	
Attention:	To whom it may concern
Date:	
From:	Oman Global Logistics Group SAOC (ASYAD)
Our Reference:	

**Tender No:- C-019-19**

**Tender Title: Design, Development and Maintenance of Asyad Internet Portal.**

Dear Sir,

Oman Global Logistics Group SAOC (ASYAD), invites 'Tenderer' to Tender for the Work or 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 (this letter including the pages attached hereto)
- T2 Instructions to Tenderers
- T3 Data to be submitted by Tenderer
- C1 Form of Agreement (including Appendix "The Contract Schedule")
- C2 Special Conditions
- C3 General Conditions
- C4 Scope of Services
- C5 Schedules of Prices
- C6 ICV Specifications
- C7 Data Provided by Consultant
- C8 Non- Disclosure Undertaking

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 Oman Global Logistics Group SAOC (ASYAD)

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ASYAD  
**SECTION T1, INVITATION TO TENDER**

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## 1 Tender Overview

### 1.1 About Oman Global Logistics Group

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.

Oman Global Logistics Group (ASYAD) 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.

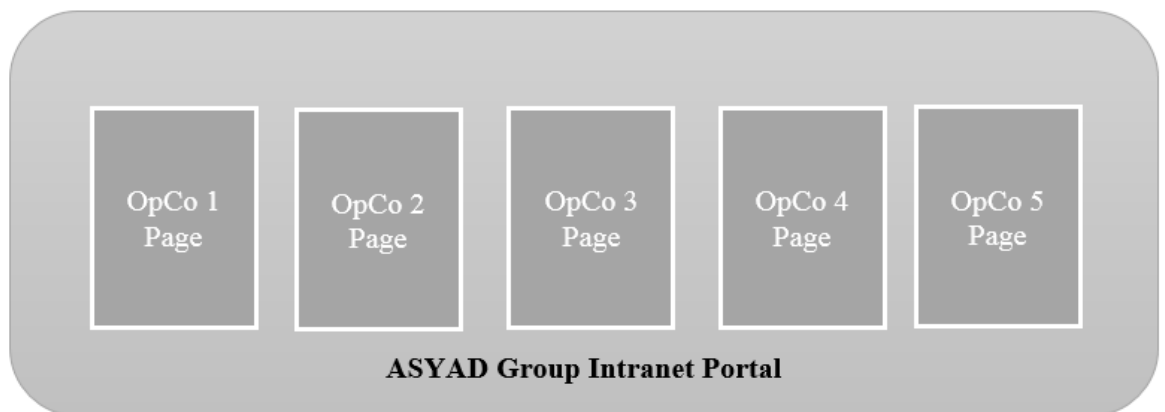
ASYAD has also been tasked with implementing the National Logistics Strategy (NLS), formerly known as Sultanate of Oman Logistics Strategy (SOLS).

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.

### 1.2 Description of Scope of Service:

#### A. The Portal

The Portal will have 2 main parts, first part is ASYAD Group Intranet Portal, the Second Part is the OpCo’s/Clusters/Functions/Projects Pages (Site Collection).



The following Scope shall be considered in developing the portal:

- 2.1 Portal Language is English.
- 2.2 All required licensing shall be registered under ASYAD Name and covered in the vendor scope.
- 2.3 The operational and development environment of the project should be available to ASYAD post-implementation and operation.

- 2.4 Full infrastructure requirements (hardware, database and networking) shall be listed to achieve a highly secure and available solution.
- 2.5 The implementer shall configure all required servers including but not limited to ( share point frontend, share point application, shared ( federation ) AD , and SQL)
- 2.6 The portal shall support the most commonly used browsers such as Microsoft Internet Explorer , Microsoft edge, Firefox, and Google Chrome. The portal shall support mobile browsers with ability to be converted to a mobile app (the mobile app is out of scope)
- 2.7 The complete solution shall be scalable and highly available.
- 2.8 ASYAD Group Intranet Portal shall contain (but not limited to):
  - 2.8.1 GCEO Message
  - 2.8.2 The Look & Feel shall be designed as per ASYAD Branding with Rotating Image Banner
  - 2.8.3 The branding of the portal will be utterly customized by using a new design and themes that reflecting Company working atmosphere and the corporate culture.
  - 2.8.4 The developer shall submit 3 distinct look & feel examples in the bid proposal.
  - 2.8.5 Selective Departments in ASYAD will have an information Page.
  - 2.8.6 Announcements Page
  - 2.8.7 Announcement list will be configured in the portal per the requirements using out-of-the-box functionality.

