

# Islamic Republic of Afghanistan



Ministry of  
Communication & Information Technology  
Islamic Republic of Afghanistan



افغان پست  
AFGHAN POST

## TERMS OF REFERENCE

FOR

# Afghan-Post Mobile Application

*2019*

## **1.0 Overview**

The “Afghan Post Mobil APP” is a GPS-based mobile application which helps people to track their packages, Parcels, small packets, registered documents and finds the closest Post office & based on the user’s current position and other information like location and more. The application should be free to download for dual-platform (Android, iOS...) from a mobile phone application store or Afghan Post website/similar services. The application should display complete history of a package based on track number and show current location with destination. The application should also facilitate the delivery process and send pop-up notification from the status of the delivery to the user. Each Post office should provide information such (Exact Location, Contact Person, Mobile number and other information using the web-portal. This information will act as the bases for the search results displayed to the user. An administrator also uses the web-portal in order to administer the system and keep the information accurate. Furthermore, the software needs both Internet and GPS connection to fetch and display results. All system information is maintained in a database, which is located on a web-server. The software also interacts with the GPS-Navigator software which is required to be an already installed application on the user’s mobile phone. By using the GPS-Navigator, users can view desired Post Office on a map and be navigated to them to see contact details, working hours and other. The application should have an option to the user for complain and other feedback. The application also has the capability of representing both summary and detailed information about the Afghan Post Services, Package Information/record history and more details requested by the user.

## **2.0 Project Introduction:**

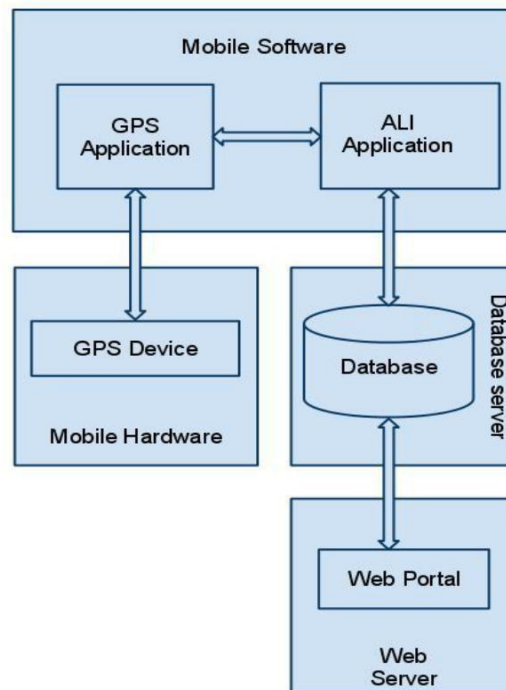
In the last decade, Internet and Smartphone users have increased rapidly. This leads much simplicity on people’s life in terms of communication. However, there are also some concepts that could not be resolved yet. Afghanistan Post has a large number of customers that tackle with many problems daily. Afghanistan Post would like to reach almost every customer and provide facilitation to them regard packages, Parcels, small packets, registered documents. Mobile application is one of the portals to reach our customers and solve many of their problems through. In addition, as of now our customers has to visit Afghan Post central office for sending their packages, Parcels, small packets, registered documents where many of them do not have prior information about the rates, packaging and other. This mobile application will be a bridge of information assisting every customer in aspect of tracking packages, Parcels, small packets, registered documents, view rates, office locations, shipment details and other. In this mobile application our focus on our customers to help them with every single problem.

### **- Application perspective**

This system will consist of two parts: one mobile application and other web portal the content management system. The mobile application will be used for tracking parcels and show nearest delivery post station in addition present information history of the package. However, the CMS (content management system) will be used to update the content and information on the application. The expected mobile application shall display complete information about postal services, working hours, events offers and other. In addition, application shall give options to the user to check prices for parcel according to the weight and destination country. The functionality summary list is added in end of the TOR. The mobile application will need to communicate to a GPS application within the mobile phone, which in turn communicates with a physical GPS device to find the location of the user, see Figure 1. The GPS will provide the mobile application

with locations of both the user and the post office and the distance between them, but it will also provide maps and the functionality to display the application's data on the map. The functionality provided by the GPS will be embedded into the application in order for the user to be able to use the functions in the application in a seamlessly manner.

Since this is a data-centric product it will need somewhere to store the data. For that, a database will be used. Both the mobile application and web portal(CMS) will communicate with the database, however in slightly different ways. The mobile application will only use the database



to get data while the web portal will (CMS) also add and modify data. All of the database

### 3.0 Objectives of the assignment

- To develop mobile application within the latest technology, cross platform both Android and iOS
- To facilitate tracking of packages, Parcels, small packets, registered documents
- To Register and add address of all postal offices from both central and provincial into Google Map
- To provide details information regard postal services in Afghanistan
- To assist customers finding nearest postal location
- To help customers on postal services related quires
- To collect customer's opinions about postal services
- To provide update information to customers
- To provide rating information based on user input and destination information
- To provide push notification regard movement of the parcel from one destination to another

#### **4.0 Scope of Services**

The “Afghan Post Mobil APP” is a GPS-based mobile application which helps people to track their packages, Parcels, small packets, registered documents and find the closest Post office & based on the user’s current position and other information like location and more. The application should be free to download from a mobile phone application store, Afghan Post website or similar services. The application should display complete history of a package based on track number and show current location with destination. The application should also facilitate the delivery process.

