

 عمانية للنطاق العريض تمكين الفرص Unlocking the Potential	
<b>Attention:</b>	<b>To whom it may concern</b>
<b>Date:</b>	<b>05/05/2019</b>
<b>From:</b>	<b>Oman Broadband Company SAOC</b>
<b>Our Reference:</b>	<b>Tender # T-002-2019- eBusiness Enterprise &amp; Digital Transformation</b>

**Tender No: - T-002-2019**

**Tender Title: eBusiness Enterprise & Digital Transformation**

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-002-2019**

### **eBusiness Enterprise & Digital Transformation 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**

**1.3.1** Oman Broadband is looking new era of Digital Transformation by building & accelerating a digital & automated business that will help achieve our growth ambitions. Oman Broadband required a comprehensive solution that will cover end-to-end documented & approved business processes for Digital Transformation. The solution will cover the enhancement or upgrade of existing ERP where is applicable. Also, a full transformation of the process with collaboration & effective way including eSignature, BI, BPA. The solution will to empower the internal & external users (Internal Portal, Public website, Public Portals).

**1.3.2** Oman Broadband is seeking into implementing a SharePoint and enterprise resource system to automate all business process. Oman Broadband currently are using Nav Dynamic where some of the process have been implemented such as finance, HR, etc. Therefor the vendor has the Enhancement/Re-engineering or upgrade the existing ERP that collaborates with SharePoint to connect all the individual productivity (ERP, BSS) through integration.

The scope will include: -

### **1.4 Project Implementation Strategy**

**1.4.1** Oman Broadband looking to implement a full digital transformation into the business since having a digital transformation strategy isn't an option for businesses anymore. Wherever you look, technology is transforming the world. Digital transformation is changing the way business gets done and, in some cases, creating entirely new way of businesses.

**1.4.2** Oman Broadband Digital Transformation is to enable & to power the company core values to enable broadband infrastructure and services to the people, business and government of Oman. Oman Broadband defining Digital transformation as it is to enable the business for ultimate customer experience.

**1.4.3** Oman Broadband digital transformation vision is to build & accelerate a digital business that will help us to scale quickly, at low cost and high quality to build a highly competitive advantage, automated business that will help achieve our growth ambitions.

**1.4.4** Oman Broadband digital transformation Mission is to build the leading digital experience to delivery platform to empower the internal & external users of Oman Broadband to create outstanding experiences for their activities.

- 1.4.5** Oman Broadband digital transformation Objectives are as following:
- 1.4.6** To have more efficient and cost-effective operation: More collaborative working, lower operating costs due to new ways of working and technology.
- 1.4.7** Automation by default: using various systems and technologies to minimize or reduce the amount of human intervention to complete the task or process.
- 1.4.8** To become a company that is more adaptive to change itself
- 1.4.9** Oman Broadband digital transformation approach and methodology is to implement the project with following consideration:
- 1.4.10** The Phased approach to implementation broken down into a series of steps, tasks or projects.
- 1.4.11** Adopt Agile Methodology to start small & scale it up in the full capacity by end of the project.
- 1.4.12** Quick Wins: to demonstrate the benefits of digital transformation & to help obtain support throughout the transition. Therefore, the bidder shall plan the quick wins during the implementation.
- 1.4.13** Services per month/quarter: the attention to lunch a services per month/quarter. Therefore, the bidder shall plan that concept.
- 1.4.14** The Business Disruption facts will be in the picture with this project. The below some of the facts that need to be clear with the bidders:
- 1.4.15** DX is change in how we are delivering a services & value to our customers.
- 1.4.16** More process dependence, less people oriented.
- 1.4.17** New tech will be applied such as Intelligent & Robotic Process Automation.
- 1.4.18** Artificial intelligence (AI) will be in the picture.
- 1.4.19** RPA & AI will drop some of the resources requirement & will create new skill requirement.
- 1.5 General Core Requirement**
- 1.5.1** Oman Broadband to have all the business process to be automated which the automation shall manage the data management, workflow, and integration with all other company's systems. The goal of the business process automation is to allowing the company to orchestrate, integrate, and automatically execute, centralizes the processes for the greatest amount of transparency, as it keeps the computing architecture intact, and coalesces the business functions that should logically be more integrated and spreads them out across the company. As well it addresses your human-centric tasks and minimizes the need for personal interaction.
- 1.5.2 ERP**
- 1.5.2.1** Oman Broadband relies on an ERP system with several modules to provide across the organization. The current system is Microsoft dynamic nav 2017 version (10.0.18976). As we have mentioned the bidder have the option to either enhance/Re-engineer or upgrade the existing ERP. The ERP system is supported by the IT with the next-level support provided by the developer. The current ERP system include the following process Finances, HR (3rd Party) as we are looking to implement these processes for these department in the propose ERP with all related process.
- 1.5.2.2** The bidder shall review the current Oman Broadband process and shall suggest methods to address these and implement. Oman Broadband shall review the suggestions and conclude the approach of the implementation. The bidder shall configurate parameters, workflows, authorities and rights on the business system platform to implement the processes.
- 1.5.2.3** Based on the bidder evaluation of the existing requirements in this tender lead to upgrade the current solution; the attention is to go with Microsoft Dynamic 365 for Finance and Operation. Also, Oman Broadband open for any other solutions to fulfil the requirements outside Microsoft platforms.
- 1.5.3 SharePoint**

