

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

**Tender No:- C-031-19**

**Tender Title: Travel Management System**

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  |
| 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)

# 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 Scope of work:

#### a. Background:

Oman Global Logistics Group “ASYAD” was established in 2016 to maximize the economic and financial returns from the Government investments in ports, free zones, land and sea transport and logistic services companies and to implement National Logistics Strategy as mandated by the Omani Government

ASYAD is looking for one agency to maintain all the travel arrangements for ASYAD employees through one channel to maintain the cost and increase the efficiency.

#### b. Scope of work:

The service provider shall provide The Travel Management system shall include, but not limited to, the following:

- Vendor should carry the install of Travel Management System with free of cost. Vendor should coordinate with ASYAD IT department for system migration & configuration subject to keep ASYAD harm free.
- Vendor should provide Travel Management System (TMS) access to ASYAD appointed users for online bookings, reservation, and automatic reporting for employee travel purchases which covers; air tickets, hotels, accommodation, rent a car, bus tickets, city tours and all other travel related reservations.
- The TMS should reflect transparent fare options with visible T&C's related (not limited to) Penalties/Cancellations.
- ASYAD should be able to manage and update ASYAD employees' Profile on TMS.
- ASYAD should be able to track authorization and reimbursement request status through the system or via email.
- The TMS should have Instant availability of all Major Global Airlines.
- The TMS should allow multi city options connections on easy search.
- The vendor should upload ASYAD travel policy in TMS.
- Vendor should provide Meet and Greet services at local and international airports (on demand)

- Vendor should assist ASYAD personnel on visa requirements or of any restrictions prior to booking issuance.
- Vendor should provide option of lounge access on discounted rates.
- Vendor should issue air tickets and secondary travel arrangement such hotel bookings, insurance, ground transportation (on need basis)
- Vendor should offer tickets at competitive prices according to the market rate using the Travel Management System (TMS) and/or Conventional methods whenever it's required.
- ASYAD business travelers should raise the travel request via Travel Management System provided by the vendor for all air tickets, hotels, accommodation, rent a car, bus tickets, city tours and all other travel related reservations as per travel requirement. Subject to [ASYAD] electronic travel approval in the TMS system; vendor representative should review number of reservations requests and issue the e-tickets accordingly. Vendor may suggest alternative routings subject to travel dates.
- In event system went off-line vendor should provide booking confirmation within one (1) hours from request receipt and issue the reservation within (1/2) hour from [ASYAD] purchase order/written confirmation.
- Vendor shall assign single point of contact available by telephone/ e-mail on 24/7 basis after office hours and Emergency Travel Assistance.
- Reconfirmation and revalidation of air E-tickets, re-issued E-tickets which are returned as a result of changed routing or fare structures and itineraries showing complete information on status of reservations on all Carriers and hotels.
- Vendor shall keep the concerned informed for any changes/charges related to the air tickets, hotel bookings, car rental and/or any other relevant request.
- Vendor should appoint an experienced staff as [ASYAD] key contact to handle all travel related services during office hours, Sunday – Thursday, and ensure availability during the weekends in cases of the urgent requirements.
- Vendor should assure that the designated account manager/travel expert is well qualified in handling all processes related but not limited to the travel management including, assistance to the business traveler during bookings, travel data book keepings, ticket issuance, travel re-planning, cancellations, invoices, company, traveler profiles set ups and maintenance and end to end business travel related processes.
- Vendor should create and maintain staff profiles in the travel management system such as names, passports copies, date of birth, frequent traveler numbers, home addresses, contact numbers, etc. Any periodic update with regards to the company, traveler profiles and polices should be reflected in the travel management system.
- For every travel request from ASYAD coordinator, vendor account manager/travel expert prepare the bookings based on the requirement provided and advice the convenient routing on competitive fares and prepare appropriate itineraries. Vendor account manager/travel expert issue the tickets and offer other services if required after obtaining the final approval from [client] and its group of companies.
- Vendor should be able to find and present various travel options, routes, dates and connection flights to a requested destination. The agent shall find the cheapest options based on ASYAD Travel policy on the class rate.
- In case where Corporate Travel Management Systems are not used by [ASYAD] business traveler due to whatsoever reasons, vendor should ensure providing the service of air ticket reservations, bookings, issuance of e-tickets, hotel bookings with regard to their travel requirement manually.
- Vendor should ensure reporting the Travel details on monthly basis while submitting the comprehensive report.
- Management Information Report: Vendor shall cover management reports quarterly/monthly/annually as per the requirement of ASYAD.
- Management information reports should be given based on ASYAD requirements and vendor should demonstrate their reporting capabilities during the tender process.

## 2 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 hand or scanned and forwarded via email, to the Tender Section.

**2.2 Tender Fee**

- 2.2.1 The Tender Fee for this Tender is 100/- OMR  
 2.2.2 Tender Collection: Download through E-tendering

**2.3 Confidentiality Declaration**

- 2.3.1 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.

**3 ASYAD Contact Point**

- 3.1.1 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.

**4 Tender Bond ( Not applicable )**

- 4.1.1 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.

**5 Pre Bid Clarification Meeting**

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

**6 Outline Tender Process and Submission of Tender**

- 6.1.1 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 are the discretion of ASYAD.  
 6.1.2 The proposed Tender Process schedule is:

Activity	Date
Floating of tender	11 <sup>th</sup> December 2019
Last date for Tender collection	19 <sup>th</sup> December 2019
<b>Tender Submission Date</b>	26 <sup>th</sup> December 2019

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

**7 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.

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



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

Contract/ Tender number	C-031-19
Contract/ Tender title	<i>Travel Management System</i>
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 ourself. No, please send the documents to my foreign address stated above.

Tender Documents Received by:

Signature .....

Resident Card No.....



## 9 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.

### 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 (five) 5 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: \_\_\_\_\_

