

<h1>OICT GROUP</h1> <p>المجموعة العمانية للاتصالات وتقنية المعلومات</p>	
Attention:	To whom it may concern
Date:	
From:	Oman ICT Group SAOC
Our Reference:	OICT-T-002-2021

Tender No: OICT-T-002-2021

Tender Title: NATIONAL SUGGESTIONS & COMPLAINTS DIGITAL PLATFORM

Dear Sir,

Oman ICT Group SAOC (OICT) invites 'Bidder' to bid for the Services in accordance with the terms and conditions set down in the Tender Documents. If you are a successful Bidder you shall be required to enter into a Contract in accordance with the Form of Agreement.

The Tender Documents shall comprise the following Sections:

- T1** Invitation to Bid
- T2** Instructions to Bidders
- T3** Data to be provided by Bidders
- C1** Form of Agreement
- C2** HSE Requirements
- C3** Conditions of Contract
- C4** Scope of Work
- C5** Schedule of Prices
- C6** ICV Content

Only section T1 is provided; the other documents will be issued to interested Bidders that pay the Tender fee.

In the preparation and submission of the Tender, Bidder shall comply with the Tender Documents. OICTG reserves the right to disqualify the Bidder if any of the requirements included in the Tender Documents are not met.

Yours faithfully,

For Oman ICT Group

OICT GROUP
المجموعة العمانية للاتصالات وتقنية المعلومات

OICTG-T-002-21

**DESIGN, IMPLEMENT, MAINTAIN & SUPPORT
NATIONAL SUGGESTIONS & COMPLAINTS DIGITAL
PLATFORM**

T1, INVITATION TO BID

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1.0 Terms of Tender and Tender Overview

1.1 Terms of Tender

1.1.1 The terms and conditions applicable to this Tender Process are detailed in Sections T1, T2, and T3. C1 to C7 may only be available with the complete Tender Document following payment of the Tender Fee.

1.2 About Oman ICT Group

1.2.1 The Government of Oman recognizes the vital importance of development of ICT sector. With purpose of stimulation of national development, modernization and globalization of the economy, and creating the conditions for the fullest participation by all sections of the population, several initiatives have been undertaken. In this context, OICT Group has been recently formed under the Oman Investment Authority ("OIA") and endorsed by the Ministry of Transport, Communications and Information Technology ("MTCIT").

1.2.2 In terms of high-level objective, OICT Group will be focusing on creating the synergies between various subsidiaries (OICTG, Oman Technology Fund, Space Communication Technologies Onsor Technologies, Withaq Centre, Oman Towers Company), aligning the Group's portfolio with National ICT Strategy and filling the gaps where private sector is not able to engage. In order to fulfill beforementioned, OICT Group may partner with national and international experts (and companies) using various partnership models.

1.2.3 Having in mind above stated, importance of developing a strong brand that will adequately represent the Group nationally and internationally is of high importance. For that reason OICT Group is seeking a specialized event management company experienced to carry out the full tender requirements.

1.3 Description of the Service

1.3.1 The MTCIT along with OICTG works to provide the necessary infrastructure in the communications and information technology sector in order to realize the Sultanate's objective of implementing eGovernment; therefore, a unified government network and a number of centers specialized in the information and communication technology, cybersecurity and digital certification have been established, in addition to hosting government websites, services and databases and protecting them from security breaches. This guarantees the sustainability of Businesses and services, and helps individuals and institutions get high-quality electronic services in no time. The Ministry also works to develop the communications and information technology sector to be a main pillar in supporting the logistic sectors, in line with Oman's Vision 2040.

1.3.2 In alignment with the priorities and objectives of Oman 2040 vision and sustainable development and striving for more efficiency, transparency and productivity in the government sector, MTCIT is planning to design and implement a **National Suggestions and Complaints Digital Platform**. The unified national digital platform will be implemented and managed centrally with the use of the latest advanced digital technologies and will be used for receiving all kinds of suggestions, feedback, enquiries and complaints submitted to the government. It will allow the citizen / resident / investor / visitor to participate in continuous improvement and development of government performance by submitting the suggestion / feedback / complaint via the platform 24/7.

