

	
Attention:	To whom it may concern
Date:	09/April/2026
From:	Asyad Group SAOC
Our Reference:	Tender No: C-02-26

Tender Title: Consolidation of Group Medical & Group Life Insurance of Asyad Group & Its Business Units

Dear Sir,

Asyad Group SAOC, invites ‘Tenderer’ to Tender for the Services in accordance with the terms and conditions set down in the Tender Documents. If you are a successful Tenderer 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 Tender
- T2** Instruction to Tenderers
- T3** Data to be provided by Tenderers
- T4** Insurance Cover Specification
- T5** Schedule of Premiums
- T6** Standard Non Disclosure Undertaking
- APPENDIX A-** Fitness to Work Guidelines
- APPENDIX B-** Members List

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

In the preparation and submission of the Tender, Tenderer shall comply with the Tender Documents. ASYAD reserves the right to disqualify the Tenderer if any of the requirements included in the Tender Documents are not met.

Yours faithfully,

For **Asyad Group SAOC**

Asyad Group SAOC

TENDER NUMBER: C-02-26

**TENDER TITLE: Consolidation of Group Medical & Life
Insurance for Asyad Group & Its Business Units**

T1, INVITATION TO TENDER

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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, T3, T4 and T5

1.2 About ASYAD Company

The Sultanate of Oman has commenced activities to consolidate its various government-owned companies into several holding companies grouped by type of business or industrial activity. Logistics has been identified as one of those key focus industries.

Asyad Group has been set up to consolidate the Government owned Logistics companies (except the air sector). ASYAD has a mandate to develop Oman's Logistics capabilities and to foster investment opportunities in the Logistics sector.

ASYAD subsidiaries – only those that ASYAD owns 50% + ("the Group") involved in the Logistics sector including: 3 ports, 3 free zones, 1 economic development company, 2 shipping and 2 ship management companies, 1 dry dock company, the post office, the bus company, the railway and potential additions to the list.

Oman plans to establish itself as a premier global Logistics hub by taking advantage of its geographic location at the cross roads of trade midway between Asia and Europe, along with connections to East Africa, the Indian Subcontinent and Iran. By using overland highways and rail service Oman will become a natural gateway into the GCC Countries avoiding the politically sensitive Straits of Hormuz and reducing the distance ocean carriers must travel to reach Ports in the Arabian Gulf.

ASYAD has also been tasked with implementing the National Logistics Strategy (NLS), formerly known as Sultanate of Oman Logistics Strategy (SOLS).

The successful implementation of NLS will enable Logistics to become a major contributor to the Oman economy, facilitating economic diversification, creating significant new employment opportunities and delivering improved performance rankings in key world operating indices. Thus, the result of NLS will make Oman a major global Logistics hub, leveraging its geographical advantages along with its significant recent investment in its Logistics infrastructure.

1.3 Description of the Service

1.3.1 The scope of insurance shall cover requirements as follows

- Group Medical Insurance
- Group Life + WC Top-up Insurance

The current scope is covering mainly the following subsidiaries:

#	Name of Company
1	Asyad Group SAOC
2	Asyad Shipping Company*
3	Asyad Drydock Company including Duqm Development Company (DDC)
4	Oman Rail Company and Insha
5	Salalah Freezone Company SAOC
6	Mwasalat (ONTC)
7	National Ferries Company
8	Asyad Ports & Terminals
9	Asyad Supply Chain SPC
10	Oman Post and Asyad Express
11	Asyad Terminal Duqm
12	Combined Marine Terminal Operations Marafi
13	Khazaen Dry Port Company
14	Port of Duqm (JV)*
15	Sohar Port (JV)*
16	Salalah Port (JV)*
17	Hafeet Rail Company

*The JV companies and SAOG will be included as part of the tender to leverage volume and secure more competitive rates. However, this tender proposal does not seek approval for their respective budgets. Each entity will obtain its own internal governance approvals should it choose to avail of the scheme upon award.

1.3.2 The details of these insurance coverage is detailed in section T4

1.3.3 Period of Insurance:

- Insurers are expected to provide options of Long Term Agreement as provided in T5

1.3.4 Jurisdiction:

- Sultanate of Oman.

1.4 Minimum Requirements to Participate in Tender

1.4.1 Technical Requirements

Minimum eligibility, capability, experience are required in order to participate in the Tender is that the Tenderer must be an authorised Insurance provider in the Sultante of Oman.

1.5 Bid Evaluation

1.5.1 General

Bids will be assessed in two stages. Stage 1 of the evaluation will consist of Bids being assessed to determine whether they comply with the Bid Requirements in order to ensure the Bid has been submitted in the form and method required by this Tender. Stage 2 will consist of an evaluation of the Bidder's Technical Offer and Commercial Offer.

