

 <p>العمانية للنطاق العريض</p> <p>تمكين الفرص Unlocking the Potential</p>	
<b>Attention:</b>	<b>To whom it may concern</b>
<b>Date:</b>	<b>28/08/2025</b>
<b>From:</b>	<b>Oman Broadband Company SAOC</b>
<b>Our Reference:</b>	<b>OBB-T-011-25 Customer Experience Services</b>

**Tender No: OBB-T-011-2025**

**Tender Title: Provision of Call Center Services**

Dear Sir,

Oman Broadband 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 Specification
- C3** Conditions of Contract.
- C4** Scope of Work.
- C5** Schedule of Prices.
- C6** Specifications & Drawings
- C7** ICV Content.

Only section T1 is provided; the other documents will be issued to interested Bidders that pay the Tender fee and submit confirmation of payment of the Tender Fee and the Bidder Data Sheet attached under Appendix 1 to the undersigned.

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

Yours faithfully,

Oman Broadband

## **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 Broadband Company

- 1.2.1 Oman Broadband Company SAOC (Oman Broadband) founded in 2014 as a joint-stock company wholly owned by the government of the Sultanate of Oman. It is strategically vital to Oman future development serving wider digitization agenda of the Company.
- 1.2.2 Through its visionary and collaborative approach to the market, Oman Broadband will help to empower the nation with high-speed broadband fiber access to citizens and business alike.
- 1.2.3 The company aims to have the maximum nation coverage in line with the digital Oman strategy, e-government and Oman Future Economic Vision 2020.
- 1.2.4 The next generation fiber optic network will become exponentially faster, bringing community and enterprise benefits of enhanced delivery of communication services, cost savings, increased competitiveness and improved sustainability.
- 1.2.5 Oman Broadband focuses upon the development of a passive fiber network infrastructure, providing equal and open access to telecommunication service providers, on a wholesale basis, and owners and operators of private networks, on a retail basis, thereby enabling end users to efficiently leverage high speed fiber in Oman.

### 1.3 Description of the Service

- 1.3.1 The main scope is to launch a unified customer experience platform that integrates voice, web, and social media channels. Powered by AI, the solution will streamline support through centralized CRM, ticketing, and analytics tools to boost efficiency and service quality.

### 1.4 Minimum Requirements to Participate in Tender

Stage 1(Go / No-Go)
Must be a legally incorporated entity within Oman.
The bidder shall submit the Commercial Registration (CR) Certificate.
The bidder shall have implemented at least three similar projects in the field of Customer Experience.
The Bidder shall submit supporting evidence and contact references.
The proposed solution must be technically proven, deliver complete customer experience services, and include a clear deployment timeline.
The Bidder shall submit supporting documents.

## 2.0 Requirements to Collect Tender Document

### 2.1 Bidder Details Sheet

- 2.1.1 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 email [tenders@omanbroadband.om](mailto:tenders@omanbroadband.om) along with the tender fee receipt before the Tender Documents can be released to the Bidder.

### 2.2 Tender Fee

- 2.2.1 The Tender Fee for this Tender is **OMR 100**.

2.2.2 **SME Bidders will be exempted** from Tender Fee and Tender Bond. However, SME Bidder must submit Riyada Card.

2.2.3 Make Bank transaction 2.2 Tender Fee

2.2.4 **NON-SME Bidder** can make the payment of the Tender Fee either of the following options:

a) Bank transfer to the following Oman Broadband account, which the transfer receipt must be forwarded via email as stated in section 2.1.1 in order to receive the Tender Documents:

**Oman Broadband Company SAOC**

**Bank : Bank Muscat**

**Branch: Corporate Branch**

**Account: 0423044209960013**

2.3 **Confidentiality Declaration**

2.3.1 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 Oman Broadband Contracting Section before the Tender Documents can be released to the Bidder.

### 3.0 **Oman Broadband Contact Point**

3.1.1 All communication with Oman Broadband shall be through Clarification Requests, in writing and addressed to [tenders@omanbroadband.om](mailto:tenders@omanbroadband.om)

3.1.2 No Clarification Requests shall be entertained after the Clarification Request Closing Date included in the table below

### 4.0 **Bid Bond**

4.1.1 To ensure conformance of the Tender, the Oman Broadband 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 Oman Broadband as a separate envelop along the tender proposal. 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 or purchase order.

### 5.0 **Tender Collection**

#### 5.1 **Collection of Tender Documents**

5.1.1 Once the Bidder Details Sheet, Confidentiality Declaration and confirmation of payment of Tender Fee requested in Article 2.3 above have been received, Bidder may collect the Tender Documents from Oman Broadband Contracting Section.

### 6.0 **Outline Tender Process and Submission of Bid**

6.1.1 The Technical Bid and the Commercial Bid are to be submitted in two separate documents.

6.1.2 The opening of the Technical Bid and Commercial Bid is the discretion of Oman Broadband.

6.1.3 The proposed Tender Process schedule is:

Activity	Date
Issue of T1-Invitation to Bid	28/07/2025
Tender Documents available for collection	29/07/2025
Final date for collection of Tender Documents	6/08/2025
Clarification Request Closing Date	13/08/2025
<b>Technical &amp; Commercial Bid Submission Date</b>	<b>20/08/2025</b>

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

## 7.0 Contract Award

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

## 8.0 Telecommunications Regulatory Authority Registration

8.1.1 The bidder shall registered vendor in Nafad ([access](http://www.access.om)) platform upon proposal submission [www.access.om](http://www.access.om).

8.1.2 The bidder shall approve registered vendor within the TRA "Regulation of regulating the implementation of services in the field of telecommunication" TRA Resolution No 109/2022.

## 9.0 Appendix 1 – Bidder Details for this Tender

Contract/ Tender number	OBB-T-011-2025
Contract/ Tender title	Customer Experience Services
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% -

### 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% -

### 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.

Tender Fee is paid, and receipt attached:

☐

Tender Documents Received By:

Signature .....

Resident Card No.....

## 10.0 Appendix 2 – Confidentiality Declaration

The undersigned ..... Having its principal office..... (The 'Bidder') hereby declares Oman Broadband Company SAOC ('Oman Broadband') 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.

### 10.1 Definitions

#### 10.1.1 Confidential Information

Shall mean all knowledge, data or information acquired by Bidder from, or disclosed to Bidder by the Oman Broadband, or on behalf of Oman Broadband, in connection with the Tender Documents, Clarifications and the Tender Process in writing, drawings, 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.

#### 10.1.2 Confidential Record

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

#### 10.1.3 Third Party

Shall mean any party other than Oman Broadband or Bidder.

### 10.2 Confidentiality

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

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

- a) 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.
- b) 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 Oman Broadband.

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

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

### 10.3 Copyright

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



**10.4 Return of Confidential Record**

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

**10.5 Third Parties**

10.5.1 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.

**10.6 Validity**

10.6.1 This Confidentiality Declaration shall be valid for a period of three (3) years from the date signed by the Bidder.

Agreed and accepted this:

..... Day of..... 2025

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

\_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_

Position: \_\_\_\_\_

For: \_\_\_\_\_