1.4 Minimum Requirements to Participate in Tender

Technical Requirements –

Bidder Experience (Completed 2 functional similar projects in the past 5 years)
The Bidder must be Authorized Partner of the proposed solution and they need to provide certificate. The authorized partner certificate must be gold or equivalent and above.
User Requirement Gathering, Implementation, and Go Live (Up to phase 3) of the project within 12 months as maximum
Proposed Solution demo can be presented within 1 week of proposal submission

Proposed Product Lifecycle up to 8 years with clear roadmap (EOM/EOS) for software / hardware (if needed)
Must have a local office or a local client for support and maintenance
Provides effective L2 and L3 support

Requirements to Collect Tender Document

1.5 Bidder Details Sheet

1.5.1 In order to correctly identify the Bidder and the Bidder's point of contact for this Tender Process, Appendix 1 shall be completed by the Bidder and presented, by hand or scanned and forwarded via email, to the Contracting Section before the Tender Documents can be released to the Bidder.

1.6 Tender Fee

1.6.1 The Tender Fee for this Tender is **RO 200**

1.6.2 The Bidder can make the payment of the Tender Fee by Bank transfer to the following OICTG account, which the transfer receipt must be presented in order to collect the Tender Documents:

Oman ICT Group SAOC
Bank: Ahli Bank
Branch: Corporate Branch
Account: 5101-078922-112

1.7 Confidentiality Declaration

1.8 Prior to collection of the Tender Documents the Bidder shall sign the attached Confidentiality Declaration (Appendix 2). The Confidentiality Declaration must be completed, signed by an authorized person, stamped with the Bidders company stamp, and be presented, by hand or scanned and forwarded via email, to the OICTG Contracting Section before the Tender Documents can be released to the Bidder.

2.0 Oman ICT Group Contact Point

2.1 All communication with OICTG shall be through Clarification Requests, in writing and addressed to tenders@ictg.om

2.2 No Clarification Requests shall be entertained through emails or after the Clarification Request Closing Date included in the table in Article 4.1 below

3.0 Tender Collection

3.1 Collection of Tender Documents

3.1.1 Once the Bidder Details Sheet, Confidentiality Declaration and confirmation of payment of Tender Fee requested in Article 2.3 above have been received, Bidder will have to share these documents to the the ICTG tenders email and he shall receive the full tender document online through email.

4.0 Bid Bond

4.1 To ensure conformance of the Tender, the OICTG requires the Bidder to issue a Bid Bond in the exact format detailed in Section T3. The value of this Bid Bond shall be indicated in Section T3. The Bid Bond shall be forwarded to OICTG as a separate envelop along the tender proposal and shall be submitted along the commercial proposal submission. The Bid Bond shall be enforced in the event that Bidder fails to submit and substantiate a conforming bid or has failed to accept award of the contract.

5.0 Outline Tender Process and Submission of Bid

5.1 The Technical Bid and the Commercial Bid are to be submitted together.

5.2 The Technical Bid and the Commercial Bid are to be submitted electronically via email ID submit.tender@ictg.om

5.3 The opening of the Technical Bid and Commercial Bid is the discretion of OICTG.

5.4 The proposed Tender Process schedule is:

Activity	Date
Issue of T1-Invitation to Bid – Tender available for collection	30/12/2021
Last day to purchase	11/01/2022
Clarification Request Closing Date	18/01/2022
Technical & Commercial Bid Submission Date	02/02/2022

5.4.1 Bids to be submitted by 2.00 PM on or before Bid Submission Date.

6.0 Contract Award

In the event that OICTG considers Bidder to be commercially a potentially successful competitor for the award of the Contract, OICTG may subject Bidder to a further technical and financial evaluation. Only when a Bidder satisfies OICTG technical, financial and commercial requirements will a Contract be awarded.