To assist in the examination, evaluation and comparison of Bids, the Bidder may be asked individually for clarification of its Bid, including without limitation a breakdown of rates for each options and extensions. The requests for clarification and response shall be in writing.

1.5.2 **Technical Offer**

The following paragraphs set out each of the Technical requirements

Profile of the Firm: giving an indication of its size, presence (in Oman and internationally), volume of group medical & group life premium underwritten in recent years, field of expertise in handling similar insurance programs and large schemes (5,000+ members), in house claims Administrator any other reputed TPA.

Maximum Compliance with the terms of the Cover Specification Slip: Major deviations from the covers and extensions sought in the Cover Specification Slip may render the Bid liable to be rejected.

Experience in handling similar or other insurances in the past, and claims settlement experience.

Compliance to the Service Level Agreement (SLA) as per the Coverage Specification or as provided in T4

No additional conditions/ imposition of major subjectivities to be included / proposed by the Bidder.

In addition to the technical criteria provided below in section 1.5.6.

1.5.3 **Commercial Offer**

Technically compliant bids will be evaluated based on the best competitive rates / premium quoted by the bidders.

In the event of any arithmetical errors, the Premiums quoted will be corrected accordingly. The Bidder will be informed of any such arithmetical error and the correction made and the Bidder will be required to certify its acceptance of such arithmetical correction.

Arithmetical errors will be corrected on the following basis:

If there is a discrepancy between unit rates and the Lump Sum Price that is obtained by multiplying the unit rates and quantity, the unit rates shall prevail and the Lump Sum Price will be corrected accordingly;

If there is a discrepancy between words and figures, the amount in words shall prevail.

Tenderers with maximum compliance with the Tender, Standard Terms and Conditions will be encouraged.

Completeness of submitted Bid Documents: All the required forms must be fully completed and submitted. The Standard/ Quality of the Submitted Document and the extent and completeness/ correctness of additional information provided will be assessed.

Premium schedule will be provided (T5), insurers are obliged to adhere to the provided format.

1.5.4 **Right to Invite Bidders**

ASYAD reserves the right to invite any or all bidders, at the discretion of the ASYAD, to make presentations to the ASYAD to establish their credentials. Such invitations and presentations, if any, shall be deemed to be a part of the bid evaluation process.

1.5.5 **Award**

Subject to all other criteria being met, the "Letter of Award" will be issued to the Bidder submitting the most advantageous Bid which complies with the requirements of the Tender.

1.5.6 Evaluation process

The evaluation will be carried out in three (3) stages as follows:

Stage-1: Technical Mandatory qualification (Go/ No Go) Evaluation

Stage-2: Technical Evaluation Model - Technical evaluation scoring which will carry 60%.

Stage-3: Commercial Evaluation Model – Based on 40%.

Award shall be made to the highest combined score

Stage-1: Technical Mandatory qualification (Go/ No Go) Evaluation

#	Criteria Description	Go/No-Go
1	<i>Bidders shall demonstrate having experience in health insurance by providing evidence of minimum of one (1) contract with at least 5,000 members in the last three (3) years</i>	
2	<i>Bidder must meet all requirements in T3 Insurance Cover Specification & Service Level Agreement (SLA) for medical, group life and workman compensation</i>	
3	<i>Bidder must have medical network in all regions in Oman and have the facilities of coverage in United Arab Emirates as direct billing.</i>	
4	<i>Bidder must fill and submit the Know Your Customer (KYC) document as per T1 appendix 1 of the tender document:1. KYC and constitutive documents (e.g., commercial registration, tax card, license), 2.ABC declaration and sanction compliance statement. 3. Medical Insurance License (FSA)</i>	
5	<i>The bidder must comply with the Omanisation percentage required by the Ministry of Labour for the relevant sector and job categories. The bidder is required to submit a valid electronic Omanisation Compliance Certificate issued by the Ministry of Labour confirming fulfilment of all applicable workforce and labour standards, including Omanisation ratios. Certificates must be valid for at least one month from the date of issuance.</i>	
6	<i>Bidder shall provide a commitment letter of providing representatives at Asyad Group and when needed in respective Business Units premises</i>	
7	<i>Bidder to provide a commitment letter of mobilization and distributing the medical cards within (10) days from the contract effective date and submission of employee names</i>	
8	<i>Bidder shall confirm to be licensed insurer and have their inhouse claim administrators or dealing with reputed TPA</i>	
Result		

ICV Requirements:

Minimum Omanisation	
Description	Minimum requirement
<i>Omani Account Manager</i>	<i>1 Omani Manager</i>
<i>Overall Omanisation for the contract</i>	<i>60%</i>

