



REQUEST FOR PROPOSAL NUMBER: AF/CR/RFP26005/2026

Date: July 22, 2026

RFP Deadline: 15, August, 2026

REQUEST FOR PROPOSAL

NAME: RFP for provision of Digital Archiving Solution for ATOMA

CONFIDENTIALITY

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1. Introduction:

ATOMA a telecommunication company incorporated and existing under the Laws of Islamic Emirate of Afghanistan and having its office at Park Plaza opposed of Shar-e Naw Park Kabul Afghanistan PO Box # 700, Kabul. ATOMA is a leading telecom company in Afghanistan, having the highest customer base and operates a large network of sites across Afghanistan. ATOMA played a significant role in the development and expansion of telecommunications services in Afghanistan, particularly in the areas of mobile voice and data services. Offering a wide range of mobile communication services, including voice calls, SMS, mobile internet, and value-added services. We introduced various innovative products and packages tailored to the needs of Afghan consumers. Also serves the business sector, offering solutions such as mobile banking, enterprise connectivity, and other services to support businesses' communication needs.

TENDERER'S ACKNOWLEDGEMENT/ PRELIMINARY NON-DISCLOSURE AGREEMENT.

Tender's Acknowledgment: Please mark as appropriate:

We acknowledge receipt and acceptance of the RFP and intend to submit a tender as required

☐

We acknowledge receipt of the RFP but decline to tender for the following reasons:

☐

Please write your reason here:

- We undertake to return to ATOMA within the below-mentioned deadline from receipt of the complete RFP package with all attachments, information and documents related thereto as provided by ATOMA and any copies made thereof.
- The complete tender documents along with the Proposal to be submitted in a SEALED envelope addressed to the Supply Chain Department of ATOMA and to be physically submitted in the tender box located in ATOMA Head Office, Reception, located in Shar-E-Naw Kabul not later than dated 04/August/2026.
- Bidders are requested to do the registration at ATOMA at the time of obtaining the RFP from ATOMA reception.
- Bidders should ensure that they provide accurate email addresses and contact numbers at the time of registration.
- Bids are invited from reputable companies for "Request for Proposal for Digital Archiving Solution for ATOMA" according to ATOMA requirements and Technical Specifications as per RFP.
- Bid received after the mentioned deadline shall not be accepted.
- ATOMA reserves the right to accept or reject any or all bids and to annul the bidding at any time, without thereby incurring any liability to the affected supplier(s) or any obligations to inform the affected supplier(s) on the grounds of ATOMA's action.

2: Preliminary Non-Disclosure Agreement:

We agree that all information and documents contained in or related to this RFP as provided by ATOMA is proprietary information and shall be treated as confidential. We undertake that all such information and documents, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by ATOMA) without the prior written permission from ATOMA to do so. We agree that this RFP and all information and documents relating to it and provided hereunder by ATOMA are not to be used for any purpose other than for the preparation of our tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Name: _____

Designation: _____

Signed / Date / Stamped: _____

Digital Archiving Solution

3 Background

ATOMA intends to implement a Digital Archiving System to establish a secure, centralized repository for customer registration documents. The solution shall support the digitization, indexing, secure storage, retrieval, and long-term retention of customer registration records in compliance with applicable regulatory and record retention requirements. The system shall ensure secure preservation of documents and enable authorized access and retrieval whenever needed.

4 Project Overview

The purpose of this (RFP) is to define the business requirements for the procuring and implementation of a Digital Archiving System for the secure storage, management, and retrieval of scanned Know Your Customer (KYC) documents and related customer registration records.

The proposed solution shall provide a centralized digital repository integrated with the existing SIM Registration platform, supporting high-volume document storage, long-term retention, security, auditability, and compliance with applicable regulatory requirements.

5 Objectives:

- Digitize, index, and securely archive physical KYC and supporting documents in digital format in accordance with applicable regulatory requirements.
- Establish a centralized digital repository to support the long-term preservation and management of customer registration records.
- Enable the organization to optimize physical archive storage through the successful digitization and long-term preservation of customer records.
- Enable secure, efficient, and timely retrieval of archived customer records throughout the required retention period.
Ensure the integrity, confidentiality, traceability, and auditability of archived records while maintaining compliance with applicable regulatory and organizational requirements.

6 High-level Functional Requirements:

- Scanning and uploading of physical KYCs and supporting documents.
- Digitizing of documents should be associated with MSISDN (ATOMA & Non-ATOMA numbers).
- Support millions (XXX) of documents with high availability and geo-redundancy.
- Metadata form-based & data entry with validation.
- Documents watermarking for regulatory compliance and internal fraud control (configurable).
- Lifetime Documents & data storage, management, and 24/7 retrieval through search by MSISDN and other identifiers such as Customer name, ICCID, ID#, KYC code (individual & bulk).