7.0 Appendix 1 – Bidder Details for this Tender

Contract/ Tender number	OICTG-T-002-21
Contract/ Tender title	NATIONAL SUGGESTIONS & COMPLAINTS DIGITAL PLATFORM
Full name of Bidder	
Postal Address	
City	
Country	
Website	
Office main tel. number	
Country of registration	
Status in Oman	Agent / locally registered branch office / Omani LLC / foreign company
Ownership details <i>(percentages and names, indicate where Omani)</i>	- XX% - - XX% - - XX% -

Name of company and address to be awarded the Contract (if different from details above)

Full name	
Registered address	
City	
Country	
Office main tell number	
Status in Oman	Agent / locally registered branch office / Omani LLC / foreign company
Ownership details <i>(percentages and names, indicate where Omani)</i>	- XX% - - XX% - - XX% -

Bidder's representative to which all Tender correspondence shall be addressed

Name of person	
Fax number	
Telephone number	
GSM number	
e-mail address	

Bidder's agent in Oman (if applicable)

Omani agent name	
Postal address	
Fax number	
Telephone number	
GSM number	
e-mail address	
Our Omani agent is permitted to pick up the Tender Documents on our behalf	Yes No, we will pick up the documents ourselves. No, please send the documents to my foreign address stated above.

Tender Fee is paid and receipt attached:

Tender Documents Received By:

Signature

Resident Card No.....

8.0 Appendix 2 – Confidentiality Declaration

The undersigned Having its principal office..... (The 'Bidder') hereby declares Oman ICT Group SAOC ('OICTG') to accept the following terms and conditions on which the Company is prepared to communicate to the Bidder certain Confidential Information pertaining to the Work under the above mentioned Tender as hereinafter defined.

8.1 Definitions

8.1.1 Confidential Information

shall mean all knowledge, data or information acquired by Bidder from, or disclosed to Bidder by the OICTG, or on behalf of OICTG, in connection with the Tender Documents, Clarifications and the Tender Process in writing, drawings, magnetic tapes, computer programs or in any other way, as well as all knowledge, data or information derived there from, to the extent that such knowledge, data or information at the time of such acquisition or disclosure is not either already in the unrestricted possession of Bidder or part of public knowledge or literature.

8.1.2 Confidential Record

Shall mean all Tender Documents, Clarifications and any other material containing Confidential Information.

8.1.3 Third Party

Shall mean any party other than OICTG or Bidder.

8.2 Confidentiality

8.2.1 Bidder shall preserve and cause its employees to preserve the confidentiality of any Confidential Information.

8.2.2 Bidder shall not for any purpose other than the preparation and submission of a Bid

- disclose to any Third Party or enable any Third Party to note the fact that Bidder has been invited to submit a Bid and/or, if applicable, the fact that the Contract is awarded to Bidder;
- reproduce, copy or use, or disclose to, place at the disposal of or use on behalf of any Third Party or enable any Third Party to read, copy or use, any Confidential Information; except with the prior written consent of OICTG.

8.2.3 The undertakings above shall continue insofar and for so long as the Confidential Information or Confidential Record in question has not:

- a) become part of the public knowledge of literature otherwise than through any act or default on the part of Bidder; or
- b) been disclosed to Bidder under an obligation to maintain secrecy by a Third Party (other than one disclosing on behalf of OICTG) who could lawfully do so and who did not derive such Confidential Information or Confidential Record from OICTG.

8.3 Copyright

8.3.1 The copyright in any Confidential Record shall, in the absence of any express provision to the contrary thereon, be vested in OICTG. Copyright in any record containing geological or geophysical data acquired or generated by Bidder in connection with the Contract shall be vested in OICTG.

8.4 Return of Confidential Record

8.4.1 If Bidder declines to submit a Bid or is notified that its Bid is unsuccessful, upon written notification thereof by OICTG, Bidder shall destroy electronic copies and return all hard copy Tender Documents including Addenda and Clarifications to OICTG.

8.5 Third Parties

8.5.1 Bidder shall ensure that if under the terms of this confidentiality agreement any of the Confidential Information comes to the knowledge and/or in the possession of any Third Party, Bidder shall require from such Third Party that it shall abide by stipulations equivalent to those contained in this confidentiality agreement.

8.6 Validity

8.6.1 This Confidentiality Declaration shall be valid for a period of 5 (five) years from the date signed by the Bidder.

Agreed and accepted this

..... Day of..... 2021

And signed by a duly authorized person on behalf of the Bidder

(Signature)
Name: _____
Position: _____
For: _____