

TENDER NOTICE

No. EA/02-32-2026

Providing Microsoft Unified Support

1. Bids are invited from Authorized Companies/Partners to provide Microsoft unified support. The Hard Bid Documents are also available in Etisalat head office and can be obtained from procurement department as well can download it from Etisalat Afghanistan website (www.etisalat.af, Tenders).

2. Bids shall be sent via email to snabizada@etisalat.af **Deadline: 12-April-2026**

Note: If you submit your commercial part of proposal by email, please provide it in password protected document/format. We will request the password once here the concerned committee started the bid's commercial evaluation.

3. Bids received after the above deadline shall not be accepted.

4. Bidders should be registered with Etisalat Afghanistan in Vendor Registration List. If any interested bidder is not registered, first they should register their company before tender deadline and submission of bid.

5. Etisalat Afghanistan reserves the rights to accept or reject any or all bids and to annul the bidding process at any time, without thereby incurring any liability to the affected bidder(s) or any obligations to inform the affected bidder(s) of the grounds for Etisalat Afghanistan action.

6. All correspondence on the subject may address to Shoaib Nabizada, Sr. Analyst Procurement & Contracts, Etisalat Afghanistan. Email snabizada@etisalat.af and Phone No.+93781 204113.

Ihsanullah Zirik

Director Procurement & Contracts

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

E-mail: Ihsanullah@etisalat.af

Request for Proposal (RFP)

For

Microsoft Unified Support



1. DEFINITIONS

In this document, the following terms and meanings shall be interpreted as indicated:

1.1 Terms.

“Acceptance Test(s)” means the test(s) specified in the Technical Specifications to be carried out to ascertain whether the Goods, Equipment, System, Material, Items or a specified part thereof is able to attain the Performance Level specified in the Technical Specifications in accordance with the provisions of the Contract.

“Acceptance Test Procedures” means test procedures specified in the technical specifications and/or by the supplier and approved by EA as it is or with modifications.

“Approved” or “approval” means approved in writing.

“BoQ ” stands for Bill of Quantities of each job/work as mentioned in this contract and its annexes according to which the contractor shall supply equipment & services and subject to change by agreement of both parties.

“Bidding” means a formal procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract.

“Bid/Tender Document” means the Bid/Tender documents issued by EA for invitation of Bids/Offer along with subsequent amendments and clarifications.

“CIF” means “Cost Insurance Freight” as specified in INCOTERM 2010.

“Competent Authority” means the staff or functionary authorized by EA to deal finally with the matter in issue.

“Completion Date” means the date by which the Contractor is required to complete the Contract.

“Country of Origin” means the countries and territories eligible under the rules elaborated in the “Instruction to Bidders ”.

“Contract” means the Contract between Etisalat Afghanistan (EA) and the Contractor and comprising documents enumerated therein, such as the Conditions of Contract, the Deliverables, the Specifications and the Contractor's offer and correspondence relating thereto, the Bill of Quantities with unit prices to be provided by the Contractor after completion of the detailed design work, (where applicable) or as approved by EA based on the accepted bid with agreed to adjustments Appendices and Addenda as well as any amendments made to any such documents in accordance with the Contract.

“Contractor” means the individual or firm(s) ultimately responsible for supplying all the Goods/Equipment/Systems/Material/Items on time and to cost under this contract to EA.

“Contractor’s Representative” means the person nominated by the contractor and named as such in the contract and approved by EA in the manner provided in the contract.

“Contract Documents” means the documents listed in Article (Contract Documents) of the Form of Contract (including any amendments thereto) or in any other article in this contract.

“Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

“Day” means calendar day of the Gregorian calendar.

“Delivery charges” means local transportation, handling, insurance and other charges incidental to the delivery of Goods to their final destination.

“D.D.P” means Delivered Duty Paid as defined in the Incoterms 2010 including the unloading responsibility of bidder/seller.

For the purpose of clarification, D.D.P Price here means that all costs, expenses, duties and taxes, incurred or payable on Goods by the contractor up to the point the Goods are handed over to consignee/ultimate consignee, are included in the price of the Goods.

