

 <p>العمانية للنطاق العريض</p> <p>تمكين الفرص Unlocking the Potential</p>	
Attention:	To whom it may concern
Date:	23/04/2018
From:	Oman Broadband Company SAOC
Our Reference:	Tender # T-09-2018 - CRM Implementation/Improvement, Maintenance and Support

Tender No: - T-09-2018

Tender Title: CRM Implementation/Improvement, Maintenance and Support

Dear Sir,

Oman Broadband Company SAOC (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 Requirements.
- C3** Conditions of Contract.
- C4** Scope of Work.
- C5** Schedule of Prices.
- C6** Specification and 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 reserves the right to disqualify the Bidder if any of the requirements included in the Tender Documents are not met.

Yours faithfully,

For Oman Broadband Company



تمكين الفرص
Unlocking the Potential

OMAN BROADBAND COMPANY SAOC

T-09-2018

**CRM Implementation /Improvement, Maintenance and
Support**

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 Sultanat 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

Oman Broadband is seeking to update and renew its support arrangements for its customized version of SugarCRM or observe other different system that could be proposed by the bidder that meets the company's requirements which will cover the existing the functionality and the new requested updates. Oman Broadband is now looking a partner for support and maintenance of the application; to review and renew its customized version; or building a new system and its customization and to add new functionality. The scope will include:-

1.3.1 Support, Maintenance and Updates for application and components

1.3.1.1 The Bidder shall provide offsite and onsite support & maintenance once its required on the system and any components related to the system which includes providing remedial/corrective maintenance of developed system and services.

1.3.1.2 The Bidder shall help Oman Broadband in installing the needed system. During this period if Oman Broadband identifies any quality issue related to the application or the system, then this shall be fixed by the Bidder without any additional cost of implementation.

1.3.1.3 The company is looking to change the environment of SugarCRM system/new system to Red Hat Enterprise, and therefore the bidder shall have to provide an application migration plan.

1.3.1.4 The Bidder must be registered with SugarCRM as partners. Therefore, the bidder shall have to communicate with SugarCRM regarding any change of the infrastructure.

1.3.1.5 The bidder shall have to provide a solution that integrates with other enterprise applications, systems and data, for example ERP or Billing.

1.3.1.6 The application must be elastically and scalable with 24/7 availability, with automated data recovery, since it must be accurate with a real-time view of corporate information at all times.

1.3.1.7 The bidder will support the system on Red Hat/Ubuntu environment, enterprise DBMS with clustering, application in high availability and load balancing mode.

- 1.3.1.8 The bidder will support the Infrastructure team in the OS/application patching and in case the Infrastructure team is not able to patch any services then the bidder must do it.
- 1.3.1.9 The bidder must develop a quarterly maintenance plan that covers many of the most common support cases that we handle.
- 1.3.1.10 The maintenance plan must include analyzing the operations of the network, servers, and workstations. Also provide a breakdown of issues and potential problems that are found.
- 1.3.1.11 components support, and maintenance will address and not be limited to the following:
- 1.3.1.12 Propose best practices for backup, system improvement & required software.
- 1.3.1.13 Provide an assigned technical account liaison that is responsible for prioritizing incident management and delivering proper solution in timely manners by
- 1.3.1.14 To configure and demonstrate way to measure solution availability & performance using any integrated service management tool.
- 1.3.1.15 Set up auto backup for the DBs and Apps servers.
- 1.3.1.16 Integrates with existing software and performs at targeted levels.
- 1.3.1.17 Controlled software versions and managed changes.
- 1.3.1.18 Status maintenance.
- 1.3.1.19 Solution Updates
- 1.3.1.20 Performance investigations and reports
- 1.3.1.21 Tuning of the servers.
- 1.3.1.22 Address configuration Issues and resolve them.
- 1.3.1.23 Troubleshooting on priority.
- 1.3.1.24 Improving performance.
- 1.3.1.25 Module/API creation and updates.
- 1.3.1.26 Test Cases documentation on every change.
- 1.3.1.27 Support the Infrastructure team in the OS patching
- 1.3.1.28 User manual updates.
- 1.3.1.29 Keeping all the components updated to the newest versions.
- 1.3.1.30 Application support and maintenance will address and not be limited to the following:
- 1.3.1.31 The responsible tasks for the bidder:
- 1.3.1.32 Detailed requirements capture.
- 1.3.1.33 Customizations, Enhancements, Updates and Configuration changes.
- 1.3.1.34 Database administration.
- 1.3.1.35 Solving user's issues.
- 1.3.1.36 Assisting users to correctly use the software.
- 1.3.1.37 Walking customers through changing business rules and reflecting them on the system configuration.
- 1.3.1.38 Analysing software's future needs and problems based on
- 1.3.1.39 Feedbacks, Past Occurrences
- 1.3.1.40 Preventive software maintenance services aim at planning and incorporating solutions to meet future requirements and overcome problems that may ascend in the long-run.