1.5.3.1 Oman Broadband is looking into provide a SharePoint 2019 solution on- premise which will be used for document management, workflow & business processes, business intelligence, dashboards, tasks, forms, and record Management. Though highly flexible, it is primarily used to store documents, and communicate information across company and to implement all the processes. Also, within SharePoint, we are looking to have an internal portal (intranet) for the whole company's that's subsite into department and end user profile. Through this centralized, secure space user can access, share, and edit documents. Also, we are looking for external portal and website redesign and development.

1.5.3.2 SharePoint shall integrate with multiple application ERP, BSS (Billing/Order Management & Trouble Ticket), external portal and website to pull/push the data for different aspects. SharePoint can be customized much further if necessary, depend on the requirements, the vendor shall be able to build and incorporate application-to-application integrations, extensions to SharePoint functionality, and Web Parts.

#### **1.5.4 Workflow & Business Process Management**

1.5.4.1 The bidder shall propose a Business process management system for automation the core business processes from "end to end.". The business process management system must include all the basic features such human-focused tasks along with machine processing applications to allow a company or organization to flexibly manage its work. Business process management systems also include reporting and charting capabilities to permit end users and managers to understand the throughput and response times of the business processes. BPA is required for enabling creating complex business process spanning different departments and to monitors and maintains processes to ensure optimal efficiency. Also, to modifies existing processes to enable changes to the process as the organization grows. The BPA shall support the process agility by reviewing the system's support for agility in both process creation (the ability to easily and rapidly update processes) and process execution (the ability to optimize process execution in real-time).

#### **1.5.5 Business intelligence**

1.5.5.1 Oman Broadband is seeking into having a BI (Business Intelligence) solution for leveraging the company systems and to transform the business data into actionable intelligence that informs the company strategic and tactical business decisions. BI tools must analyse data sets and present analytical findings in reports, summaries, dashboards, graphs, charts and maps to provide users with detailed intelligence about the state of the business.

#### **1.5.6 eSignature**

1.5.6.1 the Bidder must propose a signature solution that shall support end-to-end solution by automating the entire document process. from the request for signature, to the distribution, and filing of the executed agreement. As on viewing the signature will be able to shows what is out for signature, what has been signed, when, and by whom. The approach the signature is to eliminate manual/human processes and save time by automating and streamlining document workflows processes, and creating digitalized end-to-end journeys, also reduce errors, eliminate physical documents and improve efficiency by digitalizing ,accelerate the time to sign/complete paperwork by making it easy for signers to sign documents, fill out forms – anywhere, anytime on any device. As well the ability to have the visibility for forms/contracts/documents sent out, pending or signed, inside the solution or via integrations.

