



	
Attention:	To whom it may concern
Date:	
From:	Oman ICT Group SAOC
Our Reference:	ITHCA-T-006-2022

Tender No: ITHCA-T-006-2022

Tender Title: Consumer Protection Authority Digital Transformation Re-Engineering and Consultancy

Dear Sir,

Oman ICT Group SAOC (ITHCA) 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 – Not Applicable
- 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. ITHCA 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



ITHCA-T-006-22

**Consumer Protection Authority Digital
Transformation Re-Engineering and
Consultancy**

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, ITHCA 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, ITHCA Group will be focusing on creating the synergies between various subsidiaries (ITHCA, 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, ITHCA 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 ITHCA 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 Consumer Protection Authority is seeking to contract a reputable consultancy firm to conduct business process re-engineering, optimization and rationalization as part of its digital transformation journey.

1.3.2 The following items outline the required phases of the scope of work:

- Review the Services Catalogue and Assess
- Review the Infrastructure and Applications
- Assess CPA Business Processes
- GAP Analysis
- Recommend Services Enhancements
- Define the "to-be" Architecture
- Develop Tendering Documentation Set
- Conduct the Evaluation and Negotiate Contract with Implementation Partner (Optional)
- Manage the Implementation Partner (Optional)

1.4 Minimum Requirements to Participate in Tender

Technical Requirements –

Bidder Experience (Completed 3 similar projects in ICT industry in the last 10 years)
The Bidder must be authorized to provide management consultancy services
Must have a local office or a local client
The consultant must be fluent & advance in speaking, writing & understanding both Arabic & English



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 ITHCA 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 ITHCA Contracting Section before the Tender Documents can be released to the Bidder.

2.0 Oman ICT Group Contact Point

- 2.1 All communication with ITHCA shall be through Clarification Requests, in writing and addressed to tender@ithca.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 ITHCA 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 ITHCA 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 Bid is to be submitted in a flash drive containing two files: one comprising a Technical Proposal and one containing the Commercial Proposal. The Technical Proposal shall contain all the required documents requested in the Tender Documents excluding any submission of a financial nature. All submissions of a financial nature shall be included in the Commercial Proposal. Bidders who fail to adhere to this clause will result in the rejection of their Bid.
- 5.2 The Technical Proposal shall be all comprised in one file inside the flash drive marked as "Technical Proposal".
- 5.3 The Commercial Proposal shall be all comprised in one file inside the flash drive marked as "Commercial Proposal".
- 5.4 The Flash Drive Containing the Technical Proposal and Commercial Proposal shall be delivered on the date and time specified in Section T1 Invitation to Bid and addressed and delivered in accordance with T3 Item 2.2.



- 5.5 Only electronic copies of the technical and commercial proposals shall be submitted.
- 5.6 The commercial form of tender found in Appendix 2 in (T3-Data provided by the bidder) is to be submitted as a hardcopy along with the flash drive.
- 5.7 The Bid Bond shall be submitted separately in a separate sealed envelope and marked as the "Bid Bond" along with the tender number.
- 5.8 The opening of the Technical Bid and Commercial Bid is the discretion of Oman Broadband.
- 5.9 The proposed Tender Process schedule is:

Activity	Date
Issue of T1-Invitation to Bid – Tender available for collection	14/07/2022
Last day to Collection of Tender document	24/07/2022
Clarification Request Closing Date	02/08/2022
Commercial and Technical Submission Date	28/08/2022

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

6.0 Contract Award

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



7.0 Appendix 1 – Bidder Details for this Tender

Contract/ Tender number	ITHCA-T-006-22
Contract/ Tender title	Comprehensive Digital Transformation and IT Landscape Review for Consumer Protection Authority
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 (percentages and names, indicate where Omani)	- 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 (percentages and names, indicate where Omani)	- 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 ('ITHCA') 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 ITHCA, or on behalf of ITHCA, 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 ITHCA 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 ITHCA.

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 ITHCA) who could lawfully do so and who did not derive such Confidential Information or Confidential Record from ITHCA.

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 ITHCA. Copyright in any record containing geological or geophysical data acquired or generated by Bidder in connection with the Contract shall be vested in ITHCA.

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 ITHCA, Bidder shall destroy electronic copies and return all hard copy Tender Documents including Addenda and Clarifications to ITHCA.

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..... 2022

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

(Signature)

Name: _____

Position: _____

For: _____