- 1.3.1.41 Provides timely, ongoing support that is crucial to the success of any project and access to reliable technical support
- 1.3.1.42 Product support services involves technical helpdesk support and provides bug fixes to ensure constant availability and performance of the product for end users
- 1.3.1.43 Provides corrective software maintenance services, and can easily correct any, Logic Errors, Coding Errors, Design Errors
- 1.3.1.44 Additionally, resolve any software related errors and bugs, like rectifying misspelled words or sentences in the software's interface, eliminating bugs & errors, and correcting any wrong algorithms in the software product.
- 1.3.1.45 Provide the status of the current application issues maintained.
- 1.3.1.46 Information sessions regards the added value abroad the application.
- 1.3.1.47 Users training session for the default functionality regards the application.
- 1.3.1.48 Function and Design Requirement documentations, which are updated regularly when there is any change or update.
- 1.3.1.49 User and Admin Guides, which are updated regularly when there is any change or update.
- 1.3.1.50 Must provide a timeline for each issue.
- 1.3.1.51 Provide user test case for any changes.
- 1.3.1.52 The bidder shall provide offsite and onsite support & maintenance of the existing SugarCRM components and customization till the rebuild or the replace with proposed new system.

1.3.2 System Build/Rebuild

- 1.3.2.1 The company is looking rebuild the system using the same process as the current system as it should follow the company workflow for both the order management and the trouble ticket with new customization and improvement are required.
- 1.3.2.2 The Company is looking to rebuilding their workflows inside SugarCRM using the new added features which is Advanced Workflow.
- 1.3.2.3 The Company is also looking into rebuilding their system with new option, so if the bidder proposed a new system it have to be an automate complex business processes and must meets the Customer Relationship Management (CRM) general standard.
- 1.3.2.4 API standards should meet Oman broadband business requirements and provide sufficient bandwidth for current and CRM application.
- 1.3.2.5 The design and management of APIs will be standards in identity management, authentication and authorization, data sources and portals, encryption and other security principles.
- 1.3.2.6 API solution should offer integration and support for a variety of public tools and open source artefacts.
- 1.3.2.7 The bidder shall rebuild the workflow process using SugarCRM's Advanced Workflow tool which enables SugarCRM Enterprise and Ultimate edition the ability to automate complex business processes using a process automation engine based on BPMN standards.
- 1.3.2.8 The bidder can rapidly design and deploy these business processes with a visual design interface.
- 1.3.2.9 Bidder must provide high level diagram of the design.
- 1.3.2.10 The bidder shall have to build an API that should meet Oman broadband business requirements and provide sufficient bandwidth for current and CRM application.

1.3.2.11 The bidder will rebuild any component & customization to make it as per the SugarCRM default standard.

1.3.2.12 The new system shall cover all functionality on SugarCRM.

1.3.3 New Improvement

1.3.3.1 The bidder shall propose a timeline for all the tasks are within the contract.

1.3.3.2 Portal development for third party access/ similar solution

1.3.3.3 The CRM inbox panel

1.3.3.4 Invoice Management

1.3.3.5 High availability and Load balancing

1.3.3.6 Integration Function

1.3.3.7 Trouble tickets

1.3.3.8 CRM SLA trackers

1.3.3.9 The primary key in the CRM system needs to follow the best practise.

1.3.3.10 Improve mass updates (bulk updates). To give the end user the ability to update multi orders with the same value.

1.3.3.11 Sales Tools.

1.3.3.12 Auto-reporting.

1.3.3.13 Contractor payments.

1.3.3.14 Additions of new workflows for additional services (such as Colocation).

1.3.3.15 Coverting the attachment to be an automated generated fields within the system to reduce the attachments numbers.

1.3.3.16 CRM Audit Logs (historical data).

1.3.3.17 Ability to implement/generate certificates (ONT/QHSE..etc) in the CRM system or any other integrated apps.

1.3.3.18 Ability to change order type (connect /connect with ONT/ etc.).

1.3.3.19 Ability to change End user type residential to business or opposite.

1.3.3.20 Improve the MDU workflow:

1.3.3.21 In case of second order and anword the system will trigger that order (second order) as new order into the same MDU and the status of that order will not follow main workflow.

1.3.3.22 Improve Dashboard & ScoreCard examples will be provided.

1.3.3.23 Attachment to be uploaded on cancel order.

1.3.3.24 Professional services For any new tasks requested by Oman Broadband and are not mentioned in the SOW, such work will be estimated and charged additionally by man-days professional services.