Following fields will be available by default:

- 2.8.7.1 Date
- 2.8.7.2 Announcement Title
- 2.8.7.3 Announcement Body
- 2.8.7.4 Company Name
- 2.8.7.5 Contact Person
- 2.8.7.6 Information Release Process (for Event, announcement, news) (Workflow)The following workflow shall be adhered to for information release when the information originates from the OpCo and to be posted in the Group Portal. The workflow is a 2-step sequential SharePoint out of the box approval workflow. The workflow starts by the information requestor filling key elements of the information and Group Intranet Portal administrator must approve/reject the request. The request form will contain the following input fields

- Information title
- Last Name
- First Name
- Employee Role
- OpCo name
- Business Phone
- Email Address
- Requesting department
- Date (for events)
- Brief (Summary of information)

- 2.8.8 Knowledge Base
  - 2.8.8.1 ASYAD Group Intranet Portal will have a knowledge base plugin and each OpCo will have the same in OpCo Pages. The Knowledge Base is a dynamic library that includes searchable documents uploaded by portal administrators.
- 2.8.9 Quick Links
- 2.8.10 ASYAD Services (EDRMS, FIKRATI, ASYAD Careers). These services are developed separately, and they are out of scope of this project. The portal will become a container and gateway for these services

- 2.8.11 Media Gallery (Photo & Video)
- 2.8.12 News
  - 2.8.12.1 RSS Feeds
  - 2.8.12.2 ASYAD Group level News
  - 2.8.12.3 Sector News
- 2.8.13 Poll and Feedback
- 2.8.14 ASYAD Group Directory (ASYAD and OpCo's)
- 2.8.15 ASYAD and OpCo's Social Media feeds
- 2.8.16 Prayer Time
- 2.8.17 Time and Weather Conditions
- 2.8.18 ASYAD Corporate Benefits
- 2.8.19 ASYAD Souq

ASYAD Souq will work as a classified, where users can post their valuable items which they want to sell. Users can upload multiple images for the item. Latest 5 Souq entries will be visible on corporate portal home page. User can bid / negotiate via email through the portal. Souq data will be stored in SharePoint list.

Picture	Title	Category	Created By	Created	Price
Category : Vehicles (2)					
	Trabant 500	Vehicles	Jürg Amrein	12 months ago	\$2,500.00
	1968 Dodge Challenger	Vehicles	Administrator	3 months ago	\$27,500.00

- 2.8.20 Enterprise Search a powerful search feature will be provided as an OOB functionality of SharePoint. That will enhance search productivity by providing the following features:
  - indexing and content search
  - support multi content type search
  - different site level search
  - support search scope
  - user can subscribe for alerts
  - People search will allow users to search & publish/display information about user profiles imported from Active Directory. This will be available as an out-of-the-box functionality of SharePoint.

- 2.8.21 User Profile
  - Name
  - Designation
  - Company
  - Email
  - Phone Number
  - Picture

- 2.8.22 Authentication
 

Each user will have SSO to access the portal using his company domain username and password.

- 2.8.23 OpCo/Cluster/Function/Project Pages (Site Collection) Every OpCo/Cluster/Function/Project will have their own separate page where they can share the different details with the other employees / departments of the company. This page will be managed and accessible by the respective entity. The pages will have the following different components / web parts (entities will decide what to share). Example for an OPCO is below

- 2.8.23.1 General OpCo Profile
- 2.8.23.2 OpCo's Announcements

- 2.8.23.3 OpCo CEO Message
- 2.8.23.4 OpCo's Achievement
- 2.8.23.5 Events and Calendars
- 2.8.23.6 Shared Documents (on user right bases)
- 2.8.23.7 OpCo News
- 2.8.24 ASYAD Group intranet portal shall have a control panel where non-technical users can manage the portal easily.
- 2.9 The full project shall be executed from ASYAD HQ which includes and not limited to requirements analysis, development, implementation & testing.
- 2.10 The full project (excluding the infrastructure) shall be covered with a complete Annual Maintenance coverage for 3 years)
- 2.11 The Bidder will submit an SLA agreement prior to award, and it shall be approved by ASYAD Group.
- 2.12 ASYAD Group shall evaluate the performance of the support every quarter.
- 2.13 ASYAD Group will execute the AMC Payment every quarter based on the compliance to the SLA.