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- User access management.
- Digital Archive System integration with existing SIM Reg platform(s) to collect new documents and store them.
- Document viewing, editing, printing, export and send in email option (outlook).
- Maintain scanning, print & export audit trail.
- Any permitted changes, annotations, or updates shall maintain version history and complete audit trails.
- OCR along with maker and checker options.
- The system shall record all audit events using a centralized and synchronized server time source to ensure consistency and integrity of audit records.

7 Business Process Overview

Process 1: Physical KYCs & Documents Digitization & Archiving:

Objective:

To digitize existing physical KYCs & supporting documents and securely archive them in the Digital Archiving System to enable efficient management, retention, and retrieval.

High-Level Process Flow:

- **Document Preparation:** Physical KYC documents and supporting records are prepared for digitization.
- **Document Scanning and Upload:** Authorized users shall scan and upload documents into the Digital Archiving System.
- **Document Quality Validation:** The system shall support auto validation checks to ensure uploaded documents are complete, readable, and meet defined quality requirements.
- **Document Indexing and Classification:** The system shall capture and associate relevant customer identifiers and metadata to enable efficient search and retrieval.
- **Secure Document Archiving:** Validated documents shall be securely stored in the Digital Archiving System and retained for the required retention period.
- **Document Access and Retrieval:** Authorized users shall be able to securely search, view, and retrieve archived customer documents whenever needed.

Process 2: Customer Registration Document Archiving Through System Integration:

Objective:

To enable automated transfer and archiving of customer registration documents and related information from existing customer registration systems into the Digital Archiving System following successful customer registration events.

Applicable Scenarios:

- New customer activation.
- Customer re-registration / registration update acceptance.
- SIM swaps.
- SIMs recycling.

8 Architecture and Environment:

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- The Supplier shall provide High-Level Design (HLD) and Low-Level Design (LLD) documents covering application architecture, database, storage, search, OCR/AI capabilities, APIs, monitoring, backup, and disaster recovery.
- Use a secure multi-tier architecture with no direct user access to databases or storage.
- Production environment must support high availability, scalability, and no single point of failure.

9 Document Capture, Security, and OCR requirements:

- Support document upload through file upload, scanners, and approved mobile capture devices.
- Support PDF, JPG, PNG, multi-page documents, previews, draft saving, status tracking, and clear error messages.
- Scan all files for malware before storage and maintain audit logs.
- AI-based or automated image quality assessment (blur, glare, missing edges, orientation, etc.).
- Provide searchable OCR with confidence score, version, and timestamp.
- Allow authorized users to review and correct OCR/AI results.

10 Data Entry & Form management requirement:

- Configurable forms and validation rules.
- Field-level validation rules (mandatory, format, length, regex, default value, etc.)
- Configurable forms without code changes
- Validation rules enforced before save or submission (confirmation pop up)

11 Image Quality checks requirements:

- The system shall provide configurable user notifications for detected image quality issues.
- AI based documents classification & rejection (detect document type and reject non-document uploads like chair, desk wall or random photo).
- The solution shall support automated image enhancement and quality validation capabilities including, but not limited to:
 - Blur detection
 - Glare detection
 - Document boundary detection
 - Missing/partial document detection
 - Orientation correction
 - Background normalization
 - Image enhancement

12 Document Editing Features

The solution shall support controlled document editing capabilities, including:

- Zoom in/out.
- Rotate.
- Crop.
- Brightness adjustment.
- Image enhancement.

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- Document format conversion.
- Document resizing.

Any modification to archived documents shall:

- Be controlled through user permissions.
- Maintain document history/version information.
- Be captured in audit logs.

13 Key requirements for screens:

The Supplier shall provide proposed user interface (UI) designs, wireframes, and screen layouts for the Digital Archiving System as part of their technical proposal. The proposed designs shall demonstrate how users will efficiently perform document upload, search, retrieval, viewing, export, and audit activities, including Dashboard, Document Viewer, Search Results, and Audit Trail screens.

14 System access control & Security requirements:

- Access shall support device-based security controls where applicable.
- Watermarking enabled; non-watermarked access limited to approved users.
- Role-Based Access Control (RBAC) and role-based authorization enforced.
- Secure login with password and OTP (MSISDN-based, configurable).
- Password expiry with user notifications (configurable).
- User lockout after failed login attempts (configurable).
- Session timeout enforced.
- Access limited to internal network by default; external access requires approval.
- Controlled remote access for GS support with approval, monitoring, and logging.
- Document access restricted based on user roles.
- Protection against unauthorized downloads and screenshots (where feasible).
- Data encryption for data at rest and in transit.
- The solution shall preserve the original archived document and prevent unauthorized alteration.

