable to marge field from various report

		c. Email call center d. Dealer call center e. social media call centers 5). ATOMA Pay call center agents activity report 6). Quality management department all required reports. 7). Agent work and activities all sort of report. 8). Supervisor interface + required fields and all reports 9). Back-office supervisor and agents all activities reports & records. Other features report: 10). CSI report 11). Call forwarded to IVR report 12). Eyeballing call flow report 13). Eyeballing agent report. 14). ATOMA pay call center IVR statistics reports, menu wise, GSM wise, date wise 15). Reports of bundles activated by call center agents via agent interface. (the activation will be based on the customer's request)	2). Report must be customizable (to place the required fields to fulfil the requirements)	(report specification will be shared) 8). SC reporting, separate and join figures 9). IVR flow browsing report 10) Automate report system 11). All functions current reports should be considered. Reports Nature should be: 1. Hourly, daily, weekly, monthly, 2. Date wise, User wise, GSM wise, ID wise, function wise, KPIs based, 3. Details & summary. 4. Operation related reports, and financial report 5-reports Indicators (figures, percentage and timing) 6. IVR subscription /un-subscription Report 7. All other reports for the integrated application with the operating system.
				1). The dashboard report (Big screen) supports the sections management team with real time operation ongoing situation, provides data and information. 2). It is a tool to monitor call center operation in real time.

Other Features	13	Big screen Dashboard (All Call centers, back office, Quality management)	Big screen or real time dashboard report is an eye to every function to see the current or real time operation situation via figures and graph i.e. call flow, KPIs status, operation real time status & agents' availability, activities and & works situation and status. (Sample is attached, detailed template will be shared according to the system provided by the vendor).	Attached is a sample for information, details will be provided to fulfil the requirements	3). Every department data should have separated pages. 4). Templates and details will be shared for dashboard real time screens for the following departments. a. 779, 777, 786 & 780 short codes IVR menus detailed real time info. b. Inbound call center c. Outbound call center d. SMS chat call center e. Email call center f. IVR complaints call center g. Dealer call center real time info. h. social media call centers i. Back office (call out and ticketing info) J. ATOMA PAY call centre
	14	CSI	CSI is an IVR based system where call center agent transfers customers call to it to rate the service provided by the agent in the following categories + percentage for every category. 1). Excellent, 2). Good, 3). Poor	Agents interface	a. All calls that are being made by call center agents should be routed to the CSI option at the end of call. b. Integration with a separate IVR that all disconnected calls by agent to be forwarded to this IVR (CSI) and the IVR plays the informative prompt and the mentioned three categories to allow the customer to rate the service received from call center agents.
	15	Call forward to IVR feature	This feature enables the call center agents to forward some percentage of their accepted calls via agent interface to 779IVR main & sub menus and make the customers serve themselves via	Agents interface	a. All IVR menus should be added to the agent's interface. b. Integration between agents' interface & IVR menus.

			IVR service. This option supports the customer to be familiar with IVR and self-service system.		
	16	Bundles activation feature in agents' interface	There should be a feature/option in agents' interface to have all the existing and new bundles to activate for customers. (based on customers' requests).	Agents interface	a. Agent interface should support bundles activation process to activate the bundles based on customers' request. b. Call center supervisor/manager or IT team should have access to add or remove the bundles from the platform for updating purpose
	17	Enterprise Business Unit perspective	we recommend that the proposed Call Center solution should also support future Enterprise Cloud Contact Center services to support other entities	For Marketing and other companies support	The platform should be flexible, scalable, and capable of offering enterprise customers their own call center environment with essential call management, reporting, supervision, outbound campaign, recording, and integration capabilities. Potentially it shall also support future enhancements such as omnichannel communication, API integrations, and AI-driven features, enabling ATOMA to commercialize the solution as a full pack solution for enterprise customers.
	18	New Feature, Update customer	Upon confirming the request (update info) with the customer, the agent will press a button that will play voice message asking the customer to enter/dial his PIN.	For ATOMA PAY call Center	The ATOMA Pay Call center should support the mentioned points

		information (Alternative Number) .	The PIN will be auto verified by the Call center solution with the Huawei ATOMAPAY solution. On success the customer will be requested to Enter/dial the Alternative mobile number (retry 3 times if format not matched with a supported voice message). The successfully entered mobile number will be updated in Huawei. On failure a second and third attempt will be possible. After three failed attempts or on success return the call to Agent. Once call is returned the agent is informed of the successful PIN or failure and updated info. The PIN is not saved anywhere it is always encrypted.		
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2.4. IT (Technical Parts):

Call Center Solution (High level requirements) IT part			
S/N	Function	Description	Re-marks
1	ACD (Automatic Call Distributor)	Smart routing of calls based on skills, queues, SLAs	
2	Automatic Call Disconnection	integration to inform core network after observing and disconnecting the call	

