

Request for Proposal



صندوق تقاعد موظفي
الخدمة المدنية
Civil Service Employees Pension Fund

**REQUEST FOR PROPOSAL FOR
Providing Consultancy Services to determine training
needs and draw the training path
FOR
CIVIL SERVICE EMPLOYEES PENSION FUND**

Sultanate of Oman
Civil Service Employees Pension Fund www.civilpension.gov.om
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Key Dates and Events

Table 1 Key Dates and Events

Particulars	Details
Tender Inviting Authority	Civil Service Employees Pension Fund
Job Requirement	Providing Consultancy Services to determine training needs and draw the training path
Publication of the Tender	22/9/2016
Contact Person for Clarification	Mrs. Taiba Al Zarrafi
Correspondence Address	Civil Service Employees Pension Fund P.O.Box-832, Postal Code-112, Sultanate of Oman, Ruwi Tel (+968) 24612822 , Fax: (+968) 24612827 Email : taiba@civilpension.gov.om
Office hours	07:30 am to 2:30 pm, Sunday to Thursday
Last date for receiving queries / clarifications	26/9/2016
Date of CSEPF Response to Bidder Queries	29/9/2016
Last date for submission of Bids	6/10/2016
Tender validity	90 days from date of the submission
Proposed award date	6/12/2016
Technical Presentation	The same shall be communicated to the Bidders
Date, Time & Venue for the opening of Financial / Financial Bid for technically qualified Bidders	The same shall be communicated to the Bidders

Notes:

- Upon receipt of this RFP, Bidders should confirm their intention of bidding, within five days from the date of Tender publication.
- CSEPF will use its best efforts to adhere to the time schedule. However, CSEPF reserves the right to amend the time schedule as deemed necessary.

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CSEPF Contacts

All queries, technical clarifications, or requests for site visits should be addressed to the following individuals

S. No	Contact Person Details
1	Mrs. Taiba Al Zarrafi Civil Services Employees' Pension Fund P.O. Box:832, P.C.: 112 Sultanate of Oman, Ruwi Tel: (+968) 24612822 Fax: (+968) 24612827 Email: Taiba@civilpension.gov.om
2	Mr. Ahmed Al Kindi Civil Service Employees' Pension Fund P.O. Box: 832, P.C. :112 Sultanate of Oman, Ruwi Tel: (+968) 24612718 Fax: (+968) 24612827 Email: ahmed.alkindi@civilpension.gov.om



DISCLAIMER

All information contained in this Tender Document is in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this Tender Document, the interested firms shall satisfy it-self that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

CSEPF reserves the right to reject any or all of the proposals submitted in response to this Tender Document at any stage without assigning any reasons whatsoever. CSEPF also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Tender Document response. CSEPF reserves the right to change/ modify/amend any or all of the provisions of this Tender Document.

Neither CSEPF nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Tender Document, any matter deemed to form part of this Tender Document, the award of the assignment, the information and any other information supplied by or on behalf of CSEPF or their employees and Bidder/ Consortium or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of the Tender Document process is confidential to CSEPF and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.



1. Introduction

CSEPF was established simultaneously with the introduction of the Law of Pensions and End of Service Benefits for Omani Nationals employed in the Government sector in the beginning of 1986. It undertakes the responsibility for implementation of provisions of the law in addition to managing and investing the pensions and end of service funds. The Fund is an independent government unit which has a juristic personality, an administrative and financial independence. This law covers all civil servants who are employed in a permanent administrative post in Government bodies that follow the law, i.e. Ministries & Public Authorities (PA's) and also Omani nationals working in the GCC countries.

CSEPF follows a "Defined Benefit" pension scheme, where fixed amount of employee share & Government share of contributions respectively are collected for each employee, as defined under article 14 of the Royal decree No. 26/86.

CSEPF is seeking proposals from qualified firms to provide Consultancy Services to determine training needs and draw the training path for 197 employees from different departments of CSEPF. Tenderers are obligated to fully understand the scope of work as outlined in this Request for Proposal (RFP). The main objective of the project is to assess the current employees' skills and set the training plan based on the assessment findings.