#### **1.5.7 Interactive Internal Portal**

1.5.7.1 Oman broadband is looking to provide a highly social atmosphere for their employees & focusing on the real needs of people at work. Our simple approach helps leaders create vibrant organizations, connects employees and enables teamwork. The portal will be the main hub for all the services related to this project.

#### **1.5.8 External Portal & Website Redesign and Development**

1.5.8.1 Oman broadband is looking to provide a highly social atmosphere for their website visitor & focusing on the real needs of public. The goal of this website is to provide Oman Broadband with an online presence and to provide current and prospective customers vital information about business.

- 1.5.8.2 Bidder shall propose, redesign and develop Oman Broadband Website & external Portal.
- 1.5.8.3 Bidder shall propose three different concepts for new branding for the website.
- 1.5.8.4 Develop custom website designs and interfaces, adhering to established standards and guidelines
- 1.5.8.5 Integration:
- 1.5.8.6 The website & the External Portal will be integrated with the internal Portal & ERP
- 1.5.8.7 The integration will cover but not limited to: HR, SCM, Media & event.
- 1.5.8.8 Any processes highlighted in the Business Processes Appendix that include interaction with public, need to be address & build in the website & the external portal.
- 1.5.8.9 Social media integration
- 1.5.8.10 External Portal will cover all requirement related to SCM & to SCM & Finance, Planning & Technology and Project or any other departments.
- 1.5.8.11 External HR Model
- 1.5.8.12 Need to be integrated with ERP HR module
- 1.5.8.13 Will cover the requirement of the recruitment processes [Employment process (HR-PR02)].
- 1.5.8.14 The HR model need to ready to support subsidiary requirement without farther customization or development.
- 1.5.9 Mobility support**
- 1.5.9.1 Smart phone apps for HR self-service (View and Apply for HR services)
- 1.5.9.2 Smart phone apps enabling the approval/Sign for transaction through any model in the business system for any workflow that addressed
- 1.5.10 Scalability & Configuration**
- 1.5.10.1 The solution (ERP, SharePoint, others) shall have the capability of handling an increasing amount of work and accommodating growth.
- 1.5.10.2 The solution (ERP, SharePoint, others) shall support the subsidiaries.
- 1.5.11 Notification**
- 1.5.11.1 The system shall support e-mail and SMS notifications.
- 1.5.12 Role-Based Access Control**
- 1.5.12.1 Many workflows contain sensitive information that is not intended to be shared with everyone in the process. Every Workflow Management System should allow to customize what each user can see and edit. Making a quick change to this part of the workflow should not break it or affect historical requests. There should be some sort of flexibility in giving the roles and merging some authorizations due to business needs. All roles must be linked to whatever the DA is doing in the workflow. As well for certain role authorization customization as some user their role need to have extra authority for certain modules.
- 1.5.13 High availability and Load balancing**
- 1.5.13.1 The applications and databases must have high availability, with load balancing applied. High availability should consider be on patch management policy of IT infrastructure where the bidder should support the infrastructure team during the patching of OS and related servers considering the down time is not accepted on the application level.
- 1.5.14 API**
- 1.5.14.1 API standards should meet Oman broadband business requirements and provide enough bandwidth for current and System application. The design and management of APIs will be standards in identity management, authentication and authorization, data sources and portals, encryption and other security principles.

### **1.5.15 System Integration**

1.5.15.1 The system shall have to integrate with other enterprise applications, systems and data, seamlessly integrate with company's systems based on open API. In addition, it must be elastically scalable and with 24/7 availability with automated data recovery, since it must be accurate with a real-time view of corporate information always. The applications and databases must have high availability, with load balancing applied.

### **1.6 Departmental Specific Core Requirements**

**1.6.1** The bidder will be responsible to fulfil the requirement of Oman Broadband into the right platform such as ERP, SharePoint, BI etc.

**1.6.2** The bidder needs to keep in mind that Oman Broadband aiming for full automation & to reduce the human intervene.

**1.6.3** The bidder needs to review & the business process appendix related to each subject from the below to fulfil the requirement end-end.