### B. Project Scope

Project scope is comprised of the following (but not limited to the below):

1. Conduct detailed analysis and requirement study
2. Recommend the best architecture and approach based on the requirements study
3. Build a portal based on SharePoint (implementation & customization)
4. Supply all kind of licenses for the complete solution and any third-party plugins and add-ons
5. customize the look and feel of the portal based on company branding guidelines
6. Automate 5 business processes (up to 3 levels of approvals each) (Request to add event, Request to add News, Souq)
7. Provide 3 months post-go live on-site support
8. The Control panel shall be highly configurable and easy to use.
9. The bidder shall be responsible to do the AD "Active Directory" configuration and to integrate with All OpCo's ADs (AD Federation AD).
10. Training for administrators and IT Employees.
  - A. Training for System Admins for complete portal control and customization
  - B. Training for Super Users on adding, editing and deleting content and pages
  - C. Training for General Users on portal usage.
  - D. Provision of Microsoft SharePoint Professional training.
  - E. Provision of Knowledge transfer session to ASYAD IT department team for administration of intranet portal and OpCo's pages including creation, updating and deletion activities associated with the intranet pages and microsities.
11. Documentation (user manuals, system workflows, technical documentation, procedures for updating content)
12. To submit UAT and to support in executing all test scripts.

### C. Project Documentation

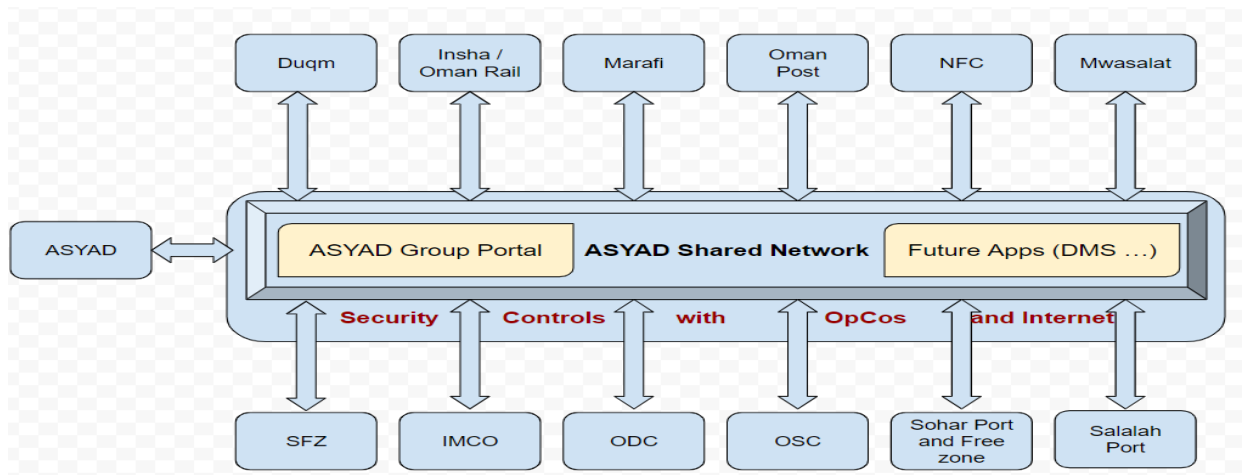
The following documentations will be provided to ASYAD as part of the project deliverables:

1. High level and Detailed Project Plan
2. Kick-of Meeting Minutes & Presentation
3. Business & Functional Requirement Document
4. Software Requirements Specification Document
5. Weekly Status Reports
6. Sign Off document
7. Software Detailed Solution Design
8. Design Sign Off document
9. Administration Guide for Portal Administrators
10. End user guide
11. UAT Sign Off document
12. Project Sign Off document
13. Source Code
14. Deployment Guide Document
15. Business User Guide
16. Training Materials

### D. Assumptions

ASYAD has made the following assumptions regarding the Solution Implementor. These assumptions should be guaranteed by the implementer.

1. The users who want to access the portal will be authenticated through ASYAD and OpCos Active Directories
2. The implementer to develop a UAT scenarios and test scripts in business requirements phase
3. The implementer to submit a full project plan.
4. The security, encryption and controls shall be implemented for the solution.
  - i. The bidder shall submit the full security controls and configuration to ASYAD Group along with the technical submissions for evaluations.





## E. Implementation Phases

The below time line will show the progress of the project and the plan of connection all OpCos.