For more information about CSEPF, please visit www.civilpension.gov.om



2. Instruction to Bidders

A. Terms and Conditions

By submitting this proposal with the requirements listed below, the Bidders accept these Instructions to be binding on him during the period of validity of these Documents and until the proposal is accepted. If the proposal is accepted, the regulations in these Instructions to Bidders will remain in force and binding on him until the issuance of the Final Acceptance of Works by CSEPF,

1. The Bidder must carefully examine the RFP Documents and satisfy himself as to the risks, obligations and responsibilities to be undertaken in the Contract.
2. The Bidder should enter into a Memorandum of Understanding (as defined in **Section 7.1**) for the purpose of submitting the proposal and the same should be submitted to CSEPF along with the proposal.
3. The proposal and all correspondence shall be written in English. All proposals and accompanying documentation will become the property of CSEPF and will not be returned.
4. Bidders are encouraged to submit concise and clear responses to the Request for Proposal. The Proposal shall contain all elements of information requested without exception. CSEPF reserves the right to include any part of the selected proposal in the final contract.
5. All terms contained in the Bidder proposal are final unless changes are requested by CSEPF.
6. CSEPF reserves the right to negotiate or accept/reject, with the selected Bidder, any portion of the proposal thereof without any additional cost to CSEPF.
7. Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this Tender Document shall be the sole property of CSEPF unless stated otherwise in the definitive service agreement.
8. Timing and sequence of events resulting from this Tender Document shall ultimately be determined by CSEPF.
9. All documents issued to the Bidders shall be treated as strictly private and confidential, whether or not the recipient submits a Proposal. Assigned firm to perform this work will be required to sign a



confidentiality agreement with CSEPF as defined in Section 7.2.

10. To assist in the examination, evaluation and comparison of Tenders, CSEPF may ask Bidders individually for clarification of their Tender, including breakdown of unit rates. The request for clarification and the response shall be in writing.

11. The Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Sultanate of Oman Laws & Regulations.

12. Neither the Bidder nor any of Bidder's representatives shall have any claims whatsoever against CSEPF or any of its respective officials, agents, or employees arising out of or relating to this Tender Document or these procedures (other than those arising under a definitive service agreement with the Bidder in accordance with the terms thereof).

13. Until the contract is awarded and during the currency of the contract, Bidders shall not directly or indirectly solicit any employee of CSEPF or any other officials involved in this Tender to leave CSEPF in order to accept employment with the Bidder, its affiliates, actual or prospective consortium members, or any person acting in concert with the Bidder, without prior written approval of CSEPF.

14. The person signing the bid must initial erasures or other corrections. The Bidder further agrees that in the event of any obvious errors, CSEPF reserves the right to waive such errors in its sole discretion. However, CSEPF has no obligation under any circumstances to waive such errors.

15. Neither CSEPF or any of its employees, nor any agents or servants of CSEPF has any authority to make representation or explanation as to the meaning of the RFP Documents, or as to any other matter or thing concerning the Tender except in so far as the Contact Persons listed elsewhere in this Document may issue a Circular Letter or Addendum to the RFP explaining or amending the RFP Documents.

16. CSEPF requires that the Bidder provides professional, objective, and impartial advice and at all times holds the CSEPF's interests paramount, strictly avoid conflicts with other assignment or their own corporate interests and act without any consideration for future work. By responding to this Tender Document, the Bidders shall be deemed to have represented and warranted that the proposal is not made in connection with any competing Bidders submitting a separate response to this Tender Document, and is in all respects fair and without collusion or fraud.

17. Proposals received after the date and time prescribed shall not be considered for evaluation.



18. The Bidders shall be valid for ninety (90) days from the latest date for submission of Tenders. CSEPF reserves the right to ask for extension of the validity of the Tender and Tender Bond without any change in the prices. CSEPF shall not entertain any variation due to any currency fluctuation for the submitted Tender during its validity period.

19. All enquiries from the Bidders relating to this Tender Document must be submitted in writing exclusively to the contact person notified to CSEPF ID tender@civiltension.gov.om before the due date as mentioned in the Tender Document. The mode of submission of queries will be through email. In no event will CSEPF be responsible for ensuring that Bidder's inquiries have been received.