### **1.6.4 Supply Chain Management Department Requirements**

1.6.4.1.1 SCM require single system or integrated systems that able to capture its operations. The system shall be used internally by SCM and its stockholders and externally by vendors. It's expected that beside system should captured all SCM operations, it should be user friendly.

1.6.4.2 Vendor Registration:

1.6.4.3 General/ Specific performance review process:

1.6.4.4 Vendor/Goods/Services Suspension:

1.6.4.5 Procurement Planning:

1.6.4.6 Purchase Requisition and Approvals:

1.6.4.7 RFQ/P & Tender Approval Process:

1.6.4.8 RFQ/P & Tender Floating and Closing Process:

1.6.4.9 RFQ/P & Tender Opening & Evaluation:

1.6.4.10 RFQ/P & Tender Awarding Process:

1.6.4.11 PO To Close Process:

1.6.4.11.1.1 This stage will cover all the activities between Oman Broadband & the contractor including the following but not limited to: Project Documents, Project Progress, Payment & Invoices, Variation Request, Completion Certificates/ Delivery Note, Maintenance Completion Certificates, Bond Renewal, Warranty, Critical/Major Issue, Infrastructure Project Handover, General Project Handover, Sub-Contractors Selection, VoWD Progress, VC & Invoice for Infrastructure Project.

1.6.4.12 Variation Management Process:

1.6.4.13 General/ Specific performance review process:

1.6.4.14 Material Approval Process:

1.6.4.15 Material De-Approval Process:

1.6.4.16 Tender Cancellation process:

1.6.4.17 Authority matrix Process:

### **1.6.5 Finance Department Requirements**



1.6.5.1.1 The solution needs to include all the standardize requirements for the finance as tools and process that manage income, expense, assets, etc. Oman Broadband are using ERP (Nav dynamic) to handle most of the financial processes but not as per automation concept. The bidder has the option to either customize the processes from scratch or upgrade to a new module/ERP. As the propose of these changes eliminate any accounting errors, minimizes record-keeping redundancy, ensures compliance with tax and accounting regulations Helps personnel to quantify budget planning, and Offers flexibility and expandability to accommodate change and growth.

1.6.5.2 Below are the required modules within the solution:

1.6.5.3 Receivable Invoice/Credit Note Process (Customers):

1.6.5.4 Collection Management:

1.6.5.5 Collection escalation:

1.6.5.6 Payable Invoice Process (Vendors):

1.6.5.7 Payment Process & B2B Payment:

1.6.5.8 Reconciliation:

1.6.5.9 Petty cash:

1.6.5.10 Home Connection VOWD (VALUE OF WORK DONE):

1.6.5.11 Project VOWD (VALUE OF WORK DONE):

1.6.5.12 Expense Accrual:

1.6.5.13 Budgeting:

1.6.5.14 Cash Flow:

1.6.5.15 Annual & Monthly Accounts closing:

1.6.5.16 Budget transfer:

1.6.5.17 Fixed Assets:

## **1.6.6 Human Resource Department Requirements**

1.6.6.1.1 Human resource management is the strategic and coherent approach to the management of an organization's most valued assets - the people working there who individually and collectively contribute to the achievement of the objectives of the business. HRM stand for the term "Human Resource Management". Human Resource Management is the organizational function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training. HRM can also be performed by line managers.

1.6.6.2 Resource Planning:

1.6.6.3 Employment Process:

1.6.6.4 HR Onboarding:

1.6.6.5 Payroll:

1.6.6.6 Leave Management:

1.6.6.7 Expense Reimbursement:

1.6.6.8 Expense Payment:

1.6.6.9 Performance Management:

1.6.6.10 Training Courses List:

1.6.6.11 Training Request:

1.6.6.12 Conference Request:

- 1.6.6.13 Business Visit Request:
- 1.6.6.14 School Expense Request:
- 1.6.6.15 Salary Certificate/ Transfer letter:
- 1.6.6.16 HR Notification:
- 1.6.6.17 Delegation:
- 1.6.6.18 Insurance Claim:

## **1.6.7 Projects Department Requirements**

### **1.6.7.1 Project Management**

- 1.6.7.1.1 Automate complete project folder however possible in order to reduce prints and paperwork. The objective is to handover a softcopy document that addresses complete project details on the system to operation purposes.
- 1.6.7.1.2 The bidder will be responsible to fulfil the requirement of Oman Broadband into the right platform such as ERP, SharePoint, BI etc.
- 1.6.7.1.3 The bidder needs to keep in mind that Oman Broadband aiming for full automation & to reduce the human intervene.
- 1.6.7.1.4 The bidder needs to review & the business process appendix related to each subject from the below to fulfil the requirement end-end.
- 1.6.7.1.5 Work Validation are expected to be reflected on the system after site visits and inspections. Project drawings are to be available on the system for engineers to reflect completed portions of the projects on both drawings and asset quantities. Changes in project routes are reflected once approved by Planning.
- 1.6.7.1.6 This method should provide a clear indication over project performance, approved works and all alarms and issues associated with execution during monitoring phase. Additionally, it should provide QHSE with an insight to have both unscheduled and scheduled visits to address project quality of implementation and deliverables in alignment with Oman Broadband Standards and specification.
- 1.6.7.1.7 General Guidelines and Standards must be readily available on the system for reference and project specific standards and guidelines are to be attached during project award. The system shall support the multiple graph for the projects by measuring a series of categories and overall performance within a project (Measure project performance/Time variations). Also to provide a project financial reports with all the following details project budgets, project phasing financially, Planned vs. Actual VoWD (work performed versus work scheduled), Awarded contract value, Cost variations, Asset cost breakdown at project delivery, Payable amount to contractors at project completion, Savings attained, Project spending status (VCs reviewed, approved, invoices issued and paid) and Liability/penalty.
- 1.6.7.1.8 The system should produce structured reports specifically for the four phases of a project life cycle. Reports should be based on the following:
- 1.6.7.1.9 Project Implementation Plan (PIP) "after Kick-off meeting" to measure actual progress against plan.
- 1.6.7.1.10 Implementation of quantifiable assets
- 1.6.7.1.11 Monitoring (site inspections and quality verifications)
- 1.6.7.1.12 Contractor's performance evaluation reports
- 1.6.7.1.13 The system should be able to produce the following templates:
- 1.6.7.1.14 Project Charter
- 1.6.7.1.15 Project type (FTTx, Backhaul, DWDM, POP Construction etc.)
- 1.6.7.1.16 Product Type (In reference to Commercial)

- 1.6.7.1.17 Action log (actions pending on either contractor, Oman Broadband or 3rd party)
- 1.6.7.1.18 Correspondence log (To log all formal and legally abiding correspondence with contractors and 3rd parties)
- 1.6.7.1.19 Project Contact Details (Contractor's escalation matrix and contact details)
- 1.6.7.1.20 Quality Management/Quality Review Checklist (QHSE)
- 1.6.7.1.21 Organization Chart (Contractor and Oman Broadband's chart for a given project)
- 1.6.7.1.22 Project Risk Register
- 1.6.7.1.23 Task List (based on PIP)
- 1.6.7.1.24 Milestone Table
- 1.6.7.1.25 Minutes and Actions from meetings
- 1.6.7.1.26 Change Management
- 1.6.7.1.27 Resolution Management (A tracker to map all issues related to the project with clear and timed actions for closure)
- 1.6.7.1.28 Log of Plans and Deliverables
- 1.6.7.1.29 Documentation distribution
- 1.6.7.1.30 Project status reports
- 1.6.7.1.31 Monthly reports
- 1.6.7.1.32 WIP reports
- 1.6.7.2 Projects Execution:**
- 1.6.7.3 Project Handover:**
- 1.6.7.4 Project Inspection:**
- 1.6.8 PMO Department Requirement**
- 1.6.8.1 Program Change Management:**
- 1.6.8.1.1 The process if the request any change in a program need to go through the PMO Program Change Management for validation and approval. The initiator will be Trigger Party (Strategy / Commercial/ Planning & Technology/Management/etc.). The trigger party and PMO will register the change request and review as the PMO will check if there is any direct impact on annual rollout plan and budget or any other impact. If an impact is found, then will go through change request approval by stockholders/sponsors and will update the changes on plan and circulate.
- 1.6.9 Commercial Affairs Department Requirement**
- 1.6.9.1 Business Change Management:
- 1.6.9.2 External Project Opportunity:
- 1.6.9.3 Product Development:
- 1.6.9.4 Pricing Request / Change:
- 1.6.9.5 Network Deployment:
- 1.6.9.6 Engagements & Marketing Events:
- 1.6.9.7 Corporate Communication Management:
- 1.6.9.8 Gift Ordering Process:
- 1.6.9.9 Advertising:

**1.6.10 Admin Department Requirement**

#### 1.6.10.1 Incoming & Outgoing Correspondence Management:

1.6.10.1.1 This process describes the flow of all incoming correspondence and records all related data. The correspondence management is the process of receiving, recording, logging, appropriately processing and responding to and creating an audit trail of received correspondence. A Correspondence Management System is used to track all the incoming and outgoing business correspondence of an organization and make it available to all application users according to their roles and access.

1.6.10.1.2 The Correspondence Management systems centralize and manages the creation, assembly and delivery of secure, personalized, and interactive business correspondences. It enables organizations to quickly assemble correspondence from both pre- approved and custom-authored content in a streamlined process from creation to archival. As a result, customers get the right communication at the right time in the right way: timely, accurate, convenient, secure, and relevant. This enables businesses to maximize the value of customer interactions and minimize the costs and risks associated with a rather complex process.

#### 1.6.10.2 Archiving & Record:

1.6.10.2.1 Maintaining the records of an organization from the time they are created up to their eventual disposal; this may include classifying, storing, securing, archiving, and destroying records. Records management is knowing what you have, where you have it, how long you must keep it and how secure it is.

1.6.10.2.2 This process describes how to saves all documents and records after use. The request come from company's department for archiving with all data (type, classification, etc) The system must be able to record user data through a form specifying the files to be archived. The department will submit the document to the admin for archiving then the archive will review, and system will generate the archive number. The system should indicate where files are archived (shelves in the store) with the scanned document and system will sends a notification to the requester with the archiving number.

#### 1.6.10.3 Retrieve Documents:

1.6.10.3.1 This process describes how to get access to any documents and records that are stored in the central storage store or in servers. The system must allow the user to submit a request for access to the documents by filling out an electronic form specifying the data of the documents. The system must determine the authorization to the user whether he is entitled to request this type of document or not and as well determine the retrieving period.

#### 1.6.10.4 Fleet Management:

1.6.10.4.1 This process describes how to request permanent / Temp cars as per business needs as it will go through approval process and check if the car is available within the possession of the department and will notify the requester and if not within the department the division have to approve the request to process the request from the admin for approval and confirmation.

1.6.10.4.2 System should notify admin concerned the following:

1.6.10.4.3 Alarm for Vehicles Registration Expiry.

1.6.10.4.4 Monthly Check list for all vehicle's maintenance

1.6.10.4.5 Branding Permit municipality

#### 1.6.10.5 Telecom Service Request:

1.6.10.6 General Services Request (added value service):

1.6.10.7 Business Services Request:

1.6.10.8 Visitor Registration:

1.6.10.9 Stationary Request:

1.6.10.10 Travel Arrangement:

1.6.10.11 Suggestions / Complaints:

### **1.6.11 QHSE Department Requirement**

#### 1.6.11.1 Inspection Process:

1.6.11.1.1 The QHSE inspection team will create inspection ticket for breach record\contractor either for the order or project. and will have record all the details for the breach and categorizes the risk level (minor, moderate, high, and extreme). Depending on the breach their penalty deduction (next payment cycle) and the total penalty value approval.

1.6.11.1.2 The system must process the total number of site inspection conducted by QHSE team for the month for both operation and project. After each inspection, it is important that the information obtained is given categorize the breach based on HSE or Quality As pre-Oman Broadband standers. Total site inspection without issues will considered closed case for both operation and project. As it shows good monitoring from both sides QHSE Team and O&P team.