“Documentation” means documentation specified in the relevant Article(s).

“Drawings” means the drawings referred to in the Contract documents and any modification of such drawings approved in writing by EA and such other drawings as may from time to time be furnished or approved in writing by EA.

“Effective Date” means the date the Contract shall take effect as mentioned in the Contract.

“Etisalat Afghanistan (EA)” means the company registered under the Laws of Islamic republic of Afghanistan and having office at Ihsan Plaza Charahi Shaheed Kabul in person or any person dully authorised by it for the specific purpose for the specific task within the Contract and notified to contractor in writing.

“Final Acceptance Certificate” means the certificate issued by EA after successful completion of warranty and removal of defects as intimated by EA.

“Force Majeure” means Acts of God, Government restrictions, financial hardships, war and hostilities, invasion, act of foreign enemies, rebellion, revolution, riot, industrial disputes, commotion, natural disasters and other similar risks that are outside of Contractor's and EA's control.

“Goods” means raw materials, products, equipment, systems, spares, and commodities in solid, liquid or gaseous form, and electricity, incidental services, transport, maintenance and similar obligations related to the supply of Goods if the value of those services does not exceed the value of the Goods themselves. The Goods include all of the equipment, machinery, and/or other materials which the Contractor is required to supply to EA under the Contract as per EA Technical Specifications.

“Goods Receipt Certificate” means certificate issued by the consignee certifying receipt of Goods in good order and condition.

“Liquidated Damages” mean the monetary damages imposed upon the contractor and the money payable to EA by the contractor on account of late delivery of the whole or part of the Goods.

“L.o.A” means Letter of Award issued by EA to successful bidder with regard to the award of tender.

“Month” means calendar month of the Gregorian calendar.

“Offer” means the quotation/bid and all subsequent clarifications submitted by the Bidder and accepted by EA in response to and in relation with the Bid Documents.

“Origin” means the place where the Goods are mined, grown or produced from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

“Performance Bond/Security” means an unconditional irrevocable guarantee issued by a bank located in Afghanistan and acceptable to EA commensurate with the value of the contract. The value of the Performance bond/Security shall be as specified in the contract but in no case shall be less than 10% (Ten Percent) of the total contract value.

“Pre-Shipment Inspection” means inspection and testing of Goods at manufacturer’s premises in accordance with the provisions of the specifications and the clause(s) of the contract pertaining to Pre-shipment Inspection.

“Prime Contractor” means the individual or firm ultimately responsible for supplying all the Goods on time and to cost under this Contract to EA.

“EA's Representative” shall mean the representative to be appointed by EA to act for and

on behalf of EA with respect to this Contract.

“Shipping Documents” means Contractor's Valued Invoice, Packing List, Freight Memo (if any), Weight and Measurement Certificate, Original Bill of Lading or Airway Bill (as the case may be), Certificate of Origin, Warranty Certificate, Insurance Declaration and Inspection Certificate and/or Contractor's Factory Test Certificate, as required by the Contract.

“Specifications” means the specifications, provided in the Contract and its annexure and in EA Tender Specifications and where the Contract is silent and in cases of conflicting specifications appearing in the documents, based on the latest version of ITU-T recommendations.

“Site” means the land or locations, buildings and other places including containers shells wherein and upon which the Goods are to be supplied/delivered, and such other land or places as may be specified in the Contract as forming part of the site.

“Supplier/Vendor” (used interchangeably) means the individual or firm ultimately responsible for supplying all the Goods on time and to cost under this Contract acting individually alone or as a “prime contractor” for a consortium.

“Supplier's Representative” means the person nominated by the Contractor and named as such in the Contract and approved by EA in the manner provided in the Contract.

“Subcontractor including Vendors” means any person to whom execution of any part of the facilities and/or services including preparation of any design or supply of any plant and equipment, is sub-contracted directly or indirectly by the Contractor, and includes its legal successors or permitted assigns.

“Warranty Period” shall mean the period of 12 months or any extended period starting from the acceptance of the delivered Goods in good order and conditions at consignee's warehouse or site certified by EA authorized representative (s).