Phase	OpCo's	Time Line
1	ASYAD HQ	4 to 5 Months
2	2 OpCos	Go Live +1 Month
3	2 OpCos	Go Live +2 Months
4	2 OpCos	Go Live +3 Months
5	2 OpCos	Go Live +4 Months
6	2 OpCos	Go Live +5 Months
7	2 OpCos	Go Live +6 Months
8	1 OpCo	Go Live +7 Months

## 2 Minimum Requirements-Go/No Go

- To be at least a gold partner with Microsoft.
- Successfully implement a minimum of 4 SharePoint projects in Oman (with references)
- Provide 3 Option of a concept portal design and wireframe
- 100% compliance to the technical / functional scope of work.

## 3 Requirements to Collect Tender Document

### 3.1 Tenderer Details Sheet

- 3.1.1 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 hand or scanned and forwarded via email [tenders@asyad.om](mailto:tenders@asyad.om), to ASYAD tender section before the tender documents can be released to the Tenderer.

### 3.2 Tender Fee

- 3.2.1 The Tender Fee for this Tender is RO 100.
- 3.2.2 Payable online: E-tendering.
- 3.2.3 Tenderers whom submit proposals in both modes (i.e. e-tendering and manual submission) will not be accepted.

### 3.3 Confidentiality Declaration

- 3.3.1 Prior to the submission of proposals the Tenderer shall sign the attached Confidentiality Declaration (Appendix 2). The Confidentiality Declaration must be completed, signed by an authorised person, stamped with the Tenderers company stamp, and be presented, by hand or scanned and forwarded via email [tenders@asyad.om](mailto:tenders@asyad.om), to ASYAD tender section before the tender documents can be released to the Tenderer.

## 4 ASYAD Contact Point

- 4.1.1 All communication with ASYAD shall be through Clarification Requests, in writing and addressed to **eTendering portal**. No Clarification Requests shall be entertained after the Clarification Request Closing Date included in the table in Article 6 below.

## 5 Tender Bond

- 5.1.1 To ensure conformance of the Tender, ASYAD requires the Tenderer to issue a Tender Bond in the exact format detailed in Section T3. The value of this Tender Bond shall be indicated in Section T3. The Tender Bond shall be forwarded to ASAYD as part of the Technical Tender under separate cover. The Tender Bond shall be enforced in the event that Tenderer fails to accept award of the contract or purchase order. ASYAD reserves the right to reject any tender submitted without a Tender Bond.

## 6 Pre Bid Clarification Meeting

6.1.1 A pre bid clarification meeting may be held depending on the requirement during the bidding stage.

## 7 Outline Tender Process and Submission of Tender

7.1.1 The technical Proposal submission date and the commercial Proposal submission date are the same but the technical Proposal and commercial Proposal shall be submitted in individually sealed separate packages. the opening of the technical Proposal and commercial Proposal as detailed in Section T3, Data to be submitted by tenderer, point 1.2.

7.1.2 The proposed Tender Process schedule is:

Activity	Date
Issue of T1-Invitation to Tender	02 <sup>nd</sup> Sept 2019
Tender Documents available for collection	02 <sup>nd</sup> Sept 2019
Final date for collection of Tender Documents	09 <sup>th</sup> September 2019
Clarification Request Closing Date	19 <sup>th</sup> September 2019
<b>Tender Submission Date</b>	26 <sup>th</sup> September 2019

Tenders to be submitted by 02.00 PM on or before Tender Submission Date.

## 8 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.

ASYAD reserves the right to award the Tender on split basis or to award this tender one or more technically accepted tenderers.

**9 Appendix 1 – Tenderer Details for this Tender**

Contract/ Tender number	C-019-19, Design, Development and Maintenance of Asyad Internet Portal.
Contract/ Tender title	
Full name of Tenderer	
Postal Address	
City	
Country	
Web site	
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% -

**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 Documents Received by:

Signature .....

Resident Card No.....

## 10 Appendix 2 – Confidentiality Declaration

The undersigned ..... having its principal office ..... (The 'Tenderer') hereby declares vis-à-vis Oman Global Logistics Group SAOC (ASYAD), 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.

### 10.1 Definitions

#### 10.1.1 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.

#### 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 ASYAD, or Tenderer.

### 10.2 Confidentiality

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

10.2.2 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.

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 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.

### 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 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.

**10.4 Return of Confidential Record**

10.4.1 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.

**10.5 Third Parties**

10.5.1 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.

**10.6 Validity**

10.6.1 This confidentiality declaration shall be valid for a period of (three) 3 years from the date signed by the tenderer.

Agreed and accepted this

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

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

(Signature) \_\_\_\_\_  
Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
For: \_\_\_\_\_