#### 1.6.11.2 QHSE Penalty Process:

1.6.11.2.1 The process is for the QHSE team to create breach record\contractor once is found and to close or start new track sheet when new project is initiated also to generate immediate penalties based on accidents.

### **1.6.12 Planning & Technology Department Requirement**

#### 1.6.12.1 Asset Register:

#### 1.6.12.2 Asset Disposal:

#### 1.6.12.3 Initiate JV Project:

#### 1.6.12.4 Network Diversion:

1.6.12.4.1 The process carried out to re-rout/re-install company assets based on agreed facts. The 3rd party to apply through online portal which will lead to network diversion. The request will go through review & approve with payment collections via platform according to the network division category. Upon finalizing the payment will notify NOC team and will go through the network change request and geodata Onboarding.

#### 1.6.12.5 Asset Insurance Process:

1.6.12.5.1 the process that demonstrate the steps required to insure company assets. The asset register from asset register should trigger the new assets which has been added that are subject to insurance as the asset engineer will issue a report about the new assets and be reviewed and approved by the asset head and system will notify admin (system trigger). The asset engineer will send report to the admin for any new report for insurance purpose.

#### 1.6.12.6 Non-objection certificate:

1.6.12.6.1 the proses documents the NOC issuance methods which aimed to protect company assets from any damage during any excavation conducted by third party. The request will be logged by the 3rd party with all related details and shall go through the online payment via platform integrated with Muscat Municipality. The planet protection will review the request on GIS application and take the required action to visit and create certificate in the system and will through approval. Once approved will issue the permit and send back to the 3rd Party. No GIS system required to be developed to handle the subject.

#### 1.6.12.7 Site Acquisitions

#### 1.6.12.8 POP Build

#### 1.6.12.9 New IT Project

1.6.12.9.1 Any Project related to IT is handled through this process, from planning to execution and closure. The end user will request in the system for a business requirement related to IT and the business analysis and will log the project information will analysis the case. The information management head will review and approve the request. Upon the approval will create the SoW and go through the purchase requisition process.

1.6.12.10 System/Application/Service Life Cycle Management

1.6.12.11 Geo Data Onboarding

1.6.12.12 Geo Tags Creation

1.6.12.13 Data Request

1.6.12.14 The process any user could request the data request with all the details and GIS specialist will assist and check the data availability. The GIS specialist will prepare the data proportioned will review.

1.6.12.15 Geo Data Analysis

1.6.12.16 Geo Data Quality

1.6.12.17 FTTX Design process

1.6.12.18 Work Order Design

1.6.12.19 Network Planning Variation Process

1.6.12.20 This process is triggered if a project under implementation needed a change in cost or time. The request creation by Project, planning or commercial where all the Input fields should be taken from the excel sheet or filled form. The FTTx design team will capture data, create the low-level design and review. If the design has passed, then will do the scoping and the cost and PMO will put out the timeline.

1.6.12.21 Introducing Technology /Solutions /Material

**1.6.13 Corporate Strategy Department Requirement**

1.6.13.1 Corporate KPI Definition:

1.6.13.1.1 The department head will initiate in the KPI and then all the input will be draft the corporate KPI by the corporate strategy and then present to the CEO. The CEO will review and either approve/amend the KPI then CEO will present the KPI to the Board of Directors as they will review and approve on the KPI. After the confirmation of the KPI will cascade the corporate KPI to all the division also will notify the to start the alignment. The alignment shall be by the division manager and the focal point and there shall be monitor and review the KPI daily/weekly/monthly/quarterly until the final review to give the rating.

1.6.13.2 Risk Management:

1.6.13.2.1 Oman Broadband looking light & sample Risk Management function to centrally identify, evaluate and prioritize organizational risks; plan and implement mitigation projects and mitigation controls; and help in monitoring key risk indicators across the company units.

1.6.13.3 CSR Service:

1.6.13.3.1 Corporate social responsibility (CSR) is a business approach that contributes to sustainable development by delivering value benefits for communities. Oman Broadband looking to log, track & maintain all the CSR activities end-to-end.