3	IVR (Interactive Voice Response)	Self-service menus, Multi-languages prompts	
4	Automatic Call Recording (ACR)	Capture all interactions for QA & compliance	
5	Workforce Management (WFM)	Forecasting and scheduling	
6	Performance Dashboards	Resources alerts like CPU, Memory etc.	
7	Security compliance	Secure communication (TLS/HTTPS) Role-based access Call recording encryption Audit logs	
8	Voice Design Requirements	Skill-based routing Priority queues for VIP/Agents Callback option for QA Multilingual support SLA timed routing DND for outbound Dynamic scripting feature	
9	Reporting integration	Reporting integration with our BI system, DBA	
10	Connectivity's	SIP connectivity IT network Connectivity 3PP connectivity Publick access to interface while needed	

2.5. IT Security

Category	Sub-Category	Checklist Item	Requirement / Description
Identity & Access Management	Authentication	Multi-Factor Authentication (MFA)	MFA enforced for all privileged and user accounts
Identity & Access Management	Authentication	SSO Integration	Supports secure SSO (SAML/OAuth/OIDC)
Identity & Access Management	Authorization	Role-Based Access Control	Granular RBAC with least privilege
Identity & Access Management	Session Management	Session Timeout	Automatic session timeout after inactivity
Identity & Access Management	Privileged Access	Admin Account Control	Privileged accounts monitored and restricted
Data Protection	Encryption	Encryption in Transit	TLS 1.2+ enforced
Data Protection	Encryption	Encryption at Rest	Sensitive data encrypted at rest
Data Protection	Data Segregation	Tenant Isolation	Logical separation of customer data
Data Protection	Data Minimization	Sensitive Data Handling	Application avoids storing unnecessary PII
Application Security	Secure Coding	Input Validation	Protection against SQLi, XSS, injection
Application Security	Secure Coding	Output Encoding	Proper output encoding to prevent XSS
Application Security	Code Review	Static Code Analysis	SAST scans performed regularly
Application Security	Testing	Dynamic Testing	DAST or penetration testing conducted annually

Application Security	Dependency Security	Library Scanning	Open-source libraries scanned for vulnerabilities
API Security	Authentication	API Token Security	Secure token generation and expiration
API Security	Access Control	API Authorization	Scoped API permissions enforced
API Security	Protection Controls	Rate Limiting	API throttling to prevent abuse
API Security	Transport Security	Secure Endpoints	All APIs exposed via HTTPS only
Vulnerability Management	Scanning	Regular Vulnerability Scans	Automated scans performed periodically
Vulnerability Management	Remediation	Patch Management	Timely patching of discovered vulnerabilities
Vulnerability Management	Tracking	Remediation Tracking	Documented vulnerability remediation tracking
Logging & Monitoring	Logging	Security Event Logging	Logs authentication, access, admin changes
Logging & Monitoring	Monitoring	Anomaly Detection	Monitoring for abnormal behavior
Logging & Monitoring	Retention	Log Retention Policy	Logs retained as compliance requirements
Backup & Recovery	Backup	Backup Frequency	Regular automated backups
Backup & Recovery	Recovery	Restore Testing	Periodic restoration testing
Backup & Recovery	Resilience	Disaster Recovery Plan	Documented DR plan with RTO/RPO
Compliance & Documentation	Regulatory	Regulatory Compliance	Application aligns with applicable regulations

Compliance & Documentation	Audit	Penetration Test Reports	Latest pen-test report available
Compliance & Documentation	Architecture	Architecture Documentation	Updated system architecture diagrams available

2.6. IT and Network.

IT and Network Requirement
Solution design and architecture, diagram and connectivity requirements.
Interfaces/Signalling/Protocol and Integrations document.
Security provided at the network, application, and database levels.
Solution needs to be using robust and proven software and hardware technologies.
Solution architecture should be built on sound architectural principles enabling fault- tolerance, high-performance and scalability both on the software and hardware levels.
Hardware architecture must provide redundancy, high availability with no single point of failure.
Solution should be highly scalable to support current and future projected growth.
System design should be highly adaptable and can be modified if required.
Backup, log and monitoring capabilities and system availability
Solution should be based on SIP and IP, no TDM and legacy system.
Support for Design, Development, Supply, Implementation, Integration & adaptation.
Responsibility Matrix, SLA, service availability, support availability, issue resolution timelines etc.
Support service monitoring, operation, L1, L2, L3.
Implementation Timeline
Service Monitoring and Operation
Reporting

Abide to ATOMA Security Policy
System access to ATOMA team.
Maximum Transmission capacity.
Vendors fulfil all technical requirements
Fulfil all responsibility matrix
Deliver workable solution within very minimum lead time
Convenient solution as per Commercial Requirements
Convenient solution as per Finance Requirements
Convenient solution as per Legal Requirements
Decent SLA and service availability 24/7

2.7. Training & development Part:

Training Part	Objective	Target Audience	Content / Modules	Methodology	Assessment
Management Level Staff Training	Enable management to monitor KPIs, analyses reports, and make strategic decisions using the system	Call Centre Managers, Supervisors, Team Leaders	1. System Dashboard Overview 2. KPI Monitoring (Service level, Answer Rate, AHT, FCR, CHT, agent work, Job knowledge etc.,). 3. Reporting & Analytics Tools 4. Workforce Management Features.	A. Agent interface should support bundles activation process to activate the bundles based on customers' request. b. Call center supervisor/manager or IT team should have access to add or remove the bundles from the platform.	Case Study Analysis + Reporting Exercise

