TENDER NOTICE

No. EA/02-28-2026

For RAID System – Operational Support Services

1. Bids are invited from your authorized partner to provide RAID system operational support services. This bid Document is also available on the Etisalat website (www.etisalat.af, Tenders).

2. RFP Deadline is **18 March 2026 Afghanistan time.**

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

4. Bidders can the softcopy shall be submitted through email (snabizada@etisalat.af) and cc: (Ihsanullah@etisalat.af) and marked clearly with the **RFP name, and number.**

5. The bidder shall submit the proposal with separate (Technical and Commercial) parts. The commercial part must be password password-protected document for a softcopy of the proposal, and we will request the password once here the concerned committee opens bids (starts the bid's Commercial evaluation). The bids shall be first evaluated technically. Technical evaluation will be based on the conformity to required technical specifications and compliance matrix specified in the Bidding Documents. Only technically compliant bids that meet all the mandatory service-effecting requirements will be evaluated commercially.

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

7. All correspondence on the subject may be addressed to Shoaib Nabizada, Sr. Manager Procurement and Contracts, and Etisalat Afghanistan. Email snabizada@etisalat.af and Phone No. +93781204113.

Ihsanullah Zirak

Director Procurement and Supply Chain

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

E-mail**:** ihsanullah@etisalat.af

Request for Proposal

(RFP)

For

RAID System – Operational Support Services

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/Offers 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.

"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.

"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 Emirate 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 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.

"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.

"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.

"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.

"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 certified by EA authorized representative (s).

2. INTRODUCTION TO WORK.

2.1 Bids are invited for Renewal of Annual Support for **RAID System – Operational Support Services** in accordance with Etisalat specifications and Annexures.

3. Bill of Quantity (BoQ)

As per Annexure –A

4. Validity of Offers

The Tenders 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. Price and Payment Term

5.1 Payment shall be made by bank transfer after receipt of original Hardcopy of invoice.

5.2 Advance payment shall be not made to the contractor.

5.3 EA shall make prompt payment, within thirty days of submission of an invoice/claim by the contractor subject to availability of prerequisite documents specified under the contract and adjustment of penalty (if any) on account of late delivery and/or defective Goods replacement after confirmation from the Project Director.

5.4 Payments are subject to deduction of income tax at the 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 a certificate of deductions to the contractor to enable him to settle tax returns with the concerned authorities.

5.5 Payments against the entire contract will be made by EA based on the contractor's ability to meet payment milestones as defined in the Bid Documents in the following manner.

5.5.1 For Installation, Testing, Commissioning, and Professional Services (if available).

5.5.2.1 EA will make payment equal to 100% of the amount of Services cost after delivery.

5.5.2 For System Support and Maintenance Services.

5.5.2.1 EA will make payment on quarterly basis at the end of each quarter after support/service is delivered.

6. Construction of Contract:

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

7. Termination of the Contract

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.

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

7.4 Etisalat has the right to terminate this Contract without cause at any time by serving a 30-day prior written notice to the Contractor.

8. Local Taxes, Dues and Levies:

8.1 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.

8.2 Withholding tax (if applicable) shall be deducted on local portion only as per prevailing rates as notified Islamic Emirate 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.

Annexure-A

Statement of Work (SOW) RAID System – Operational Support Services

1. Purpose

This Statement of Work (SOW) defines the **scope of operational support services**, deliverables, responsibilities, and governance for the **support** of the following systems:

- **RAID** – Revenue Assurance Integrity Driller
- **RV** – Rating Validation Framework

The implementation phase for both platforms has been completed. This SOW exclusively covers **running operations**, including system monitoring, maintenance, issue resolution, configuration changes, enhancements, and continuous improvement activities.