Each Post office will provide information such as (Exact Location, Contact Person, Mobile number and other information using the web-portal. Location of the Post Offices should be register in Google map by Consultant. This information will act as the bases for the search results displayed to the user. An administrator also uses the web-portal in order to administer the system and keep the information accurate.

Furthermore, the software needs both Internet and GPS connection to fetch and display results. All system information is maintained in a database, which is located on a web-server. The software also interacts with the GPS-Navigator software which is required to be an already installed application on the user’s mobile phone. By using the GPS-Navigator, users can view desired Post Office on a map and be navigated to them to see contact details, working hours and other. The application also has the capability of representing both summary and detailed information about the Afghan Post Services, Package Information/record history and more details requested by the user. Consulate shall provide training for 200 employees of Post in different sessions.

#### **5.0 Terms and Condition of System Maintenance**

The company should provide maintenance services for one year after the system deployment. During this period if any error or system failure occur the company is responsible to solve the problem on the spot.

#### **6.0 Liaison with and Afghanistan Central Post**

The Consultant shall maintain close liaison with Post director. The Director of AP appointed by Ministry of communication and information technology for the sole purpose of the services. The Director of AP shall be the primary contact point of the ministry for the Consultant. During the development stage more function shall be requested to add into the application, the software company should be agreeing with it.

#### **7.0 Additional Responsibilities of the Consultant**

With the mobile application, the users should be able to:

- Do requirement gather for the application
- Do requirement Analysis for the Application
- Develop Application Prototype
- Develop Application for Android and iOS
- Launch the application on APP store both(android and iOS version)

- Develop functions to track the status of all incoming or outgoing packages, Parcels, small packets, registered documents
- Develop push notifications function to get updates on shipments for the application
- Create a shipment label and request a pickup (shipping account required)
- Develop function for Enroll for Afghan Post Delivery Manager
- Develop function for Hold a package at an Afghan Post location
- Develop function for delivery instruction for the courier
- Develop function for Sign for a package requiring your signature
- Develop function for Scan a barcode for easy tracking
- Develop function for Afghan Post location near user
- Develop function for Get shipment cost estimates and delivery times
- Develop function for Search the list of shipments by tracking number, references, vendors and more
- Develop function for User account created will automatically be added to app shipment list when user is logged in.
- Develop function for to Allow users to directly search for package without registration
- Develop function for Give option to the user to register themselves to the system and get the update about the status of their parcel
- Develop function for Search for the package and view history
- Develop function for Track each package and view current location
- Develop function for to View prices based on the weight and destination country
- Develop function for to Check arrival and delivery time for different countries
- Develop function for Pop-up notification to the user regard the status of the package and its current location display post current services
- Develop function for to Show post events
- Develop function for Provide sale options for post cards
- All the information should be shown in Dari, Pashto and English languages
- Develop function for Weight calculation options for different items
- Develop function for Rate calculation according to the size e.g. kg,cm,..
- Develop function for fast delivery
- Develop control to show Working hours and opening for each post office
- Develop function for Customer support option or direct call through APP
- Develop function for Display list of the postal codes and assist the user how to use them
- Add each post office address(Central, Provincial and Regional) to Google Map
- Register each Post office location within details into GoogleMap
- Do social media marketing for application
- Any other function will shall be added upon Afghan Post request during the development stage

## **8.0 Obligation, Duties and Responsibilities of the entity**

The AP is responsible for the flow of information between the relevant stakeholders in the requirement gathering phase, software development phase, as well as in the Implementation phase. AP can organize consultative meetings as needed to render the service.

## **9.0 Duration of the Services**

The duration of the Services is to extend from the date of effectiveness of the Contract for a period of approximately 5 months after the contract.

## **10.0 Equipment to be provided by the consultant**

This section contains all of the functional and quality requirements of the system. It gives a detailed description of the system and all its features.

## **11.0 Functional Requirement**

This section includes the requirements that specify all the fundamental actions of the software system. Over all the

application should consist of these functionality (Postal tracking such as parcel/mail within complete history from source to destination, Afghanistan post locations in central and provincial base within complete details contact information, Map of the post office, Automatic weight measurement and price calculation, prices should be display according to the location of the country, customer feedback option in case the customer is not able to get what they are looking for so should have option to contact and share their ideas for services improvement. The application should be able to easily integrated within our existence database and systems. The application should provide postal codes and roadmap of the submission of their packages, Parcels, small packets, registered documents. The application should provide complete guideline to the customer rules and regulation of the Afghan Post Services. The application should also provide option parcel locker integration in case the user has something new on their boxes could be notified according to that user.

### **- *Site Adaptation Requirements***

The application should be available for both Android and iOS platform. Users should install the application from Google Play Store or app store.

### **- *Download mobile application***

A user should be able to download the mobile application through either an application store or similar service on the mobile phone. The application should be free to download. The application should be hybrid instable in any android and iOS devices.

### **- *Download and notify users of new releases***

When a new/updated version or release of the software is released, the user should check for these manually. The download of the new release should be done through the mobile phone in the same way as downloading the mobile application.

