

 العمانية للنطاق العريض BROADBAND تمكين الفرص Unlocking the Potential	
Attention:	To whom it may concern
Date:	12/11/2025
From:	Oman Broadband Company SAOC
Our Reference:	OBB-T-011-25 Customer Experience Services (Refloat)

Tender No: OBB-T-011-25 (Refloat)

Tender Title: Customer Experience 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 (if applicable) 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

Contents

1.0	TERMS OF TENDER AND TENDER OVERVIEW.....	4
1.1	TERMS OF TENDER	4
1.2	ABOUT OMAN BROADBAND COMPANY	4
1.3	DESCRIPTION OF THE SERVICE	4
1.4	MINIMUM REQUIREMENTS TO PARTICIPATE IN TENDER.....	4
2.0	REQUIREMENTS TO COLLECT TENDER DOCUMENT	6
2.1	BIDDER DETAILS SHEET	6
2.2	TENDER FEE	6
2.3	CONFIDENTIALITY DECLARATION	6
3.0	OMAN BROADBAND CONTACT POINT.....	6
4.0	TENDER COLLECTION.....	7
4.1	COLLECTION OF TENDER DOCUMENTS.....	7
5.0	OUTLINE TENDER PROCESS AND SUBMISSION OF BID.....	7
6.0	CONTRACT AWARD	7
7.0	APPENDIX 1 – BIDDER DETAILS FOR THIS TENDER.....	8
8.0	APPENDIX 2 – CONFIDENTIALITY DECLARATION.....	9
8.1	DEFINITIONS	9
8.2	CONFIDENTIALITY	9
8.3	COPYRIGHT.....	9
8.4	RETURN OF CONFIDENTIAL RECORD	10
8.5	THIRD PARTIES	10
8.6	VALIDITY	10

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.

1.1.2 SME Bidders will be exempted from Tender Fee and Tender Bond.

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.

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 brief scope of the work of Contractor is as below:

- 1.3.1.1 Submit two modules On Prem and SAAS which includes technical and commercial details for each modules
- 1.3.1.2 Obtain all types of permissions required from all types of authorities including oil & gas.
- 1.3.1.3 Survey to be conducted prior the installation to validate the design proposed and provided by Oman Broadband with full complying with local authorities' terms & conditions.
- 1.3.1.4 Provide all necessary as built drawing reflecting the executed work.
- 1.3.1.5 Supply all materials in work order customer connection / work order with all related works.
- 1.3.1.6 Implement all civils installation works for customer connections / work order.
- 1.3.1.7 Provide cable installation, splicing, Commissioning testing for all end user connections.
- 1.3.1.8 Submit handover document and ensure proper closing of the work order.
- 1.3.1.9 Provide all Rectification activity once needed.
- 1.3.1.10 Provide all necessary report as requested by using different systems / tools.

1.3.2 Contractor shall undertake all trouble tickets within their designated area. The work includes:

- 1.3.2.1 Handling of End users Faults, End to End Faults from time reported until time cleared within his designated area.
- 1.3.2.2 Receiving and recording all necessary information from Oman Broadband.
- 1.3.2.3 Call out and mobilize Civils/Cable Team and Fiber Splicing Team.
- 1.3.2.4 Controlling, directing and managing the activities of their teams.

- 1.3.2.5 Liaise with Oman Broadband and provide them with all necessary information to allow them to meet service providers/clients response and repair times/targets for faults and end user timescales for pro-active maintenance works.
- 1.3.2.6 Following Oman Broadband processes and procedures such as Estimated rectification cost, approval process, Fault management & Change management process, standard line items guidelines.
- 1.3.2.7 Following agreed Oman Broadband's clients process related to their assets, equipment, access procedures, etc.
- 1.3.3 The coverage includes:
 - 1.3.3.1 Working in any location in all governorates of Oman.
 - 1.3.3.2 Single dwelling units.
 - 1.3.3.3 Multiple dwelling units.
 - 1.3.3.4 Large business end users.
 - 1.3.3.5 SME commercial businesses.
 - 1.3.3.6 Municipality, Health, Education or Ministry sites.
 - 1.3.3.7 Oil and Gas premises including any necessary permission and certificate related.
- 1.4 **Minimum Requirements to Participate in Tender**
- 1.4.1 **Technical Requirements**

The following is the brief description of the minimum eligibility, capability, and experience required to participate in the Tender:

S.N.	Go/No-Go Criteria
1.	Bidder shall have Riyada Certificate (for SME only)
2.	The bidder shall be registered with the Telecommunications Regulatory Authority (TRA) as a licensed provider for telecom-related works, holding TRA Permit
3.	The bidder shall be in full compliance with the regulations of the Telecommunications Regulatory Authority (TRA), including the Omanization requirements applicable to professions within the telecommunications sector
4.	The bidder shall confirm their capability to provide services and maintain availability on a 24/7 basis
5.	Bidder shall have at least three (3) years' experience in civil infrastructure and telecom related fields
6.	Bidder shall provide a confirmation letter for availability of at least two (2) own technical team consisting of at least one (1) telecom technician, two (2) splicers and two (2) workers per team. (1) Certified QHSE

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 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 **NON-SME Bidder** can make the payment of the Tender Fee as follows:

- 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

- b) Bank transfer to the following Oman Broadband IBAN:

Beneficiary Complete Name: OMAN BROADBAND COMPANY

Beneficiary Bank IBAN Number: OM750270423044209960013

Beneficiary Bank Swift Code: BMUSOMRXXX

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
- 3.1.2 No Clarification Requests shall be entertained after the Clarification Request Closing Date included in the table in Article 6.0 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 the 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 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 together in two separate documents.
- 6.1.2 The opening of the Technical and Commercial Bids is at the discretion of Oman Broadband.
- 6.1.3 The proposed Tender Process schedule is:

Activity	Date
Issue of T1-Invitation to Bid	12/11/2025
Tender Documents available for collection	12/11/2025
Final date for collection of Tender Documents	20/11/2025
Clarification Request Closing Date	30/11/2025
Technical & Commercial Bid Submission Date	8/12/2025

- 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 Nafadh ([Access](https://www.access.om)) platform upon proposal submission www.access.om.
- 8.1.2 The bidder shall be an approved registered vendor within the TRA "Regulation of regulating the implementation of services in the field of telecommunication" TRA Resolution No 109/2022.

Appendix 1 – Bidder Details for this Tender

Contract/ Tender number	OBB-T-011-25 (Refloat)
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.....

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.

Definitions

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.

Confidential Record

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

Third Party

Shall mean any party other than Oman Broadband or Bidder.

Confidentiality

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

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.

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

Copyright

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.

Return of Confidential Record

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.

Third Parties

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.

Validity

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: _____