2. Background (System Landscape & Operational Architecture)

The **RAID (Revenue Assurance Integrity Driller)** system is a mission-critical platform designed to support **large-scale telecom operations**, offering high scalability, stability, and automation during day-to-day operations.
Currently, **RAID version 8.2** is deployed at **Etisalat Afghanistan**, supporting an operator base of **more than 6 million Active subscribers**. The platform processes **high-volume daily XDR/CDR data**, visualizes results through dashboards, generates automated operational and customer usage reports, and triggers alarms to proactively notify users of system, data, or reconciliation abnormalities.
This SOW governs the **operational support** of the RAID and RV platforms to ensure continuous availability, data accuracy, and effective revenue assurance controls.

2.1 Operational Use of RAID & RV

During normal operations, the RAID platform is used to perform:

- Continuous **platform output CDR and data reconciliation**
- **Subscriber usage and feature cross-matching** across network and business systems, including but not limited to:

- **MSC** – Mobile Switching Center
- **SMSC** – Short Message Service Center
- **GGSN** – Gateway GPRS Support Node
- **OCS** – Online Charging System
- **CVBS** – Convergent Billing System
- **HLR** – Home Location Register • **IMS** – IP Multimedia Subsystem.

- Monitoring **data completeness, accuracy, and integrity** across system handoffs • Automated alerting for **revenue, system, or data mismatches**
- **Rating Validation (RV module)** operations, including CDR re-rating to validate rating and charging accuracy within existing Billing and Charging systems

2.2 RAID Technical Architecture (Operational View)

For operational support purposes, the RAID architecture is logically divided into:

- **Web Portal Layer (Java):**
  Dashboards, reports, alarms, and drill-down user interfaces
- **Application Server Layer (Java):**
  Core processing, reconciliation logic, batch jobs, automation, and validation rules
- **Database Server Layer (Oracle / PostgreSQL):**
  High-volume CDR/XDR storage, reconciliation processing, analytics, and reporting

3. System Background

3.1 RAID – Revenue Assurance System

- **Application Version:** RAID v8 (Revenue Assurance Drill-Down Platform)
- **Deployment Status:** Fully deployed and operational

Primary Functions

- Traffic reconciliation
- Data and CDR leakage detection with drill-down analysis
- CDR completeness, accuracy, and integrity validation
- KPI dashboards covering Mediation → Rating → Billing

RAID Server details

Component	Specification
Application Server	Linux-based VM (Oracle Linux Server 8.10)
CPU	54 CPUs
Memory	337 GB RAM

Storage	4 TB
Database	Oracle 19c
Connectivity	Mediation, Rating, Billing, DWH, Interconnect & Roaming feeds

3.2 RV – Rating Validation Framework

- **Application Version:** RV Engine v8 **Primary Functions**
- End-to-end retail and wholesale rating verification
- Regression validation of tariff and pricing changes
- Rating variance and exception reporting
- TAP/RAP/Binary CDR validation
    - Certification of prepaid and postpaid rule modifications.

RV Server details

Component	Specification
Application Server	Linux VM (Oracle Linux Server 9.5)
CPU	12 CPUs
Memory	99.8 GB RAM
Storage	1 TB
Database	Oracle 19c
Integrations	Mediation binaries, Rating engine, TAP3/RAP folders

4. Objectives of Support Engagement

The objectives of this support engagement are to:

- Ensure **continuous, stable, and accurate operation** of RAID and RV environments • Maintain daily **CDR, MOU and data volume assurance controls** and **rating validation cycles**

- Rapidly detect, analyze, and resolve **revenue-impacting issues**
- Support configuration changes and enhancements driven by **business or regulatory requirements**
- Ensure compliance with **internal audit, RAFM, and security standards 5. Scope of Work**

5.1 In-Scope Activities

RAID – Revenue Assurance Support

1. Configuration, tuning, and optimization of the RAID platform.
2. Dashboard design, layout changes, and KPI updates
3. Application-level security vulnerability patching
4. Investigation and analysis of exceptions and anomalies
5. Revenue and CDR leakage identification, quantification, and reporting
6. Backend job monitoring (Mediation → Rating → Billing)
7. Dashboard refresh and scheduled KPI updates
8. Support for changes or addition of TAGs in binary file processing **RV –**