### **- *Multi-languages support***

The application should support three languages (English, Dari and Pashto). All the information from search to the map should be shown in Afghanistan languages and displayed accordingly. The exact same information should be displayed. The content should follow translation standards.

- ***Track a package without registration***

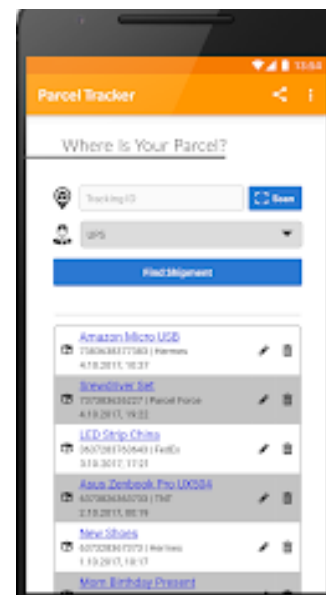
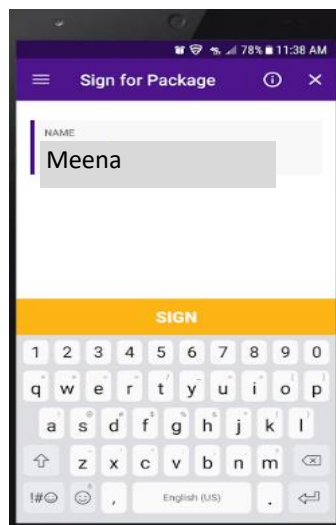
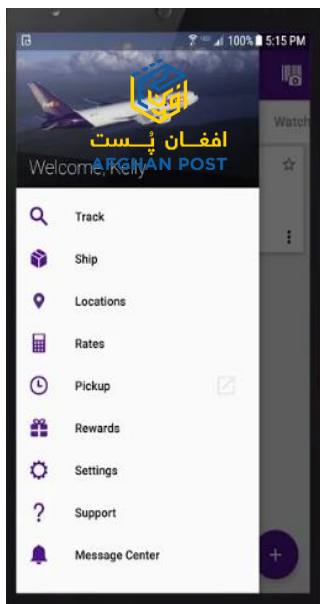
The user should be able to track a parcel and get other information without registration. User registration is must just in case the user like to be notified.

- ***User log-in - Mobile application***

User can login within the created user name and login automatically next time. The user and password should be stored in mobile phone.

- ***Retrieve password***

Given that a user has registered, then the user should be able to retrieve his/her password by e-mail. User should be able to register through the mobile application in case they have already submitted a parcel and would like to track and get notified about the exact location of the parcel. The user must provide user-name, password and e-mail address. The user can choose to provide a regularly used phone number.

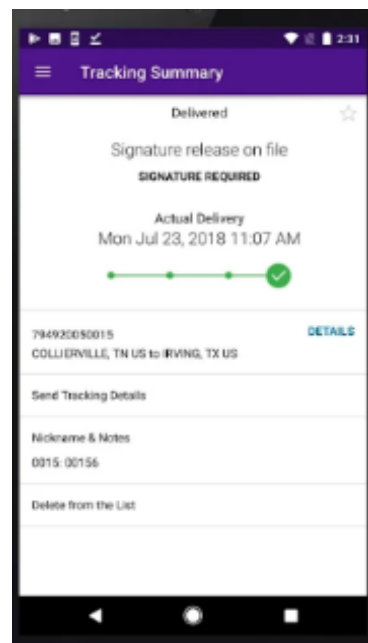
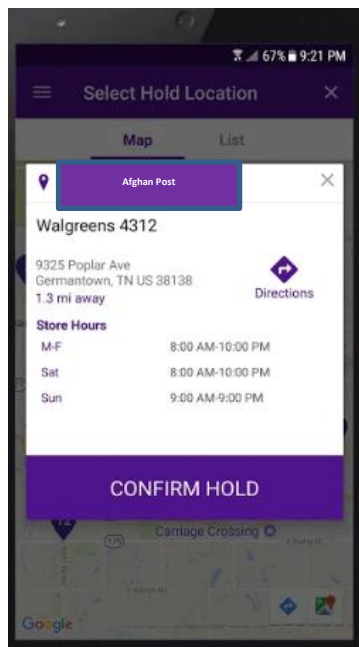
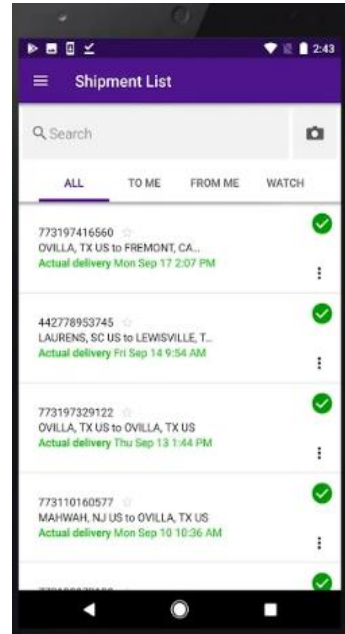


- ***Track the status of all Parcels, small packets,***

***incoming or outgoing packages, registered documents***

- ***Create a shipment label and request a pickup (shipping account required)***

- package management and complete shipment history
- Parcel tracking based on the barcode scanner
- Parcel tracking based on the ID
- The application should display complete shipment until the delivery stage
- Enable push notifications to get updates on your shipments





- ***Mobile application - Search***

Given that a user is logged in to the mobile application, then the first page that is shown should be the search page. The user should be able to track for parcel even without login, according to several search options. The search options shall be designed for the track number. It should help the user while adding the track number and give hint for adding the track number in a correct format. There are several search criteria and it will be possible for the administrator of the system to manage the options for those criteria that have. The result of the search will be viewed either in a list view or in a map view, depending on what criteria included in the search. Map view will show each parcel current location as a pin on the map as well as the user's own location. In both views the users will be able to either select a post office as target destination or get information how to get there, or view the information of a specific post office. The web portal will provide functionality to manage the system and the Post Office information. It will also provide information about the system, for example show when there is a new update.