**1.6.14 Legal Department Requirement**

1.6.14.1 Legal Case:

1.6.14.2 Legal Consultancy:

1.6.14.2.1 The end user could request for the legal consultancy where the legal counsel will log and review the case. Record and data about legal advice that has been given to requester from any of the concerned department will be in the system record. For simplify the way of asking for the legal advice by the requester and in the same time the way of responding to that legal inquiry.

1.6.14.3 Agreements, Contracts and MOUs:

1.6.14.4 Assignment to the Law firms:

1.6.14.5 Audit Department Requirement

### **1.6.15 Internal Audit Process:**

- 1.6.15.1 Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.
- 1.6.15.2 The system should provide a wide administration capability such as Controlling level of approvals, Delegation of authority, Customization, Responsibilities, sending notification via email, Advance trail audit, Pack up, and System policies.

## **2.0 Minimum Requirements to Participate in Tender**

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

- 2.1** The Bidder shall have executed minimum three similar projects ERP, SharePoint, BI Solution in the last 5 years.
- 2.2** The Bidder must be Authorized Partner of the proposed solution and they need to provide certificate. (The certificate is a must)  
The authorized partner certificate must be gold or equivalent and above.
- 2.3** The Bidder proposed solution must cover all the following area:  
SCM, Finance, HR, Corresponding Solution, BI, eSignature requirement, all departments process and General Functional Requirements.
- 2.4** The bidder must submit the following Resource with their CV:  
SCM Expert, Finance Expert, HR & Payroll Expert, SharePoint Expert.

## **3.0 Requirements to Collect Tender Document**

### **3.1 Bidder Details Sheet**

- 3.1.1** 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 before the Tender Documents can be released to the Bidder.

### **3.2 Tender Fee**

- 3.2.1** The Tender Fee for this Tender is **RO 400.000**.
- 3.2.2** The Bidder can make the payment of the Tender Fee either of the following options:
- a) Provide a cheque with value stated above in favor of "Oman Broadband Company SAOC" and identifying the Bidders' name and the Tender number (e.g. Bidder Name. Deposit for Tender T-022-16) must be presented, by hand, to the Contracting Section before the Tender Documents can be released to the Bidder.
- Or
- b) Make Bank transfer to the following Oman Broadband account, which the transfer receipt must be presented to collect the Tender Documents:

**Oman Broadband Company SAOC**  
**Bank: Bank Muscat**  
**Branch: Corporate Branch**  
**Account: 0423044209960013**

### **3.3 Confidentiality Declaration**

- 3.3.1** 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.

#### **4.0 Oman Broadband Contact Point**

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

**4.1.2** No Clarification Requests shall be entertained after the Clarification Request Closing Date included in the table in Article 7.0 below

#### **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 above have been received, Bidder may collect the Tender Documents from Oman Broadband Contracting Section.

#### **6.0 Bid Bond**

**6.1.1** 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 if Bidder fails to submit and substantiate a conforming bid or has failed to accept award of the contract or purchase order.

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

**7.1.1** The Technical Bid and the Commercial Bid are to be submitted in two different envelop at the time stated below.

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

**7.1.3** The proposed Tender Process schedule is:

<b>Activity</b>	<b>Date</b>
Issue of T1-Invitation to Bid	05/05/2019
Tender Documents available for collection	05/05/2019
Final date for collection of Tender Documents	15/05/2019
Technical Workshop to explain the SOW and for Clarification	20/05/2019
Clarification Request Closing Date	28/05/2019
<b>Technical and Commercial Bid Submission Date</b>	<b>04/06/2019</b>

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

#### **8.0 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.



## 9.0 Appendix 1 – Bidder Details for this Tender

Contract/ Tender number	<b>T-002-2019</b>
Contract/ Tender title	<b>eBusiness Enterprise &amp; Digital Transformation</b>
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.....

## 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, 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.

#### 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

- 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.

#### 10.2.3 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.

### 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 contract period from the date signed by the Bidder.

Agreed and accepted this

..... Day of..... 2019

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

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

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

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

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