Rating Validation Support

1. Addition and modification of rate plans 2.

Application-level security vulnerability patching

3. Regression validation for: ○ New tariff launches ○ Bundle modifications ○ Interconnect rate changes ○ Roaming IOT updates
4. Support for prepaid and postpaid rating rule changes
5. Support for roaming TAP/RAP processing, binary conversion, and rating anomaly analysis

6. Tools & Access Requirements

To deliver services under this SOW, the support team requires access to:

- RAID platform (Production and UAT)
- RV rating validation tools
- Prepaid and Postpaid rating logs
- Interconnect and Roaming CDR repositories

- TAP3 and RAP processing directories
- Binary CDR staging areas
- Summary reports and rating inconsistency logs

Access shall be provided in accordance with internal security and audit policies.

7.Training & Knowledge Transfer (Optional – One-Time)

The selected vendor shall provide a one-time, structured training and knowledge transfer session for the customer's IT and operational staff. This will enable the team to independently operate, monitor, and troubleshoot the RAID platform.

7.1 RAID Platform Overview

- **Installation & Portal Features:** System architecture, deployment sequence, directory structure, user roles, groups, and authentication
- **Data Model:** Connector configurations, entity creation, star model approach, data sources, links, and domains
- **Smart Data Stream:** Process design, ASCII/Binary formats, file and transaction definitions, stream configuration, loading, control flows, and monitoring
- **Smart Content / Mashups:** Composing and linking mashups, event behavior definition, and layout management

7.2 Revenue Assurance Concepts

- **Provisioning Assurance:** Design, validation, rules, alarms, and control flows
- **Usage Assurance:** Validation types, inter-system checks, trending, and sequence validation
- **Rating Validation:** RV architecture, processes, dashboards, XDR analysis, job summaries, offer management, and CBR configurations
- **ACM Inbox:** Case handling, workflow, and worklist overview

7.3 Fraud Management Concepts

- **Basic Fraud Management:** Overview, entity setup, data acquisition, engine configuration, and rules
- **Fraud Detection Refinement:** Entity registry, classification flows, segmentation, and rule design
- **Alarms Correlation:** Event tracking, output classification, and correlation engine types
- **Rule Optimizer & Analysis:** Rule testing and false positive analysis
- **ACM Inbox:** Workflow and case management.

8.Level 3 (L3) RAID System Support – Optional (Costed

Separately)

The vendor shall provide a separate cost proposal for advanced L3 support activities, including:

- System upgrades, patches, hotfix deployment and integration support.
- Application security patching and vulnerability remediation
- Resolution of critical or complex technical issues

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 NESA (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)		

S.No	Description	Compliance (YES/NO/NA)	Comments
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)		
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): 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		

S.No	Description	Compliance (YES/NO/NA)	Comments
	malware protection of CI/CD pipeline.		
10	**Artificial Intelligence and Machine Learning Security**		
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.		

S.No	Description	Compliance (YES/NO/NA)	Comments
14.4	Rate limiting and throttling mechanisms must be in place to prevent abuse.		
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.		

RFP General Terms Compliance to be filled by Bidder.

S/N	Clause No. and General Terms	Comply (Yes/No)	Remarks
1	**4. VALIDITY OF OFFERS:**		
2	**6. ACCEPTANCE OF OFFERS:**		
3	**7. REGISTRATION/LEGAL DOCUMENTS OF THE BIDDER**		
4	**8. PAYMENTS**		
5	**10. CONSTRUCTION OF CONTRACT:**		
6	**11. TERMINATION OF THE CONTRACT BY THE PURCHASER**		
7	**12. LOCAL TAXES, DUES AND LEVIES:**		

The following Information must be submitted with offer.

Bidder Contact Details	
Bidder Name	
Bidder Address	
Bidder Email Address	
Bidder Phone Number	
Bidder Contact Person Name	
Bidder Contact Person Phone No	
Bidder Contact Person Email Address	
Bidder Registration License Number	
License Validity	
TIN Number /Tax Number	

========== end of documents ==========