- ***Mobile application - Search result in a map view***

Search results can be viewed on a map. On the map, the relevant and closest post office according to the user's position is shown. The map view should include a button that, when selected, should display different filtering options in a filtering menu.

- ***Mobile application - Search for office location***

If user search for a specific location information link, map contact details should be given to the user

- ***Mobile application - Search result***

Search results can be viewed in a list or roadmap of parcel. Each element should include the nearest post office name, telephone number, and give the user information regard pickup or delivery time.

- ***Mobile application – Search in any language***

The application should provide option for search in any languages. The keyword for search could be in any language that shall supported by the application. In case of the numbers if the user enters numbers from a Dari keyboard the system should translate it automatically and show the results.

- ***Mobile application - Navigation to a post office***

A user should be able to select a pin on a map or an element on a list. When a selection is made, the location of the post office should be sent to the mobile phone's GPS-navigation program. The user should then be navigated to the destination. When the destination is reached, a user should be able to go back to the search page on the mobile application.

- ***Mobile application –Post office Location***

The application should show list of the post offices and also provide option for user to search for it.

- ***Mobile application –Post code***

The application should provide a user friendly interface for users to view list of the postal codes and how to use them.

- ***Mobile application –Complain Registration***

The application should provide options for users to register complain and the CMS should show list of the complains received by system and follow them with the customer. The interface should be simple and provide option for voice recording or writing in as text. The CMS should provide a user friendly interface to handle the users received messages and feedback easily.

- ***Mobile application – weight measurement and prices***

A user should be able to check for the prices according to the item weight. All the prices should be in Afghani. The user shall enter parcel weight, volume and relevant specification and system calculate the price. The user shall also select the destination country for checking the exact prices.

- ***Mobile application – Moving between pages***

A user should be able to switch between pages and view information about Afghan Post.

- ***Mobile application - Search by price***

A user should be able to input a maximum and a minimum price range. The result is displayed in a list view by default. User can also enter price or select from the list to check the destination country. There should be also option for weight so the price should be accurate.

- ***Mobile application - Search by destination***

A user should be able to input or select from the list of country for price measurement. In order for a user to search by destination.

- ***Mobile application - Free-text search***

A user should be able to conduct a search by providing price, Post office name, or menu in the free-text search field. The result is displayed in a map view by default.

- ***Mobile application –Search by a customized option***

AS these documents are not the final the requirement may change and more search option will be provided.

- ***Mobile application - No match found***

If no match is found the user should be informed but kept on the search page in order to get the possibility to conduct a new search right away.

- ***Mobile application - Profile page***

A user should have a profile page. On the profile page a user can edit his/her information, which includes the password, e-mail address and phone number. A user should also be able to choose what language the mobile application should be set to. The different language choices are English, Dari and Pashto.

- ***Mobile application – Content Management System (Web Portal)***

A dashboard should be developed to gives user-friendly options to add, organize, and edit mobile application data, content for package tracking, post office location, sales and marketing items to event sessions, inventory list and anything else applicable. Files such as PDF brochures and Microsoft Suite documents should be easily uploaded and managed in the admin system so too can links to websites, native text, images, and a host of other file formats and types. While some types of integration—with 3rd-party video might need the expertise of developers to integrate

and manage, the user-friendly CMS is able to give admin users control over most, if not all, of application content. Uploaded content in the dashboard is divided into different types or file formats (e.g. PDF brochures, event sessions, postcards etc.) for easier organization and admin users are able to sort each list of content by criteria like unique identifier, title, and so forth. Relationships between content items (i.e. relating a PowerPoint presentation to a sponsor message) are also intuitively managed in the dashboard.

#### - ***Mobile application- Easier Content Integration***

The application should be able to integrate with any system and database that will be discussed during development stage. Since Afghanistan Post will be uploading massive amounts of content for a mobile app and offers a few alternatives to simply uploading each piece of content individually. Certain type of content is importable via Excel Spreadsheets provided they are in the correct format with proper labels attached. Certain content already available on a website or via third-party source with subsequent updates to the original source also applied to the mobile app.

Another option should be building a custom data connector for instances when an existing content management system (CMS) already contains a large majority of content to be included in the mobile app. In the final instance, the Dashboard can also be used to manage features like color schemes and push alerts; an option to force update content from the existing CMS to the mobile app is also available in cases where the typical once-per-day automatic update isn't fast enough to catch an urgent change, a timely promotion, and so forth.