15 Integrations and APIs requirements:

- Integrate with existing customer registration systems to receive customer registration documents and relevant metadata upon successful activation, re-registration acceptance, and SIM recycling events.
- Prevent duplicate processing using transaction IDs and document hashes.
- Maintain retry queues, error tracking, and manual reprocessing options.
- Secure APIs using mTLS, OAuth 2.0, IP allowlisting, and service accounts.
- Integrate with Email, SMS/OTP, IAM, SIEM, and Data Warehouse systems.
- Share metadata only with the Data Warehouse by default.
- The solution shall provide monitoring of inbound document transactions from integrated systems.
- The solution shall provide visibility of successful, failed, and pending document submissions.
- The solution shall support automated retry mechanisms and manual reprocessing of failed transactions.

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16 Backup and Disaster Recovery requirements:

- Back up databases, documents, configurations, encryption keys, audit logs, and application files.
- Ensure backups are encrypted, monitored, access-controlled, and tested regularly.
- Target RPO $\leq$ 15 minutes and RTO $\leq$ 4 hours.
- Provide tested failover/failback procedures, replication, recovery steps, and validation checklists.

17 Data Migration Requirements:

- The Supplier shall provide a migration approach for onboarding existing digitized documents into the Digital Archiving System.
- The Supplier shall define migration activities, including document loading, indexing, validation, reconciliation, and quality checks.
- The Supplier shall support migration reporting, including successfully migrated records, failed records, and exceptions.
- The Supplier shall ensure migrated documents are associated with the correct MSISDN records.

18 Document Retention and Lifecycle Management:

- The solution shall support configurable document retention policies.
- The solution shall maintain document availability throughout the required retention period. The solution shall support document status management, including active, archived, and expired states where applicable.
- The solution shall prevent unauthorized deletion or modification of archived documents.

19 Compliance and Security Standards:

- The Supplier shall comply with applicable information security policies and regulatory requirements.
- The Supplier shall provide details of security certifications, standards, and controls implemented in the proposed solution.
- The Supplier shall support security assessment and vulnerability testing before production deployment.

20 Implementation and Support Requirements:

- A proposed implementation methodology, project plan, and delivery timeline.
- Implementation activities including configuration, integration, testing, data migration (where applicable), and deployment.
- Support for system testing activities, including System Integration Testing (SIT), User Acceptance Testing (UAT), and production readiness assessment.
- Knowledge transfer and training for relevant ATOMA users and administrators.
- Go-live support and post-implementation stabilization support.
- Details of the proposed support model, including support channels, service levels, incident management process, and escalation procedures.
- Details of system maintenance, upgrades, patches, and enhancement management.

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21 REQUIRED DOCUMENTS

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

- **Company Profile** (Company Background, Staff Availability, Office location, Tangible Assets)
- **Valid License from Government** of Afghanistan (Relevant License duration should be not less than three years)
- **At least 3 references** of reputable and well-known organizations along with their names and contact numbers where the company has provided or providing the same services to.
- **Experience in relevant field** minimum 3 years and (Relevant Experience, Client References, Projects Values and Turners)
- **Financial Stability** (Bank Statement for last Six Months, (All bank accounts should be in the name of the company stamped by Authorized Bank.)

22. Time Period

- RFP Issuance date: 22/July/2026
- Proposal Submission Deadline: 04/August/2026

23. Evaluation Criteria

- Technical capabilities and experience (40%)
- Solution functionality and features (30%)
- Price and commercial terms (20%)
- Financial stability and references (10%)
- Compliance with Documentation Requirements (Pass/Fail)

24. Required Proposal Content

- Company profile and relevant experience.
- Detailed project plan and timeline.
- Technical architecture and tools.
- Team composition and roles.
- Budget breakdown and pricing model.
- References and case studies.

25. Submission Instructions:

- All proposals must be submitted electronically to:
Temp_ismail.safil@atoma.com.af, sadeequllah@atoma.com.af
- All commercial proposal which are submitted electronically must be **password protected**. Unprotected proposal will not be considered for further evaluation.
- The sealed envelope should be submitted at:
ATOMA Head Office, Reception Shar-E Naw Kabul, Afghanistan.
- The sealed envelope must be placed in ATOMA tender box, located in ATOMA main office reception.
- All questions regarding this RFP must be submitted in writing.

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- Responses will be provided to all potential bidders.
- Bids must remain valid for 120 days from the submission deadline.
- The bid must be submitted in English.
- ATOMA reserves the right to reject any or all proposals.

26. General Requirements and Compliance

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

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

- Officially translated into English, if not already in English
- Notarized or certified by an appropriate authority in the country of origin (e.g., notary public, apostil, Ministry of foreign Affairs, or embassy) such as Business Licenses, Incorporation Certificates, Tax Certificates, Bank Reference Letters, ISO Certifications properly stamped, signed, and dated
Failure to submit properly certified and verifiable documentation may result in disqualification or reduced eligibility.
- The top three suppliers shall present slide presentations to the cross-functional team comprised of technical (IT and Network), legal and compliance, procurement and Customer Relation).

27. Queries and Submissions:

All queries related to this document should be addressed to:

Procurement department of ATOMA

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