

	
Attention:	To whom it may concern
Date:	03 September 2020
From:	Oman Global Logistics Group SAOC (ASYAD)
Our Reference:	

**Tender No:- C-015-20**

**Tender Title: ASYAD Cloud Strategic Partner**

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 Appendices 1 to 5)
- 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 Description of Scope of Service

ASYAD Group is seeking to contract a reputable Cloud Service Providers (CSP) to become ASYAD Cloud Strategic Partner (ACSP) to serve ASYAD Group cloud and data center requirements such as the need for virtual servers, cloud-based solutions and managed security services . The project shall include designing, installing, provisioning, implementing, configuring, testing, migration, support, maintenance, and documentation as detailed in the Scope. Any other ASYAD Group Operating Companies (not listed in this tender) can join this contract at any time without affecting the duration or the prices indicated in the contract with the ACSP.

## 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 eTendering portal, before the tender documents can be released to the Tenderer.

### 2.2 Tender Fee

- 2.2.1 The Tender Fee for this Tender is RO 500 (Rial Omani Five Hundred Only)
- 2.2.2 Payable online: 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 the eTendering portal before the tender documents can be released to the Tenderer.

### 3 Mandatory Qualification (Go/No Go) Evaluation

- Bidding CSP must be ISO 27001:2013 Certified
- Bidding CSPs shall operate more than one physical data center.
- Bidding CSPs shall provide an evidence of operating multiple data links and hosting duplicate equipment
- Bidding CSPs must be a commercial data center operating in Oman and will be hosting ASYAD Group in its data centers in Oman
- Minimum of two resources (full time employees of the bidding CSP) to hold certification in Security, two resources to hold certification in Networking and two resources to hold certification in Virtualization.
- 100% compliance to the following Go-No-Go technical and security requirements.

Technical Requirments – Go-No-Go	
<b>5.1. General Technical Requirements</b>	
1	To Provide Helpdesk / Ticketing System.
2	To provide a 24 x 7 support to provisioned services
3	Provide support in connecting the hosted environment to external environments including on-prem systems and systems hosted by another CSP.
4	All Data in hosted systems are owned by ASYAD Group and have the right to port-out or transfer it out of ACSP cloud at any point of time (due to dispute in the contract) and ACSP shall provide all required support.
5	To ensure seamless connectivity, ACSP is responsible to study and design a network that results in no conflict with ASYAD Group networks.
6	ACSP shall provide all the support required to maintain and configure the ADFS ,hosted in ASYAD Federated Network and to support in configuration
7	4.1.7. ACSP shall be responsible to migrate any server whenever it is required to ACSP datacenter
8	The ACSP to confirm to seek accreditation by MOTC or any other government agency within 6 months from announcing the accreditation program or the approval process.
9	ACSP shall provide a project management plan to deliver the services required by ASYAD in addition to naming the project manager, delivery team, and their CVs.
10	Portability and Interoperability [Mandatory] <ul style="list-style-type: none"> <li>• ACSP shall move ASYAD Group system’s components from current cloud provider / on-prem to the new environment with minimal disruption.</li> <li>• Selected CSP should guarantee:               <ul style="list-style-type: none"> <li>o Services, data and applications work in the same way in different cloud services.</li> <li>o Services, data and application can connect to multiple offices and cloud providers and to provide the required support.</li> </ul> </li> </ul>
11	<b>Backups (whenever it is required and Applicable for of ASYAD Group)</b>
<b>Security Requirments</b>	

12	ACSP shall provide assurance that data in transit between endpoints must be secured and protected from interception.
13	Protecting data at rest by ensuring the encryption on the storage/disk level. ASYAD Group has the right to validate that the data is saved in an encrypted mode
14	Any service accessed directly over the internet must be secured by Web Application Firewall (including but not limited to websites and published applications)
15	6.1.4. Hosted Systems shall be protected behind High Availability Firewalls and all ports shall be closed except ports required to operate the hosted systems.
16	Provision of DoS and DDoS attack protection (solution details to be shared by selected CSP)
<b>Webhosting</b>	
17	Perform malware scanning Per URL (Monthly).
<b>IT Audit &amp; Cybersecurity Activities</b>	
18	ASYAD Group has the right to appoint external IT Auditors, external Cyber Security companies, or to install external Monitoring Solutions to monitor and protect the Hosted Systems in ACSP datacenter.
<b>Reports</b>	
19	ACSP must provide Incident Reports, Incident Management Plan, and Incident resolution Procedures whenever there is a security incident

#### 4 Tender Clarifications

- 4.1.1 All communication with ASYAD shall be through Clarification Requests, in writing through eTendering Portal.
- 4.1.2 No Clarification Requests shall be entertained after the Clarification Request Closing Date included in the table in Article 6 below.
- 4.1.3 All Response to Claification will be responded to via tender circulars through eTendering Portal.

#### 5 Tender Bond

- 5.1.1 To ensure conformance of the Tender, ASYAD requires the Tenderer to issue a Tender Bond amounting to 1% of the total Tender Value; 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 placed in a separate envelope marked as 'Tender Bond' with Tender Name and Number and shall be submitted to ASYAD. 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 same. The technical Proposal and commercial Proposal shall be submitted in two packages to the etendering portal of Oman Tender Board. All submissions shall be online and no manual submission shall be accepted ( except the original Tender bond). The opening of the technical Proposal and commercial Proposal are the discretion of ASYAD.

7.1.2 The proposed Tender Process schedule is:

Activity	Date
Issue of T1-Invitation to Tender	03-Sep-20
Final date for collection of Tender Documents	13-Sep-20
Clarification Request Closing Date	16-Sep-20
Tender Submission Date	21-Sep-20

**Tenders to be submitted online in the Oman Tender Board E Tendering Portal by 02.00 PM on or before Tender Submission Date.**

## 8 Tender Award

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

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-015-20
Contract/ Tender title	ASYAD Cloud Strategic Partner
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.....



## 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 (five) 5 years from the date signed by the tenderer.

Agreed and accepted this

..... Day of ..... 2020

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

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