#### - ***Mobile Application – Rate Calculation***

The system should calculate prices according to the input by users. The application may should a table of prices with the weight and destination in addition add a customize option so that user can add their desired package weight by themselves. After the input the system should also display a complete roadmap to the user about how the price is calculated along with tax and other factors.

#### - ***Mobile Application - Managing Users***

CMS should provide option role-based user authorization to give users complete control over who accesses app content. Admin users may add general roles such as “internal” and “general” and assign created roles to specific app content; users registering in the app must then be accepted or declined. The former are assigned certain roles dictated by admin users to access authorized content in the app. In short, the feature segments app users for a variety of uses; to keep confidential content away from unauthorized users, to create a sense of exclusivity by unlocking certain content to certain users; or to simply better track individual user actions in the app.

#### - ***User characteristics***

There are three types of users that interact with the system: users of the mobile application, Post personals and administrators. Each of these three types of users has different use of the system so each of them has their own requirements.

The **mobile application users** can track their packages, Parcels, small packets, registered documents and EMIS, get notification on time while from one place to next destination also will be able to search for nearest post office, choose weight of the item and view the prices. In

order for the users to get a relevant search result there are multiple criteria the users can specify and all results matches all of those.

The **Post personnel** will not use the mobile application but access the web portal (Content Management System) to update the application content. This user will manage the information about package, help users and update post offices location. For example, a description of the post office, contact information and their menu.

The **administrators** will interact with the web portal (CMS) and create user/manage users approve content and provide technical help. They are managing the overall system so there is no incorrect information within it.

- ***Mobile Application – Push Notification***

Dashboard admin users to send messages directly/ push notification from application to all of the registered users of their mobile app, or alternatively a certain subset of users such as only Android devices or iOS. A specific section or page once tapping on the notification.

- ***Mobile Application - Graphics and Colors***

The Dashboard, including the app icon, splash screens, and sponsor graphics. While the icon and primary splash screen require a resubmission to Apple for inclusion in the mobile app, all other graphics—such as a secondary splash screen, banner ad, title bar logo, and so forth—can be uploaded and submitted as an app update in real time. Take advantage of this tool to roll out timely promotions of new products, services, or sponsor messages without needing to wait on a mobile application development team to upload the new graphics. Every mobile application’s color scheme is should also be customized via the Dashboard. From major elements such as the tab bar along the bottom of the app to accent colors and other small details, the visual presentation of the app may be fine-tuned by manipulating over 30 color settings and entering specific hex values or selecting colors from a built-in color palette. Change color schemes in real-time for special promotions or marketing drives and make the app an embodiment of internal initiatives instead of a generic mobile app only meant to share content users.

## **12.0 None-Foundational Requirement**

The non-functional requirements conclude Software system attributes such as reliability, availability, security and maintainability as follows:

- ***Reliability***

This system should keep the database information’s consistently. The application part of the system should never fail. In the database side, failures should be minimal and there should be crash recovery systems in order not to lose information in a potential database failure. System should display informative messages when it’s components doesn’t work properly.

- ***Availability***

The application should be available 100% for the users and is used 24hrs a day and 365 days a year. The system shall be operational 24 hours a day and 7 day of a week. The application should be connected to the GPS device. System should be tested against probable failures before publishing the first version or updated versions of application. Published version should be error free. In database side, in case of a failure, system should recover any information for user and system.

- ***Security***

This application must be secured within the latest and highest security technology. The back-end server shall only be accessible to authenticated administrators. The application back-end databases shall be encrypted. All connection between the application and sub-system (such GPS system, maps shall be end to end connection). The application size should be not more than 5mb (megabyte).The messages should be encrypted for log-in communications, so others cannot get user-name and password from those messages. The system must not request unnecessary permissions from the user in order to prevent unwanted attacks. Stored data of the application should not be reached by other applications that are installed in the user's mobile device. Stored data in the mobile device and sent data via internet should be encrypted. Send and receive of data should be transferred via a secure connection. Data that come from the application should encrypt again in the database side. The application can access camera and location of the user for finding the post locations and scanning the bar code from package.

- ***Maintainability***

Repair time should be no more than an hour. The application should be easy to extend. The code should be written in a way that it favors implementation of new functions. In order for future functions to be implemented easily to the application. A software should be used in development phase in order to reduce complexity, make the system traceable and recover the code from an unwanted crash while more than one developer are dealing with the code. Design elements should be documented well. Since programming language is object-oriented, program tasks are independent of each other and therefore easier to maintain. All parts of the code should be easy to read.

- ***Portability***

The application will run on all Android/iOS devices. It shall be 5mb in size. The application will respond to the size of the screen and/or window the application is running in. The application should take less than 4 seconds when running on an Android/iOS phone and less than 8 second when on an emulator or tablet. The application will run fine until the user begins to multi-task between 3 or more processes. The application must support approximately 10,000,000 users at the time of launch based on the population of Afghanistan.

- ***User interfaces***

The interface should be user friendly and develop for both (Android and iOS) platform. The interface should follow standards however a sample will be providing to facilitate and give idea to the software development team. Also the company should share design and templates after the approval of the Post they can get with the final product.

- ***Hardware interfaces***

Since neither the mobile application nor the web portal have any designated hardware, it does not have any direct hardware interfaces. The physical GPS is managed by the GPS application in the mobile phone and the hardware connection to the database server is managed by the underlying operating system on the mobile phone and the web server.