ICV Evaluation (Pass/Fail)

Sn	Go/No Go Criteria	Criteria
1	Submission of Commitment Letter	If No, Fail
		If Yes, Pass
2	ICV plan is part of proposal	If No, Fail
		If Yes, Pass
3	The proposed ICV plan meets or exceeds the mandatory ICV minimum requirements described in the tender document.	If No, Fail
		If Yes, Pass
		If Yes, Pass

1.5.7 Post Award Document Requirements

- a) Within 3 days of the Letter of Award being issued to the winning Bidder, the Successful Bidder shall issue the “Hold Cover Confirmation” to ASYAD, in respect of the Insurance Policy, for the tenure as agreed in the Bid.
- b) The Successful Bidder shall deliver the Policy Document to the ASYAD / in due course.

2.0 Requirements to Collect Tender Document

2.1 Tenderer Details Sheet.

2.1.1 In order to correctly identify the Tenderer and the Tenderer’s point of contact for this Tender Process, Appendix 1 shall be completed by the Tenderer and presented, by scanned and forwarded via email to (tenders@asyad.om), to the Tender Section before the Tender Documents can be released to the Tenderer.

2.2 Tender Fee.

2.2.1 The Tender Fee for this Tender is OMR 100/-Prior to receiving the Tender Documents, Tenderer is required to submit a non-refundable ‘Tender Fee’ via e-tendering portal.

2.3 Confidentiality Declaration

2.3.1 Should the tenderer purchase the tender documents, the tenderer is confirming Acceptance of **Asyad’s** Confidentiality Declaration as included in Appendix 2

The Confidentiality Declaration must be completed, signed by an authorised person, stamped with the Tenderers company stamp, and submitted to Asyad via tenders@asyad.om. Upon receipt and acceptance of the Confidentiality Declaration, the bidder will be provided with Appendix B – Member List.

3.0 ASYAD Contact Point

3.1.1 All communication with **ASYAD** shall be through Clarification Requests, in writing and addressed to via e-tendering portal No Clarification Requests shall be entertained after the Clarification Request Closing Date

4.0 Tender Bond

4.1.1 Not Applicable

5.0 Performance Bond

5.1.1 Bidders are required to submit a performance bond equivalent to 5% of contract value for each business unit.

6.0 Outline Tender Process and Submission of Tender

6.1.1 The Technical Tender Submission Date and the Commercial Tender Submission Date are the same but the Technical Tender and Commercial Tender shall be submitted electronically in 2 separate packages. The opening of the Technical Tender and Commercial Tender are the discretion of ASYAD .

6.1.2 The The proposed Tender Process Overview is as follows:

Activity	Date
Floating of Tender through e-tendering	09/04/2026
Last day of tender collection	16/04/2026
Last day for tenderers to raise queries	20/04/2026
Tender Submission Date	23/04/2026

7.0 Tender Award

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

8.0 Appendix 1 – Tenderer Details for this Tender

Contract/ Tender number	C-02-26
Contract/ Tender title	Consolidation of Group Medical & Group Life Insurance of Asyad Group & Its Business Units
Full name of Tenderer	
Postal Address	
City	
Country	
Web site	
Office main tell 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% -

Tenderer’s representative to which all Tender correspondence shall be addressed

Name of person	
Fax number	
Telephone number	
GSM number	
e-mail address	

Tenderer’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 'Tenderer') hereby declares **Asyad Group SAOC**, P.O. Box 470, PC 115 Muscat, Sultanate of Oman (The 'Company') to accept the following terms and conditions on which the Company is prepared to communicate to the Tenderer 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 Tenderer from, or disclosed to Tenderer by the Company, or on behalf of Company, 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 Tenderer 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 ASYAD or Tenderer.

9.2 Confidentiality

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

9.2.2 Tender shall not for any purpose other than the preparation and submission of a Tender

- disclose to any Third Party or enable any Third Party to note the fact that Tenderer has been invited to submit a Tender and/or, if applicable, the fact that the Contract is awarded to Tenderer;
- 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 ASYAD.

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 Tenderer; or
- b) been disclosed to Tenderer under an obligation to maintain secrecy by a Third Party (other than one disclosing on behalf of ASYAD) who could lawfully do so and who did not derive such Confidential Information or Confidential Record from ASYAD.

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 ASYAD. Copyright in any record containing geological or geophysical data acquired or generated by Tenderer in connection with the Contract shall be vested in ASYAD.

9.4 Return of Confidential Record

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

9.5 Third Parties

9.5.1 Tenderer 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, Tenderer 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 Tenderer.

Agreed and accepted this

..... Day of..... 2026

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

(Signature)
Name: _____
Position: _____
For: _____