REQUEST FOR PROPOSAL NUMBER: AF/IT/RFP26O11/2O26

Date: October 11, 2O26

RFP Deadline: October 22, 2O26

REQUEST FOR PROPOSAL

NAME: RFP for Migration from Ericsson Charging System to Huawei OCS

CONFIDENTIALITY

No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of ATOMA. This document, its associated appendices and any attachments remain the property of ATOMA and shall be returned upon request

ATOMA Background:

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 # 1OO2O8-O7-O54, Kabul. ATOMA is a leading telecom company is 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 October 22, 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 Migration from Ericsson Charging System to Huawei OCS** 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: _____

RFP – Migration from Ericsson Charging System to Huawei OCS

1. Background

ATOMA Afghanistan intends to migrate its existing **Ericsson Charging System** to a new **Huawei Online Charging System (OCS)** platform.

The objective of this RFP is to appoint a qualified system integrator/vendor to plan, execute, test, and successfully complete the migration while ensuring **minimum customer impact, zero revenue leakage, data integrity, service continuity, and operational readiness**.

The selected vendor shall be responsible for the end-to-end migration, including assessment, solution design, data migration, integration, testing, cutover, rollback, stabilization, and knowledge transfer.

2. Objectives of the RFP

The key objectives are:

- Migrate existing charging services from Ericsson Charging System to Huawei OCS.
- Ensure **100% integrity of subscriber, account, balance, tariff and charging-related data**.
- Maintain continuity of prepaid and real-time charging services.
- Ensure compatibility with existing BSS/OSS and network platforms.
- Minimize customer and revenue impact during migration.
- Validate charging accuracy through comprehensive testing.
- Provide a robust rollback strategy.
- Ensure the new Huawei OCS has sufficient capacity for current and future subscriber growth.
- Complete knowledge transfer to ATOMA technical and operations teams.

3. Existing Environment

The bidder shall assess and document the existing Ericsson charging environment, including but not limited to:

Charging Platform

- Ericsson Charging System / OCS
- Charging nodes and application components
- Database architecture
- Charging rules and configurations
- Subscriber/account management
- Balance management

Network Integration

- MSC
- SGSN/GGSN
- PGW/UPF
- IMS
- Diameter interfaces
- IN interfaces
- SMSC
- USSD
- Other relevant network elements

BSS Integration

- CRM
- Billing
- Provisioning
- Product Catalogue
- Mediation
- Recharge systems

- Payment platforms
- Reporting/BI
- VAS platforms

The bidder shall conduct a detailed **As-Is assessment** before finalizing the migration approach.

4. Scope of Work

4.1 Assessment & Discovery

The vendor shall:

- Review the existing Ericsson Charging System.
- Identify all integrations and interfaces.
- Identify all charging services and use cases.
- Review subscriber/account data.
- Review prepaid balances and bonus balances.
- Review tariff plans and charging rules.
- Review promotions and discounts.
- Review dedicated accounts.
- Review recurring bundles and allowances.
- Identify customizations.
- Identify dependencies on external systems.
- Identify obsolete configurations and unused services.
- Prepare an **As-Is architecture and dependency document**.

5. Huawei OCS Target Solution

The bidder shall provide the proposed **To-Be architecture**, including:

- Huawei OCS architecture.

- High Availability architecture.
- Database architecture.
- Disaster Recovery architecture.
- Network connectivity.
- Interface architecture.
- Integration with BSS/OSS.
- Integration with network elements.
- Security architecture.
- Monitoring and operational management.

The solution shall support the current business requirements and provide scalability for future subscriber and transaction growth.

6. Data Migration

Data migration is one of the most critical components of this RFP.

The vendor shall provide a detailed **Data Migration Strategy and Mapping Document** covering:

Subscriber Data

- MSISDN
- IMSI
- Subscriber status
- Customer/account relationship
- Service profile
- Charging profile

Balance Data

- Main balance
- Bonus balance

- Dedicated accounts
- Promotional balances
- Data allowances
- Voice allowances
- SMS allowances
- Validity periods

Product & Tariff Data

- Tariff plans
- Charging rules
- Bundles
- Discounts
- Promotions
- Special offers
- Usage counters

Data Integrity

The vendor must demonstrate:

- Source-to-target record reconciliation.
- Subscriber count reconciliation.
- Balance reconciliation.
- Account reconciliation.
- Product/tariff reconciliation.
- Exception handling.
- Duplicate detection.
- Failed-record management.

No production cutover shall occur until the agreed reconciliation criteria are successfully achieved.

7. Integration Requirements

The vendor shall ensure integration between Huawei OCS and all relevant systems, including:

System	Required Integration
CRM	Subscriber/customer information
Provisioning	Service activation/deactivation
Billing	Charging/billing synchronization
Mediation	Usage/event feeds
Network	Real-time charging
Recharge	Balance recharge
Payment Gateway	Payment transactions
Product Catalogue	Product/tariff configuration
Reporting/BI	Charging and transaction data
VAS	Value-added services
SMSC/USSD	Customer service interaction

The bidder shall provide a complete **Interface Inventory** and identify protocol/API requirements for every interface.

8. Charging & Business Scenario Migration

The vendor must demonstrate migration and successful operation of all applicable scenarios, including:

- Voice charging
- Data charging
- SMS charging
- International usage

- Roaming
- Recharge
- Balance enquiry
- Bundle activation
- Bundle renewal
- Bundle expiry
- Bonus balance
- Promotional charging
- Emergency/loan balance
- Grace period
- Negative balance, where applicable
- Multiple account charging
- Dedicated account charging
- Real-time quota management
- Online/offline charging scenarios

9. Testing Requirements

The vendor shall prepare a comprehensive testing strategy covering:

SIT

System Integration Testing.