- ***Software interfaces***

The mobile application communicates with the GPS application in order to get geographical information about where the user is located and the visual representation of it, and with the database in order to get the information about the Post office, see Figure 1. The communication between the database and the web portal consists of operation concerning both reading and modifying the data, while the communication between the database and the mobile application consists of only reading operation.

- ***Communications interfaces***

The communication between the different parts of the system is important since they depend on each other. The interface should be able to integrate within existence database or system of posts.

### **13.0 Deliverables and Reporting**

The main delivery for these projects includes:

- Afghan Post Mobile Application within components Live on APP store ready for download
- Configuration of CMS for Mobile application content Update
- The inception and the interim reports shall be submitted electronically and as hard copies to the Director of AP.
- Configuration of CMS & Mobile Application
- Launch of Mobile Application and getting access to APP store etc.
- Launch cost of the application in App store and hosting the APP is responsibility of consultant
- Delivery of the software packages licenses
- User manual in three languages
- Providing training materials for system implementation

- **Inception Report**

The inception report must contain a work plan which indicates the phases of the requirement gathering, design, prototyping, development and implementation the timing, key deliverables and milestones. As summary:

- Submission of requirement gathering documents(SRS)
- System Development & Software Design and architecture
- Submission of requirement analysis document
- Deploy first demo of the Mobile Application
- **Initial launch and submission Interim Reports**

The midterm report concludes initial launch of demo of platform. In this stage second enhanced demo of the both applications (web & mobile) should be come live. The technical team of Post will observe the performance of the system and give feedback or request for changes if needed.

- **Presentations of the final products and launch application in APP store**

The consultant should provide presentations of the project activity and development of the Application to AP employees as well delivery all the hardware and equipment to final system launch. This will help both parties to discuss and improve the system as per the need of entity as well test the system before actual implementation.

- **Approval of Final Application & Report**

This is the final Afghan Post Application & Project documentation. As the final part of the project the Application and Web portal should be completely ready for operation. As expected the system should be used by Post employees. All the license for the products should be submitted by the company to AP.

- **Staffing and Skill Mix Needed**

The successful team will be comprised of both local and international experts with the specific experience and background noted. It is suggested that in putting together its team, consultants consider designating individuals with the following roles, responsibilities and backgrounds:

**The core staff to be evaluated will include:**

1. *Position K-1: Project Manager*
2. *PositionK-2: International IT Consultant*
3. *Position K-3: E-commerce Expert*
4. *Position K-4: E-Logistic Expert*
5. *Position K-5: MIS Expert*
6. *Position K-6: System Developer*
7. *Position K-7: Web development specialist*
8. *Position K-8: CMS Developer*
9. *Position K-9: Mobile App Developer*
10. *Position K-10: Software Engineer*
11. *Position K-11: Online Marketing Expert*
12. *Position k-12: System Tester/trainer*
13. *Position k-13: Coordination Officer*

S. No.	Staff Position	Number	Estimated Person Month
<b>Key Professional Staff</b>			
1	<i>Position K-1: Project Manager</i>	1	5
2	<i>PositionK-2:International IT Consultant</i>	1	5
3	<i>Position K-3: E-commerce Expert</i>	1	5
4	<i>Position K-4: E-Logistic Expert</i>	1	5
5	<i>Position K-5:MIS Expert</i>	2	5
6	<i>Position K-6: System Developer</i>	4	5
7	<i>Position K-7:web development specialist</i>	2	5
8	<i>Position K-8: CMS Developer</i>	1	5
9	<i>Position K-9: Mobile App Developer</i>	2	5
10	<i>Position K-10: Software Engineer</i>	1	5
11	<i>Position K-11: Online Marketing Expert</i>	1	5

S. No.	Staff Position	Number	Estimated Person Month
12	Position k-12: System Tester/trainer	1	5
13	Position k-13: Coordination Officer	1	5
<b>Estimated Person Months for Key Staff:</b>		<b>19</b>	<b>5</b>

## 14.0 JOB DESCRIPTIONS AND MINIMUM QUALIFICATIONS

The job descriptions and minimum qualification of the key/other professionals for the core Team of the Consultants shall be as given below:

SL	Positions	Job Descriptions	Minimum Qualification
1	Project Manager	<ul style="list-style-type: none"> <li>a) Standards and timetable for the preparation of annual work program and quarterly review of these, review of work programs; format and schedule of project reporting;</li> <li>b) Help design and maintain a record-keeping system for all project correspondence with client;</li> <li>c) Assist with the identification of training needs and propose on - the-job training program to meet those needs ;</li> <li>d) Be responsible for all reports (monthly, quarterly etc.)produced</li> </ul>	<ul style="list-style-type: none"> <li>a) Master degree in Project Management</li> <li>b) At least have 5 years' experience as project manager</li> <li>c) Lead Information technology related projects</li> </ul>
2	IT Consultant (International)	<ul style="list-style-type: none"> <li>a) Develop system structure</li> <li>b) Provide concepts for systems integration</li> <li>c) Guide team on Content Management system</li> <li>d) Connect and enter/access information for project-related needs in a timely manner.</li> <li>e) Outline PMIS,LMIS,APEC and Mobile application development technologies</li> <li>f) Help the them on implementation of B2B,B2C and G2G model to apply in current Project</li> </ul>	<ul style="list-style-type: none"> <li>a) M.A. (or higher) in Information Technology (IT), engineering, data or computer science, or related discipline;</li> <li>b) Certification as either Microsoft Specialist (MS) in software or database development, Microsoft, High-level proficiency in Visual Studio.NET C#;</li> <li>c) Working knowledge of technologies such as XML Web Services (SOAP, WCF) and RESTful Services (Web API);</li> <li>d) Experience in web technologies such as JQuery, Ajax Teknolojileri, CSS, XML, Javascript, HTML, and XHTML;</li> <li>e) Experience developing an application using ASP.NET, C#.NET, ADO.NET;</li> <li>f) Experience with Windows services, web technologies, web services, Net Framework 4 / 4.5;</li> </ul>