2. INTRODUCTION TO WORK.

2.1 Offer invited for providing the Microsoft unified support in accordance with Etisalat specifications as per **Annexure A**.

2.2 Cybersecurity clauses as per **Annexure B**.

3. Scope of Work

As per Annexure –A

4. Validity of Offers

The offer must be valid for a minimum of 90 days from the Tender closing date, or as may be specified by Purchaser in the Tender documents.

5. Registration/Legal documents of the Bidder:

The Bidder shall include in his proposal, copies of registration documents such as the Certificate of Registration, Trade License, Chamber of Commerce Certificates, and Memorandum of Association (for Limited Liability Company) which shall be legalized as follows:

6. Progress of Work:

6.1 The Contractor shall commence the execution of the Contract and shall proceed in an orderly and proper manner with due expedition and without delay in order to ensure that the services/activities/jobs as stipulated in the contract are completed by the specified Completion Date.

6.2 A Progress Report shall be submitted by the Contractor showing the progress, any anticipated delays and any other relevant information. Each Progress Report shall include a statement confirming that the services/activities/jobs or part thereof shall be completed by the specified date or a detailed explanation, should delay be anticipated.

6.3 The Contractor shall be responsible for the quality of work and the execution of the Project and provision of services as per annexure-A. The Purchaser reserves the right to ensure such control and supervision as is deemed necessary.

4. Price

4.1 Price shall be quoted on in Afghani Currency or USD.

4.2 The price shall be inclusive of all taxes applicable as per Afghanistan Government Tax Laws on Services including Withholding Tax.

5. Payment Terms.

- 5.1** EA will make payments on quarterly basis at the end of each quarter.
- 5.2** Advance payment will be not made to contractor.
- 5.3** Payment will be made through Bank Transfer.
- 5.4** EA shall make prompt payment, within thirty days of submission of an invoice/claim by the contractor subject to availability of pre requisite documents specified under the contract and adjustment of penalty (if any) on account of late delivery and/or defective Goods replacement after confirmation from Project Director.
- 5.5** Payments are subject to deduction of income tax at prevalent rate from the relevant invoices of the contractor and paid to the Tax Authorities, except those especially exempted by the authorities. EA will issue certificate of deductions to the contractor to enable him to settle tax returns with the concerned authorities.
- 5.6** "Etisalat Afghanistan has full right to issue the PO/Contract payments via mHawala (mobile financial services) system to your mHawala account".

6. Construction of Contract:

The Contract shall be deemed to have been concluded in the Islamic Republic of Afghanistan and shall be governed by and construed in accordance with Islamic Republic Afghanistan Law.

7. Termination of the Contract by the Purchaser:

7.1 If during the course of the Contract, the Contractor shall be in breach of the Contract and the Purchaser shall so inform the Contractor by notice in writing, and should the breach continue for more than seven days (or such longer period as may be specified by the Purchaser) after such notice then the Purchaser may immediately terminate the Contract by notice in writing to the Contractor.

7.2 Upon termination of the Contract the Purchaser may at his option continue work either by himself or by sub-contracting to a third party. The Contractor shall if so required by the Purchaser within 14 days of the date of termination assign to the Purchaser without payment the benefit to any agreement for services and/or the execution of any work for the purposes of this Contract. In the event of the services/jobs being completed and ready for utilization by the Purchaser or a third

party and the total cost incurred by the Purchaser in so completing the required services/jobs being greater than which would have been incurred had the Contract not been terminated then the Contractor shall pay such excess to the Purchaser.

8. Termination of the Contract by the Contractor:

8.1 The Contractor shall not have the right to terminate or abandon the Contract except for reasons of force majeure.

8.2 In the event of the Contract being terminated by the Contractor as indicated, the Contract Price payable by the Purchaser to the Contractor (after taking into account amounts previously paid under the Contract) shall be the Price, as specified in the Contract, of the services received and accepted at the date of termination.

9. Local Taxes, Dues and Levies:

9.1 The Contractor shall be responsible for all government related taxes, dues and levies, including personal income tax, which may be payable in the Afghanistan or elsewhere.