1.3.4 Onsite Support Contract (Developer)

1.3.4.1 The Bidder shall provide an onsite medium-rated developer employee contract for support & maintenance on the solution SugarCRM or either a professional onsite support contract on the new proposed system which include customization, development, and enhancements.

1.3.4.2 The bidder shall have to provide three different proposed employee resumes.

- 1.3.4.3 The responsible tasks for the employee contract:
- 1.3.4.4 Requirements capture
- 1.3.4.5 Enhancements
- 1.3.4.6 Configuration changes
- 1.3.4.7 Customizations
- 1.3.4.8 User training
- 1.3.4.9 Solving user's issues.
- 1.3.4.10 Assisting users to correctly use the Application.
- 1.3.4.11 Daily server's health check.
- 1.3.4.12 Configure SugarCRM/SuiteCRM or the new system environments according to standard change control disciplines
- 1.3.4.13 Creates modules, modifies screen layouts, and maintains drop down lists and lookup tables in SugarCRM/new system environments
- 1.3.4.14 Develops SugarCRM/new system enhancements using php and jQuery, Ajax, JavaScript
- 1.3.4.15 Should have experience in Asterisk, API Integration, Web Services
- 1.3.4.16 Field requests from technical support staff to build and enhance necessary modules
- 1.3.4.17 Maintain system automation via internal workflows and created logic hooks
- 1.3.4.18 Should have knowledge of Sugarbean and custom module development with upgrade safe.

1.3.5 IT Support Awareness Sessions, Briefings, and training.

- 1.3.5.1 The Bidder shall provide briefings and awareness sessions on the latest SugarCRM/new Proposed system capabilities and features, which may be include in further customizations.
- 1.3.5.2 These should be provided in conjunction with the SugarCRM/new system team.
- 1.3.5.3 the bidder shall provide Knowledge Transfer, Training and Handing Over Scope.
- 1.3.5.4 the bidder shall deliver system and installation documents, user manuals and help documents, data update procedures and tools, and detailed operations procedures in addition to any other training suggested by the Implementing Partner.
- 1.3.5.5 The Service Provider shall therefore submit a Knowledge Transfer and Handing Over plan.

1.4 Minimum Requirements to Participate in Tender

Following is the brief description of minimum eligibility, capability, experience required in order to participate in the Tender:

- 1.4.1** The Bidder shall have executed minimum three similar projects (CRM) in the last 3 years.
- 1.4.2** If the bidder proposed SugarCRM then they Shall deliver & Implement the project within 13 weeks as maximum period including the data migration and user training. Bidder Shall propose his period to deliver & implement for the new proposed system.
- 1.4.3** The Bidder must be Authorized Partner of the proposed solution and they need to provide certificate. (The certificate is a must)

2.0 Requirements to Collect Tender Document

2.1 Vendor registration with Oman Broadband

2.1.1 The service provider/ manufacturer shall register the product with the vendor management section in Oman Broadband to start product approval process.

2.2 Bidder Details Sheet

2.2.1 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.

2.3 Tender Fee

2.3.1 The Tender Fee for this Tender is **RO 100.000**.

2.3.2 The Bidder can make the payment of the Tender Fee either of the following options:

2.3.3 Make Bank transfer to the following Oman Broadband account, which the transfer receipt must be presented in order to collect the Tender Documents:

Oman Broadband Company SAOC

Bank : Bank Muscat

Branch: Corporate Branch

Account: 0423044209960013

2.4 Confidentiality Declaration

2.4.1 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 Tender Collection

4.1 Collection of Tender Documents

4.1.1 Once the Bidder Details Sheet, Confidentiality Declaration and confirmation of payment of Tender Fee requested in Article 2.4 above have been received, Bidder may collect the Tender Documents from Oman Broadband Contracting Section.

5.0 Bid Bond

5.1.1 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.

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 different envelop at the time stated below.

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	23/04/2018
Tender Documents available for collection	23/04/2018
Final date for collection of Tender Documents	03/05/2018
Clarification Request Closing Date	10/05/2018
Technical and Commercial Bid Submission Date	24/05/2018

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

7.0 Contract Award

In the event that Oman Broadband considers 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 Appendix 1 – Bidder Details for this Tender

Contract/ Tender number	T-09-2018
Contract/ Tender title	CRM Implementation/Improvement, Maintenance and Support
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.....

9.0 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.

9.1 Definitions

9.1.1 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, 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.

9.1.2 Confidential Record

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

9.1.3 Third Party

Shall mean any party other than Oman Broadband or Bidder.

9.2 Confidentiality

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

9.2.2 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 Oman Broadband.

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

9.3 Copyright

9.3.1 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.

9.4 Return of Confidential Record

9.4.1 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.

9.5 Third Parties

9.5.1 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.

9.6 Validity

9.6.1 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..... 2018

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

(Signature)

Name: _____

Position: _____

For: _____