20. The Bidder may wish to visit CSEPF's Office to obtain any further information necessary for preparing the bid or entering into the contract with prior formal appointments. The cost of visiting the site(s) shall be borne by the Bidder.

21. CSEPF will endeavor to provide a complete, accurate, and timely response to all queries received. However, CSEPF makes no representation or warranty as to the completeness or accuracy of any response, nor does CSEPF undertake to answer all the queries that have been posed by the Bidders. All responses given by CSEPF will be distributed to all the Bidders.

22. No verbal conversations or agreements with any official, agent, or employee of CSEPF shall affect or modify any terms of this Tender Document, and any alleged verbal agreement or arrangement made by a Bidder with any department, agency, official or employee of CSEPF shall be superseded by the definitive service agreement that results from this Tender Document process. Verbal communications by CSEPF to Bidders shall not be considered binding on CSEPF, nor shall any written materials provided by any person other than CSEPF.

23. Bidders should submit a Tender Bond in the amount of not less than (1%) of the Tender value, valid for a period of Ninety Days from the latest date of submission and obtained from a locally registered bank. No Tender may be withdrawn in the interval between the deadline for submission of Tenders and the period of Tender validity specified in the Tender Documents. Withdrawal of a Tender during this interval shall result in forfeiting his Tender Bond. The wording of the Tender Bond shall be in accordance with the Form of Tender Bond included in this document as defined in Section 7.3.

24. The Itemized Budget Proposed will be examined prior to the signing of the Contract in order to ascertain that the items are correctly extended at the rates quoted. Should any arithmetical error be



found, it will be corrected and the Tender Value will be amended accordingly. The Bidder will be informed of any arithmetical adjustment made should the CSEPF wish to further consider this Proposal. Unit rates shall prevail in arithmetical errors of extension.

25. Except with the prior written consent of the CSEPF, the Bidders and the personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Bidders and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

26. Any exceptions in the Proposal shall be clearly identified, and shall include the scope of such exceptions, and its impact. CSEPF shall make final determination as to the responsiveness of such exceptions and their acceptability.

27. Proposals are subject to rejection if they limit or modify any of the terms and conditions of this Tender Document.

28. CSEPF reserves the right to reject any and all proposals and to accept or reject any or all of the items in the Proposal, and to award the contract in whole or in part if it is deemed in its best interest.

29. CSEPF will award the contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal. All Bids that exceeds the project Budget would be excluded.

30. CSEPF reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the CSEPF's action.

31. Prior to the expiry of the validity period, CSEPF will notify the successful Bidder by email that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful Bidder's furnishing of Performance Bond, CSEPF will promptly notify each unsuccessful Bidder and return their Bonds.

32. At the same time as CSEPF notifies the successful Bidder that its proposal has been accepted,



CSEPF shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between CSEPF and the successful Bidder. The successful Bidder shall sign the contract within 30 days, from the date it is sent to successful Bidder for signing of contract. The contract will be in English and as per CSEPF standard format provided in **Section 7.8**.

33. The successful Bidder will be required to provide a Performance Bond (as defined in **Section 7.4**) to the value of (5%) of the Contract Value, obtained from a locally registered Bank and valid for the whole period of the Contract or submit Certificate(s) of Insurance relating to Professional Indemnity to cover their liability. The Performance Bond should be furnished within 20 working days from the Letter of Award and should be valid for entire term of the contract. The Performance Bond will be retained by CSEPF during the Contract period and will be returned to the Contractor upon the satisfactory completion of the Contract.

34. CSEPF may forfeit the Performance Bond for any failure on part of Bidder to complete its obligations under the Agreement. In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Bond as required.

35. If the successful Bidder required an advance payment then he must provide acceptable Advance Payment Bond to be issued by a locally registered Bank as defined in **Section 7.5**.

36. The contract would be in Arabic and as per CSEPF Standard.

37. The Bidder should provide audited balance sheets for the last 3 years to demonstrate the current soundness of the bidder's financial position and its prospective long-term profitability.