9.2 Withholding tax (if applicable) shall be deducted on local portion only as per prevailing rates as notified Islamic republic of Afghanistan. The amount of withholding Tax(s) is 2% of all project cost for local/registered companies who have Afghanistan Government Official Work License and 7% for International/nonregistered companies.

10. Settlement of disputes:

10.1 All disputes arising out of or in connection with this Contract shall be finally decided by the Courts of Islamic Republic of Afghanistan. Such decision shall be binding to parties. For this purpose the parties shall be deemed to have agreed to submit to the jurisdiction of the Courts of Islamic Republic of Afghanistan and to have waived any immunity that may be claimed in this respect.

10.2 Notwithstanding that a dispute may have been referred to the Court both parties shall, if required by the Purchaser, proceed with their contractual obligations.

11. Corrupt Practices:

11.1 The Contractor shall not offer or give or agree to give to any person any gift or consideration of any kind as an inducement or reward for doing of fore-bearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other Contract with the Purchaser or for showing or forbearing to show favor or disfavor to any person in relation to this or any other Contract with the Purchaser.

11.2 The Contractor shall not enter into this or any other Contract with the Purchaser in the event that any such commission has been paid or agreed to be paid by him or on his behalf or to his knowledge, unless before the Contract is made, particulars of any such commission and of terms and conditions of any agreement for the payment thereof have been disclosed in writing to the Purchaser.

11.3 Any breach of this condition by the Contractor or by anyone employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) shall entitle the Purchaser to terminate the Contract.

12. Publicity and confidentiality

12.1 The Contractor shall not, and shall ensure that none of his sub-contractors will, advertise or otherwise disclose the appointment of the Contractor or his sub-contractors or the terms of the Contract (save insofar as may be required by law or may be necessary for the due performance of the Contract) without the prior approval in writing of the Purchaser. All copy of material relating to this Contract which is intended for publication in any form by the Contractor or any sub-contractor must first be submitted in draft form to the Purchaser for approval indicating the countries in which it will appear.

12.2 The Contractor shall ensure that he and / or his sub-contractors (including their personnel) shall not disclose the location, nature, purpose, details of equipment; technical specifications, customized /tailored designs etc. or other confidential / site specific information given to him as a result of awarding the Contract or gained by him from his association with other Contractors of the Purchaser in the same site, area or field to a third party, without obtaining prior approval in writing from the Purchaser.

Annexure - A

Scope of Work:

Request for Proposal (RFP)

Microsoft Premier/Unified Support Services or Alternative

1. Introduction

This Request for Proposal (RFP) invites qualified vendors and authorized partners to submit proposals for providing Microsoft Premier/Unified Support Services for Etisalat Afghanistan. The objective is to obtain comprehensive, enterprise-grade technical support services that ensure high availability, performance, security, and reliability of the organization's IT environment.

2. Background

Our organization relies extensively on Microsoft technologies across infrastructure, applications, SaaS cloud services, and productivity platforms. We require a support partner capable of delivering proactive and reactive support services with guaranteed response times and enterprise-level service quality.

3. Objectives

The primary objectives of this RFP are: - Ensure uninterrupted business operations through reliable technical support - Minimize downtime and operational risks - Improve system performance and security posture - Obtain expert guidance for planning, implementation, and optimization - Enhance internal IT team capabilities through advisory and knowledge services

4. Scope of Work

The selected vendor shall provide comprehensive support services including but not limited to: - 24/7 technical support for critical incidents - Troubleshooting and resolution of system issues - Guidance for architecture, deployment, configuration, and optimization - Support across the full Microsoft technology stack - Escalation management and vendor coordination

5. Required Key Features and Benefits

Proposals must clearly demonstrate inclusion of the following capabilities:

5.1 Comprehensive Coverage

Support must cover the entire organizational IT environment, including operating systems, server platforms, SaaS cloud services (E3), collaboration tools, security solutions, databases, and enterprise applications.