3	<i>e-commerce expert</i>	<ul style="list-style-type: none"> <li>a) <i>Outline the platform model to the system developer and follow e-commerce model B2B and B2C</i></li> <li>b) <i>Provide concept of the platform and apply e-commerce standards</i></li> <li>c) <i>Provide concept of the e-commerce platform to the team</i></li> <li>d) <i>Co-ordinate all activities and information/feedback with client and afghan post</i></li> </ul>	<ul style="list-style-type: none"> <li>a) <i>Bachelor degree in computer science with Specialization in e-commerce</i></li> <li>b) <i>At least 5 years of experience directly to e-commerce ;</i></li> <li>c) <i>At least developed 5 e-commerce websites or lead similar projects in national and international level</i></li> </ul>
4	<i>E-Logistic Expert</i>	<ul style="list-style-type: none"> <li>a) <i>Outline the e-logistic model to the system developer</i></li> <li>b) <i>Provide concept of the system and apply e-logistic standards</i></li> <li>c) <i>Add additional functionality to the system</i></li> <li>d) <i>Standard</i></li> <li>e) <i>Provide concept of the e-commerce platform to the team</i></li> <li>f) <i>Co-ordinate all activities and information/feedback with client and afghan post</i></li> </ul>	<ul style="list-style-type: none"> <li>a) <i>Have Bachelor degree in Procurement/Logistics or relevant fields.</i></li> <li>b) <i>At least 5 years of experience directly to Logistics, Postal Services, Operation Management, Transportation and supply chain Management;</i></li> <li>c) <i>At least have working experience within 5 logistics companies in national and international level with proof of portfolio</i></li> </ul>
5	<i>MIS Experts</i>	<ul style="list-style-type: none"> <li>a) <i>Participate and advice the team for MIS systems</i></li> <li>b) <i>Apply MIS standards to the LMIS, PMIS, APEC and Post APP</i></li> <li>c) <i>Apply Amazon design and layout and functionality to the web application</i></li> <li>d) <i>Provide concept of the system and apply e-logistic standards</i></li> <li>e) <i>Add additional functionality to the system</i></li> <li>f) <i>Provide concept of the e-commerce platform to the team</i></li> <li>g) <i>Co-ordinate all activities and information/feedback with client and afghan post</i></li> <li>h) <i>Participate and advice the team for MIS systems</i></li> <li>i) <i>Apply MIS standards to the PMIS</i></li> </ul>	<ul style="list-style-type: none"> <li>a) <i>Having bachelor degree in Computer Science</i></li> <li>b) <i>Developed at least 5 MIS systems with proof of portfolio</i></li> </ul>
6	<i>System Developers</i>	<ul style="list-style-type: none"> <li>a) <i>Develop the ecommerce platform, LMIS, PMIS.</i></li> <li>b) <i>Develop the overall system within the component and features mentioned requested in this document</i></li> <li>c) <i>Develop the outline concept of the LMIS</i></li> <li>d) <i>Develop the overall system within the component and features mentioned in section 3</i></li> <li>e) <i>Change the abstract function to actual piece of work</i></li> </ul>	<ul style="list-style-type: none"> <li>a) <i>Bachelor degree in Computer Science</i></li> <li>b) <i>At least 5 years of experience related to System Management ;</i></li> <li>c) <i>Have complete understanding of the e-commerce platform, online shopping, online logistic services, tracking of transportation, office management</i></li> <li>d) <i>At least have working experience within 5 Government or International organizations Developed at least 5 MIS systems with proof of portfolio</i></li> </ul>

