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|  مجموعة إذكاء ITHCA GROUP | |
| Attention: | To whom it may concern |
| Date: | |
| From: | Oman ICT Group SAOC |
| Our Reference: | ITHCA-T-003-2022 |

Tender No: ITHCA-T-003-2022

Tender Title: GOVERNMENT UNIFIED PLATFORM

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
- 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



مجموعة إذكاء
ITHCA GROUP

سلطنة عُمان
وزارة النقل والاتصالات وتقنية المعلومات
Sultanate of Oman
Ministry of Transport, Communications and
Information Technology



ITHCA-T-003-22 GOVERNMENT UNIFIED PLATFORM



مجموعة إذكاء
ITHCA GROUP

ITHCA-T-003-22

**DESIGN, IMPLEMENT, MAINTAIN & SUPPORT
GOVERNMENT UNIFIED 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, 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 MTCIT along with ITHCA 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 The Ministry of Transport, Communications, and Information Technology (MTCIT) along with the Oman Information Communication Technology Group (ITHCA), 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, are planning to design and implement a Government Unified Platform (GUP). The Government Unified Platform will be implemented and managed centrally with the use of the latest advanced digital technologies and will be used to govern, standardize, align and accelerate the digitization of Government services. It will allow citizens / residents / investors / visitors to benefit from all government services offered via the unified platform within a user-friendly, simple, clear and consistent environment.

1.3.3 MTCIT along with ITHCA are planning to design and implement a Government Unified Platform with a goal of improving the interoperability between government entities and a vision of providing citizens, residents, visitors, and enterprises with a unified online single access platform for interacting with all government services. This goal and vision are the motivation for this project, which aims at establishing the foundations for achieving this vision in the upcoming years. The high-level Scope of work will include the following:

- Design, Development, Management and Support of the GUP.
- Design user journey strategy and user experience for the end customer on the unified channels.
- Solution based on emerging technologies and enabling AI, digital assistant, analytics, etc.



- Provide detailed best practices for developing GUP Architecture taking into consideration current environment & future requirements as well as security aspects.
- Manage all Interfaces and integrations with internal and external systems of MTCIT Portal and other government entities.
- Reporting, Business Intelligence, including Management Reports and Dashboards.
- Developing and enabling ability for Open Data sets from the data captured and publish as per the MTCIT Open Data Guidelines.
- Hosting of the complete solution in an MTCIT Accredited cloud hosting provider in Oman.
- Provide all the required licenses for the complete solution. Solution must be based on open-source software and solution wherever possible. Suggestions on community and support for open source are also required.
- Trainings & Knowledge Transfer via trusted training service providers / methodologies.
- Must Undergo and Pass Vulnerability and Penetration Testing (VAPT) by MTCIT Accredited third party company.
- Performance Testing and User Acceptance Testing in addition to stress testing and end to end testing.
- Maintain and Support the proposed solution for 1+4 years.
- Comply with governance laws and compliance.
- Maintain high availability of GUP infrastructure.

1.4 Minimum Requirements to Participate in Tender

Technical Requirements –

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|---|
| Bidder Experience (Completed 2 similar projects in terms of function or scale over the past 10 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 of the project within 6 months as maximum |
| Must have a local office or a local agent for support and maintenance |
| Provides effective L2 and L3 support while adhering to Omanization percentage |

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 800**
- 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 | 26/04/2022 |
| Last day to purchase | 17/05/2022 |
| Clarification Request Closing Date | 30/05/2022 |
| Bid Submission Date | 30/06/2022 |

- 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-003-22 |
| Contract/ Tender title | Government Unified 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 (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..... 2021

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

(Signature)

Name: _____

Position: _____

For: _____