5.2 Proactive Services

Vendor must provide proactive services designed to prevent incidents and improve system health, including: - Risk assessments - Environment health checks - Performance reviews - Security posture assessments - Preventive recommendations - Knowledge transfer and technical workshops

5.3 24/7 Priority Support

- Round-the-clock access to technical engineers
- Priority handling for critical and high-impact incidents
- Defined escalation procedures
- Guaranteed response and resolution targets

5.5 Ticketing Support Tools

The vendor must provide access to a ticketing system and support tools that enable efficient incident and service request management.

6. Service Level Agreement (SLA) Requirements

Vendors must provide standard SLA commitments including clearly defined severity levels, guaranteed response times, resolution targets, escalation timelines, availability guarantees, and service credits for SLA breaches.

6.1 Incident Severity Definitions and Response Times

Severity Level	Definition	Initial Response Time	Update Frequency	Target Resolution Time
Critical	Complete production system outage or business-critical functionality unavailable affecting large number of users	15 minutes	Every 30 minutes	4 hours or workaround
High	Major functionality severely impacted with no acceptable workaround	30 minutes	Every 1 hour	8 hours
Medium	Moderate impact affecting limited users or non-critical services	2 hours	Every 4 hours	2 business days
Low	Minimal impact, general inquiry, or cosmetic issue	4 hours	Daily	5 business days

6.2 Support Scope Requirements

Support services must not be limited only to licensed products. Vendor must provide technical support, troubleshooting, and advisory services for the full Microsoft ecosystem deployed

within the organization environment, including but not limited to: - **Windows Servers, Active Directory, SQL Server - Microsoft 365 services (Exchange Online, Hyper-V - Windows Client OS - Microsoft Office applications - Outlook - Active Directory - Azure services - Security and identity platforms, SharePoint, Teams, etc.)**

6.3 Mandatory Support Capabilities

Vendor must provide: - Root Cause Analysis (RCA) reports for major and recurring incidents - Configuration fixes and corrective actions - Best-practice recommendations - Patch and update guidance - Performance tuning assistance - Security remediation guidance - Architecture validation support

Vendors must clearly confirm compliance with all SLA and support scope requirements in their proposal.

7. Vendor Qualifications

Bidders must: - Be an authorized provider or partner for Microsoft enterprise support services - Demonstrate experience supporting enterprise environments - Provide at least three enterprise customer references - Show capability to support large-scale deployments - Provide certified technical experts.

8. List of EA License

Product Name	QTY
E3	881
Azure p2	50
Microsoft Project	20
Visio	60
Visual Studio Pro	5
SQL Server Enterprise ALng	10
SQL Server Enterprise Core ALng	2
SQL Server Standard ALng	9
Win Server Standard Core ALng	1040
Defender O365 P2	878
Azure Bus service	1
Power APP Premium	20
Microsoft Copilot	50
Microsoft Copilot Studio	1

Annexure-B

EA Cybersecurity Requirements

Overview

This document defines the minimum Cybersecurity requirements that must be considered and incorporated in the RFX documents for new projects and systems. The Cybersecurity requirements are created in adherence to Etisalat Afghanistan Cybersecurity Policies.

The cybersecurity requirements outlined in our RFPs and contracts serve as the foundation of our commitment to safeguarding sensitive data and ensuring the integrity of our operations. Compliance with these measures is not just a formality but an essential component in mitigating risks, maintaining legal compliance, and protecting the trust of our stakeholders. By adhering to our cybersecurity protocols, vendors play a key role in strengthening our digital infrastructure against evolving threats, thereby contributing to a secure and resilient business ecosystem. We urge vendors to recognize the significance of these requirements and partner with us in upholding the highest standards of cybersecurity excellence.

Important Note

Bidders, vendors, project managers, and any concerned party shall fill all the fields in the below table, any missing or non-compliant item may cause disqualifying the proposed system from the Etisalat Afghanistan Cybersecurity Department.

For any compliant items, further supporting documents must be submitted to the Cybersecurity Department for analysis and validation.