			5. Escalation & Compliance Tracking.		
Frontline staff training	Train agents to handle calls efficiently and use the system for daily operations	Call Centre Agents,	1. Login & Security Protocols. 2. Call Handling (Inbound/Outbound). 3. CRM Integration & Data Entry. 4. Call Disposition & Tagging. 5. Troubleshooting Common Issues	Hands-on Practice + Role Play + Demo	Practical Test on Call Handling & System Navigation
Technical Training	Equip IT staff to maintain, troubleshoot, and optimize the system and accessibilities of development and	IT implementation and support Team	1. System Architecture & Configuration. 2. User Management & Access Control. 3. Data Backup & Recovery. 4. Integration with Other Platforms 5. Advanced Troubleshooting & Performance Tuning	Technical Workshop + Simulation Exercises	System Configuration & Troubleshooting Tasks

Note: We need a proper, standard and unified call Center solution. Any solution provided should have real practical demo.

PROPOSAL REQUIRED DOCUMENTS

The following documents are required to be submitted along with Sealed Proposal to be submitted in Tender Box Located in reception of ATOMA-Head Office.

- **Technical Proposal** Detailed technical approach and demonstrating compliance with the RFP requirements.
- **Commercial Proposal** Detailed financial proposal and breakdown, covering all applicable costs, rates, fees, and other commercial terms related to the required call center solution and services.
- **Company Profile** (Company Background, Staff Availability, Office location, Tangible Assets)
- **Valid License from Government** of Afghanistan (Relevant License duration should be not less than three years)
- **International Supplier Licensing Compliance:** The International Supplier shall comply with all applicable Afghan laws and regulatory requirements. Where the nature of the Services requires a local license, permit, registration, or authorization, the Supplier shall obtain the required authorization or, where permitted, engage an appropriately licensed local partner, subject to ATOMA's prior approval. All related compliance requirements and costs shall be the Supplier's responsibility.
- **At least 3 references** of reputable and well-known organizations along with their names and contact numbers where the company has provided or providing the same services to.
- **Experience in relevant field** minimum 3 years and (Relevant Experience, Client References, Projects Values and Turners)
- **Financial Stability** (Bank Statement for last Six Months, (All bank accounts should be in the name of the company stamped by Authorized Bank.)
- **Audited Financial Statement:** Latest audited financial statement
- **Team Composition** Details of the proposed team, including key personnel, qualifications, roles, responsibilities, and relevant experience.

Evaluation Criteria:

- Technical capabilities and experience
- Solution functionality and features

- Price and commercial terms
- Financial stability and references
- Compliance with Documentation Requirements (Pass/Fail)

The Evaluation Committee shall assign the percentage weight for each evaluation criterion prior to the opening and evaluation of proposals. The weighting shall reflect the importance of each criterion in achieving the objectives of this procurement and shall remain unchanged throughout the evaluation process.

Only proposals that satisfy the mandatory compliance requirements shall be considered for detailed technical and commercial evaluation.

Submission Instructions:

- All proposals must be submitted electronically to:
Temp_ismail.safil@atoma.com.af, sadeequllah@atoma.com.af
- All commercial proposal which are submitted electronically must be **password protected**. Unprotected proposal will not be considered for further evaluation.
- The sealed envelope should be submitted at:
ATOMA Head Office, Reception Shar-E Naw Kabul, Afghanistan.
- The sealed envelope must be placed in ATOMA tender box, located in ATOMA main office reception.
- All questions regarding this RFP must be submitted in writing.
- Responses will be provided to all potential bidders.
- Bids must remain valid for 120 days from the submission deadline.
- The bid must be submitted in English.
- ATOMA reserves the right to reject any or all proposals.

General Requirements and Compliance

- The supplier must have and always maintain and all the time, at its own cost and expense, all permits, licenses, authorization, and approval from relevant government entities necessary for the service provided under this RFP/Agreement.

All foreign companies are therefore required to ensure that all corporate documents are:

- Officially translated into English, if not already in English
- Notarized or certified by an appropriate authority in the country of origin (e.g., notary public, apostil, Ministry of foreign Affairs, or embassy) such as Business Licenses,

Incorporation Certificates, Tax Certificates, Bank Reference Letters, ISO Certifications properly stamped, signed, and dated

Failure to submit properly certified and verifiable documentation may result in disqualification or reduced eligibility.

- The top three suppliers shall present slide presentations to the cross-functional team comprised of technical IT and Network, legal and compliance, procurement and Customer Service).

Queries and Submissions:

All queries related to this document should be addressed to:

Procurement department of ATOMA

Email: Temp_ismail.safil@atoma.com.af, sadeequllah@atoma.com.af. Phone# 0772227050, 0772222021