		<ul style="list-style-type: none"> <li>f) Add extra functionality to the system</li> <li>g) Design a smooth and user friendly interface for the systems</li> <li>h) Develop LMIS/APEC/PMIS databases</li> </ul>	
7	Web Development Specialists	<ul style="list-style-type: none"> <li>a) Design and develop the web application/interface of the systems needed</li> <li>b) Apply Amazon design and layout to the web application</li> </ul>	<ul style="list-style-type: none"> <li>a) Bachelor degree in Computer Science</li> <li>b) Developed at least 5 websites with proof of portfolio</li> </ul>
8	CMS Developer	<ul style="list-style-type: none"> <li>a) Develop the outline concept of the CMS for online shopping and other project three components</li> <li>b) Develop the overall system within the component and features mentioned in section 3</li> <li>c) Change the abstract function to actual piece of work</li> <li>d) Add extra functionality to the system</li> <li>e) Design a smooth and user friendly interface for the system</li> <li>f) Develop CMS database</li> </ul>	<ul style="list-style-type: none"> <li>a) Bachelor degree in computer science</li> <li>b) Developed at least 5 years' experience with CMS related systems</li> <li>c) Have complete understanding of the CMS(Word Press, druple, Joomla)</li> </ul>
9	Mobile App Developers	<ul style="list-style-type: none"> <li>a) Outline the APP model to the system developer</li> <li>b) Provide concept of the system and apply e-logistic standards</li> <li>c) Add additional functionality to the system</li> <li>d) Standard</li> <li>e) Provide concept of the e-commerce platform to the team</li> <li>f) Co-ordinate all activities and information/feedback with client and afghan post</li> <li>g) Add Post offices locations in Google Map</li> <li>h) Create customized APP in Google map for each Post office in Central, Provincial and regional base</li> <li>i) Add rating function to the application</li> <li>j) Add Live chat to application for customer assistance and support</li> <li>k) Design a user friendly application easy to navigate</li> </ul>	<ul style="list-style-type: none"> <li>a) Bachelor degree In Computer Science</li> <li>b) At least 5 years of experience in mobile application Development</li> <li>c) At least developed 5 Android and 5 iOS application live on APP store with proof of portfolio</li> <li>d) Good analytical skills to understand the requirements and develop solutions.</li> <li>e) Strong competency in building cross-platform mobile applications</li> <li>f) Use Xamarin. iOS and Xamarin. Android for creating native user interface. Solid understanding of full mobile development life cycle.</li> <li>g) Working Knowledge of Data Parsing, Storing and related patterns.</li> <li>h) Implement RESTFUL API calls to communicate with server.</li> <li>i) Have experience with GPS functions in Mobile</li> <li>j) Use Push notifications functions</li> <li>k) Use various design patterns manage code and data efficiently.</li> <li>l) Designing, coding, debugging and deploying applications</li> <li>m) Use of Google map</li> </ul>

10	Software Engineer	<ul style="list-style-type: none"> <li>a) Provide requirement gathering documents</li> <li>b) Develop use case for the platform actors</li> </ul>	<ul style="list-style-type: none"> <li>a) Have bachelor degree in Software engineering</li> <li>b) Developed and participated in 5 similar projects</li> </ul>
11	Online Marketing Expert	<ul style="list-style-type: none"> <li>a) Advice and apply online marketing policy to the system</li> <li>b) Help system and web developer in branding and marketing standards for online business</li> <li>c) Develop long-term marketing policy for the PEC platform</li> </ul>	<ul style="list-style-type: none"> <li>a) Have degree in online marketing</li> <li>b) Have at least 5 years experience In online marketing</li> </ul>
12	system trainer/Tester	<ul style="list-style-type: none"> <li>a) Prepare training materials such users manuals for different users, develop system documents</li> <li>b) Provide training materials in 3 languages</li> <li>a) Test the LMIS/PMIS/APEC each component</li> <li>b) Provide black box and white box test for LMIS/PMIS/APEC</li> <li>c) Make the LMIS/PMIS/APEC bug free</li> <li>d) Develop test seniors for LMIS/PMIS/APEC</li> <li>e) Prepare training materials for LMIS/PMIS/APEC</li> <li>f) Develop user manual for different users, develop system documents</li> <li>g) Train Post staff on how to use LMIS/PMIS/APEC</li> <li>c) Provide training materials in 3 languages</li> <li>d) Assist in content translation of the system</li> </ul>	<ul style="list-style-type: none"> <li>a) Have bachelor degree in Software Engineering</li> <li>b) Test and training experience in relevant MIS applications</li> <li>c) Developed and participated in 5 smiler projects</li> </ul>
13	Point of Contact	<ul style="list-style-type: none"> <li>a) To receive urgent calls and facilitate contact among team with the entity</li> <li>b) Coordinate meetings between Afghan POST and consultancy company</li> <li>c) Point of contact between company and Afghan Post</li> <li>d)</li> </ul>	<ul style="list-style-type: none"> <li>a) Have good communication skills and understanding of the information technology</li> </ul>

## 15.0 Term and condition of Payments:

<b>Schedule of Payment</b>			
1	1 <sup>st</sup> Installment	70%	70 % of the payment will be made upon the successful: <ul style="list-style-type: none"><li>- Launch of the platforms(APEC,PMIS,LMIS) and mobile application both online and local</li><li>- Approval of IT Technical Team for systems performance</li><li>- Launch of the system on APP Store (2 Mobile Applications)</li><li>- Delivery of all the equipment's as requested in this document.</li><li>- Delivery of the key license of software's</li><li>- Delivery of system source code on CD</li><li>- After complete installation &amp; configuration of systems and hardware in both Central and Provincial Level</li></ul>
2	2 <sup>nd</sup> Installment	20%	20% of the payment will be made upon delivering the required end user training and requested reports.
3	3 <sup>rd</sup> Installment	10%	10% of payment upon the successful completion of: <ul style="list-style-type: none"><li>- System operational grantee period of one year.</li><li>- After completing maintenance period</li></ul>

Note: 10 % of the performance guarantee will be returned upon the completion of the warranty period.

## 16.0 Selection Criteria:

*The selection criteria for this project are QCBS (Consultant Quality and Cost Based Selection).*