S.No	Description	Compliance (YES/NO/NA)	Comments
1	Security Requirements		
1.1	The Contractor/Supplier/vendor to sign Non-Disclosure Agreement (NDA) with Etisalat Afghanistan before finalizing RFX/contract/POC agreement as per Etisalat NDA process.		
1.2	Contractor/Supplier/vendor equipment's (e.g. Servers, PCs, etc.) that are connected to Etisalat network must be securely wiped before taking out of Etisalat premises.		
1.3	The proposed/contracted system shall pass Etisalat Afghanistan's Cybersecurity Audit (Vulnerability Assessment/Penetration Testing/Security Audit) before go-live/service acceptance by Etisalat Afghanistan. Contractor/Supplier/vendor shall provide SLA for fixing Security gaps based on severity.		
1.4	Contractor/Supplier/vendor shall fix all security issues/vulnerabilities identified and reported by ETISALAT and/or Third Party Contracted to do the testing, with no additional cost even after going live.		
1.5	Contractor/Supplier/vendor confirms that its products/solution are tested for weaknesses via methods such as Vulnerability Assessment, penetration testing, Static/Dynamic Code Analysis, red teaming exercises and scans that check for compliance against the baseline security standards or security best practices, before the new product or any of its releases is delivered to ETISALAT Afghanistan.		

S.No	Description	Compliance (YES/NO/NA)	Comments
1.6	The Contractor/Supplier/vendor shall provide evidence/report of the security assessment/audit of the proposed solution to Cybersecurity Department of Etisalat Afghanistan.		
1.7	Proposed system must not have dependency on end of life/end of support software or any such requirements.		
1.8	The proposed system (OS & Database) must be hardened with CIS control as per EA Secure Configuration Policy.		
1.9	Vendor must report any security incident or suspicious activity to Etisalat SOC team at soc@etisalat.af address.		
1.10	Vendor must ensure their operating systems/hardware are up to date and is not End of Life/End of support in next 3 years.		
1.11	EA has the right to request for vulnerabilities or penetration testing reports of web applications if vendor is supposed to deploy any in EA.		
1.12	The proposed system must not have any dependency on end of life/end of support software or any such requirements.		
1.13	Vendors must align all their services and configurations in accordance to EA Information Security policies and standards.		
1.14	Vendors must use and install only licensed applications.		
1.15	The installation and Integration of servers must be aligned with IT and Cybersecurity requirements.		
1.16	Vendor must access the servers only through Etisalat PAM solution.		
1.17	In the event of a security concern or suspicious activity arising from the vendor's end, Etisalat reserves the right to suspend or revoke access during investigation from Etisalat's side.		
1.18	Vendor must align their changes according to EA Change Management Policy.		
1.19	Vendor must ensure all their operating systems are fully patched with the latest OS/Software updates.		
1.20	The database must encrypt admin user's information with algorithms such as PBKDF2 and SHA256/384/512 bits.		
2	Security Architecture		
2.1	The Contractor/Supplier/vendor shall ensure that proposed solution shall comply with the applicable IT and Telecom Security standards (such as UAE NESAs (SIA) IA V2, UAE DESC (ISR), UAE TRA, 3GPP, ETSI, ENISA, CSA, NIST, PCI, ISO, GDPR etc.) The Contractor/Supplier/vendor shall confirm the applicable standard.		
2.2	The proposed solution shall support the latest operating systems and application versions. Contractor/Supplier/vendor to ensure proposed solutions will run the latest stable software, operating system, and firmware that is not End of Life or End of Support.		
2.3	The solution shall be designed with multi-tier architecture, (Demilitarized Zone (DMZ), middleware, and private network). Any system accessible from the Internet shall be		