UAT

Business/User Acceptance Testing.

Performance Testing

- TPS
- Concurrent sessions

- Peak-hour traffic
- Response time
- CPU/memory utilization
- Database performance

Stress Testing

The system shall be tested beyond expected peak traffic to identify the maximum sustainable capacity.

Charging Accuracy Testing

Charging results from Ericsson and Huawei shall be compared for equivalent scenarios.

The bidder shall provide a **Charging Comparison Report** demonstrating that the Huawei OCS produces the expected charging results.

10. Migration Strategy

The vendor shall propose a detailed migration approach, such as:

Assessment → Design → Build → Data Migration → SIT → UAT → Trial Migration → Parallel Validation → Production Cutover → Stabilization

The bidder must clearly define:

- Migration phases.
- Migration timeline.
- Migration window.
- Customer impact.
- Required downtime, if any.
- Migration team.
- ATOMA responsibilities.
- Vendor responsibilities.
- Dependencies.
- Go/No-Go criteria.

11. Parallel Run / Trial Migration

The bidder should propose a **trial migration and/or parallel validation approach** before production migration.

The trial migration should validate:

- Data extraction.
- Data transformation.
- Data loading.
- Subscriber reconciliation.
- Balance reconciliation.
- Charging accuracy.
- Interface functionality.
- Performance.

The vendor shall provide a report highlighting all discrepancies and corrective actions.

12. Cutover & Rollback

The bidder must provide a detailed **Production Cutover Plan**.

It should include:

- Pre-cutover activities.
- Backup.
- Data freeze requirements.
- Final data extraction.
- Final migration.
- Data reconciliation.
- Interface activation.
- Charging validation.

- Business validation.
- Go/No-Go decision.
- Post-cutover monitoring.

Rollback

A clearly documented rollback plan is mandatory.

The vendor shall define:

- Rollback trigger criteria.
- Maximum rollback decision window.
- Data synchronization requirements.
- Restoration procedure.
- Customer impact.
- Revenue protection measures.
- Roles and responsibilities.

13. High Availability & Disaster Recovery

The proposed Huawei OCS solution shall provide:

- High Availability.
- N+1 redundancy where applicable.
- Geographic redundancy where required.
- Disaster Recovery capability.
- Automated failover.
- Database redundancy.
- Backup and restoration.
- Defined RPO/RTO.

The vendor shall demonstrate the solution's behavior during:

- Application failure.
- Database failure.
- Network failure.
- Node failure.
- Site failure.
- Interface failure.

14. Capacity & Scalability

The bidder must provide detailed sizing based on ATOMA's:

- Current subscriber base.
- Projected subscriber growth.
- Peak TPS.
- Average TPS.
- Peak concurrent sessions.
- Charging events.
- Recharge transactions.
- Data usage.
- Voice traffic.
- SMS traffic.

The vendor must provide **current capacity and maximum supported capacity** and clearly identify the assumptions used for sizing.

15. Security Requirements

The solution shall support:

- Role-Based Access Control.
- Strong authentication.

- Privileged user management.
- Encryption in transit.
- Encryption at rest where applicable.
- Audit logs.
- Administrative activity logging.
- API security.
- Secure integration.
- Vulnerability management.
- Security patching.
- SIEM integration.
- Compliance with ATOMA security policies.

16. Monitoring & Operations

The solution must provide centralized monitoring for:

- System availability.
- TPS.
- Response time.
- Failed transactions.
- Charging failures.
- Interface status.
- Database health.
- CPU/memory/storage.
- Subscriber transactions.
- Recharge transactions.
- Critical alarms.

The vendor should provide an **operational dashboard** suitable for both IT Operations and management.

17. SLA & Support

The vendor shall provide:

- 24×7 support.
- Severity classification.
- Response time.
- Resolution time.
- Escalation matrix.
- On-site support requirements.
- Remote support.
- Software upgrade support.
- Patch management.
- RCA for critical incidents.

The bidder should clearly state the proposed **SLA, support period and warranty period**.

18. Knowledge Transfer

The vendor shall provide training for:

- IT Operations.
- Charging Operations.
- DBA.
- Network teams.
- BSS teams.
- Application support.
- System administrators.

Training should include both **operational and technical administration**.

Complete technical documentation must be handed over to ATOMA.

19. Deliverables

The bidder shall provide, at minimum:

1. As-Is Assessment Report
2. To-Be Architecture
3. High-Level Design
4. Low-Level Design
5. Interface Specification
6. Data Migration Strategy
7. Data Mapping Document
8. Test Strategy
9. SIT Test Cases
10. UAT Test Cases
11. Performance Test Report
12. Data Reconciliation Report
13. Cutover Plan
14. Rollback Plan
15. DR Plan
16. Operations Manual
17. Security Documentation
18. Training Materials
19. As-Built Documentation
20. Final Migration & Acceptance Report

20. Acceptance Criteria

Final acceptance should be linked to measurable criteria, including:

- Successful migration of agreed subscriber population.
- Successful balance reconciliation.
- Successful account reconciliation.
- Successful tariff/product migration.
- Successful integration testing.
- Charging accuracy within agreed tolerance.
- No critical/high-priority defects outstanding.
- Performance requirements achieved.
- HA/DR requirements successfully tested.
- Successful business UAT.
- Successful production stabilization.
- Complete documentation and knowledge transfer.

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 Migration from Ericsson Charging System to Huawei OCS.
- **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 Tuners)
- **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
- Project implementation methodology
- Price and commercial terms for entire project implementation
- 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.safi1@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 and procurement).

Queries and Submissions:

All queries related to this document should be addressed to:
Procurement department of ATOMA
Email: Temp_ismail.safi1@atoma.com.af, sadeequllah@atoma.com.af. Phone# 0772227050, 0772222021