S.No	Description	Compliance (YES/NO/NA)	Comments
	on the DMZ and access to internal sensitive data shall be secured through the middle tier application proxy and/or a standard Firewall Technology.		
2.4	The proposed solution shall not impact the existing Etisalat Afghanistan security controls or posture in any way.		
2.5	The performance of the proposed system shall meet the business requirements without disabling or removing any existing security control.		
2.6	The Contractor/Supplier/vendor shall provide only secure methods of communication such as HTTPS, SFTP, SCP, TLS1.3, IPSEC, SRTP, SSH v2, SNMPv3 between the proposed nodes. Non-secure protocols such as Telnet, HTTP and FTP are strictly prohibited.		
3	Password Security		
3.1	All Operating Systems (e.g. Linux and Windows) must be hardened according to the official secure configuration baseline of Etisalat Afghanistan and to fully comply with Etisalat Afghanistan Security Policies.		
3.2	The proposed system includes password management module that supports the following features:		
3.3	Setting the minimum password length		
3.4	Password complexity, and not accepting blank passwords		
3.5	Maximum password age and password history/Threshold		
3.6	Account lockout		
3.7	Enforce changing password after first login		
3.8	Prompt / notify for the old password on password changes		
3.9	The password shall be saved in hashed format (i.e., irreversible encryption)		
3.10	The hashing/encryption algorithm of the proposed solution must be in compliant with Etisalat Afghanistan cryptographic requirements.		
3.11	Forgetting or resetting password function must support MFA mechanism using OTP or email for verification		
4	Authentication		
4.1	The proposed system shall not provide access without valid username and password.		
4.2	All user access to the proposed system shall support integration with industry Privilege account Management (PAM) solutions.		
4.3	For public web applications, the proposed system supports and uses CAPTCHA or OTP to prevent against password attacks including but not limited to Dictionary Attack, Brute Force and Password Spraying mechanism.		
4.4	For mobile applications, the proposed system shall support and uses fingerprint authentication method		
4.5	The proposed system supports and uses secure authentication protocols, like Kerberos, LDAP-S, NTLM V2 and above, HTTPs (for web applications)		
4.6	The proposed system will not use insecure authentication protocols including but not limited to FTP, Telnet, NTLM v1, and HTTP (for web applications)		

S.No	Description	Compliance (YES/NO/NA)	Comments
4.7	The proposed system shall support session timeout settings		
4.8	The proposed solution shall support secure API architecture to integrate systems to exchange data were deemed necessary.		
4.9	The proposed solution shall support integration with Identity and Access Management solution (IAM) for user lifecycle management via standard APIs.		
4.10	The proposed solution must support LDAP and RADIUS authentication.		
5	Authorization		
5.1	The proposed solution shall support role-based and Rule Based access controls that includes access profiles or security matrix (i.e., Role Name VS. Access Permissions)		
5.2	The proposed system supports role-based / rule-based access permissions, i.e., Administrator, Operator, Viewer, User...		
6	Software Security		
6.1	The software development and testing will not run on the production systems and will be running in an isolated environment.		
6.2	The software source code will not include clear-text passwords.		
6.3	The software code will not include insecure protocols, like FTP, telnet ...etc.		
6.4	The software testing will not use live/production sensitive or PII data unless it's masked as per Etisalat Afghanistan's Cybersecurity Policies		
6.5	The proposed system enforces input and output validation to prevent Cyber-attacks including but not limited to SQL Injection, Buffer Overflow, XSS and SSRF...etc.		
6.6	For web portals, the proposed solution shall include all the security controls to prevent / protect the application against OWASP Top 10 security attacks and risks		
6.7	For mobile application, the proposed system shall include security checks / controls to protect from mobile attacks, like SSL Pinning, Jailbreak, Anti-debug, Anti-hooking, and Advanced Obfuscation...		

S.No	Description	Compliance (YES/NO/NA)	Comments
7	Security Event Logging		
7.1	Proposed systems shall support standard logging protocols such as CIFS/Syslog/CSV logs files		
7.2	The system shall generate and support audit logs that contain the following fields (as a minimum): <ul style="list-style-type: none"> a) Username b) Timestamp (Date & Time). c) Source and Destination IPs d) Transaction ID & session information e) Failed/Successful Logins f) Modification of Security Settings g) Privilege Escalation h) User Account Modification 		
7.3	The proposed solution shall support the integration with Etisalat Afghanistan NTP server for time synchronization and accurate logging.		
7.4	The proposed solution shall support integration with IBM QRadar for Log Aggregation and Correlation.		
8	Public Cloud Security		
8.1	Etisalat customers' and staff personal data (PII: name, contacts, address, Emirates ID, Passport number, Nationality ...) is encrypted at rest and in transit using a strong industry-standard encryption protocol in full compliance with Etisalat Afghanistan's Cryptographic requirements.		
8.2	The Public Cloud setup that stores PII information shall be hosted in the UAE		
8.3	The Public Cloud setup is hosted in a dedicated tenant for Etisalat Afghanistan (i.e., not shared)		
8.4	The Public Cloud data center shall not be moved to another country or location without prior coordination and approval from Etisalat Afghanistan Cybersecurity Department		
8.5	All Etisalat data will be permanently erased from the Public Cloud on termination of the service or support agreement		
8.6	The proposed Cloud system supports Etisalat Afghanistan's Cloud Access Security Broker (such as Microsoft MCAS, Netskope CASB)		
9	Virtualization and Container Security		
9.1	If applicable, Bidder shall ensure the proposed virtualized infrastructure, service based and micro services architecture to support multi tenancy, zoning & micro-segmentation, security visibility, secure virtualization (sVirt), trusted image signing, virtual Firewalls, DoS protection, Trusted platform module (TPM), Hypervisor & Host OS security to secure data and resources.		
9.2	The proposed solution shall support integration with Etisalat/Leading Container Security Solution, where applicable, to scan the container images and ensure malware protection of CI/CD pipeline.		
10	Artificial Intelligence and Machine Learning Security		

S.No	Description	Compliance (YES/NO/NA)	Comments
10.1	If the proposed solution uses AI/ML, it must ensure model integrity, prevent model poisoning, and protect training data from leakage.		
10.2	Any AI model must be explainable and auditable, especially for systems impacting customer services or security decisions		
10.3	AI/ML-based systems must include monitoring to detect adversarial inputs or behavioral drift.		
10.4	Access to AI training datasets must be role-based and logged.		
11	Encryption and Key Management		
11.1	All sensitive data at rest and in transit must be encrypted using strong encryption standards (AES-256, TLS 1.3, etc.).		
11.2	Key management must be handled via secure KMS (Key Management Systems) in compliance with Etisalat Afghanistan's Cryptographic Policy.		
11.3	Private keys and credentials must not be hardcoded into applications or scripts.		
12	Database Security		
12.1	The database must enforce the least privilege of access and role separation.		
12.2	Database activity monitoring (DAM) should be enabled and integrated with the SIEM.		
12.3	Sensitive fields (e.g., PII, financials) must be encrypted and masking enabled for non-privileged users.		
12.4	Default accounts and unused stored procedures must be disabled or removed.		
13	Network Security		
13.1	The solution must comply with Etisalat Afghanistan's network segmentation and zero trust architecture.		
13.2	2 All network connections must be protected using firewalls, IDS/IPS, and NDR (Network Detection and Response).		
13.3	Insecure protocols (e.g., Telnet, SMBv1) must be disabled.		
13.4	Remote access must be restricted and controlled through VPN, MFA, and PAM.		
14	API Security		
14.1	APIs must enforce authentication and authorization using OAuth2.0 or JWT standards.		
14.2	APIs must be protected against OWASP API Top 10 vulnerabilities.		
14.3	API traffic must be logged and monitored with anomaly detection.		
14.4	Rate limiting and throttling mechanisms must be in place to prevent abuse.		
No.	Description	Compliance (YES/NO/NA)	Comments

S.No	Description	Compliance (YES/NO/NA)	Comments
15	Physical and Environmental Security		
15.1	Equipment housing critical data must reside in secure, access-controlled environments.		
15.2	Physical access to sensitive areas must be logged and monitored.		
15.3	Proper labeling, secure disposal, and asset lifecycle tracking must be implemented for all hardware.		
15.4	Surveillance and intrusion detection must be in place for all datacenter or server rooms used in the project.		
16	Infrastructure and Visibility		
16.1	All components of the infrastructure must support centralized logging and monitoring.		
16.2	The system must support integration with vulnerability scanners and patch management tools.		
16.3	Network and application topology must be documented and shared with EA Cybersecurity.		
16.4	Shadow IT and undocumented components must be reported and approved before deployment.		