38. Unless expressly indicated, Bidder shall not include any technical information regarding the services in the commercial proposal. The prices must be arrived at after including all expenses, rates, and taxes including Service Tax. The Bidder must use the forms presented in Commercial Evaluation section. The commercial Proposal must include the total price for all services scoped in the Proposal. To be deemed responsive to this Tender Document, Bidders must complete in detail all the Commercial Proposal Tables provided in Commercial Evaluation section. Bidders are suggested not to use — 'To Be Determined' or similar annotations in the cells for cost estimates. Bidders need to specify prices for all categories and with assumptions, if any.



39. Bidders shall bear all costs associated with the preparation and submission of their proposals. CSEPF is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Bidders.

40. The currency should be in Omani Rials. In case a proposal submitted from abroad, it is permitted to write the price in foreign currency where the equivalent Omani currency and the exchange rate must be mentioned. Proposal in foreign currency without the equivalent Omani currency and the exchange rate will be rejected.

41. In the financial Itemized Budget Proposal, the unit rates shall be written in both words and figures. CSEPF reserves the right to reject any proposal if the unit rates are not written in both words and figures.

42. The rates and prices set down against the items in the Itemized Budget shall be fixed for the entire duration of the Contract, shall be for the inclusive value of item described, and shall be deemed to include for profit and all obligations and liabilities of every kind arising under the Contract.

43. The Bidders and their Personnel shall pay such indirect taxes, duties, fees, and other impositions levied under the Applicable Law of the Sultanate of Oman or elsewhere in connection with the execution of the services under this contract, the amount of which is deemed to have been included in the Contract Price.

B. Proposal Submission

- One original proposal of the Technical and Commercial proposal should be submitted to the,

Director General

Civil Service Employees Pension Fund

P.O. Box 832, P.C. 112

Sultanate of Oman, Ruwi

- Proposals must be submitted under a covering letter filling the required details no later than the announced time and date provided in Table 1. The covering letters of both Technical and Commercial proposals are given in **Section 7.6** and **7.7** respectively.

- Both the Technical and Commercial proposals should also be submitted in PDF format (soft copy-



CD). All Commercial pricing schedules shall be converted to MS Excel Format. The soft copies should be sent along with the hard copy.

- The signed Technical and Commercial Proposals shall be marked "ORIGINAL". The Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" followed by the Tender Document name. Similarly, the Commercial Proposal shall be placed in a sealed envelope clearly marked "COMMERCIAL PROPOSAL" followed by the Tender Document name.
- The Tender Bond should be placed in a separate envelopes marked as 'Tender Bond'.
- The CD should be placed in a separate envelopes marked as 'Soft Copy'.
- The envelopes containing the Technical Proposals, Commercial Proposals, CD and Tender bond shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and the Tender Document name and shall not reveal the identity of the Bidder. CSEPF shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may lead to rejection of the bid.

C. Formal and Content

- To expedite Proposal review and evaluation, and to assure that each Proposal receives the same review, all Proposals must follow the format described in this section.
- Each proposal must reference the Tender Document name and represent a firm offer.
- The proposal must be dated and signed by the Bidders' Authorized Negotiator mentioned above. Each page of the proposal must be signed, dated, numbered, and must display the Bidders' name.
- The bids will be opened, in one session for the Technical and Commercial proposal. During the bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are largely in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

D. Technical Proposal

The Technical Proposal shall consist of the following required sections:



1. Cover/Title Page
2. Table of Contents
3. Introduction and Executive Summary
4. Company Profile, Financial Position and Corporate License.
5. Professional Staff Certification
6. Technical Approach and Work Plan
7. Experience and Qualifications
8. Miscellaneous

Requirements and directions for preparation of some of the above sections are presented below in more detail.

2.4.1 Introduction and Executive Summary

An Executive Summary should be prepared describing the major facts or features of the proposal, including any conclusions, assumptions, and generalized recommendations the Bidders desire to make. The length of the Executive Summary should be no more than three pages.

2.4.2 Company Profile

The Bidders should provide information listed below relative to its company:

- i. Name, address of the office which would provide the services requested, telephone number, fax, e-mail address and website, if applicable.
- ii. Statement indicating what year the firm was founded, the primary business of the firm, and the length of time the firm has been providing investment consulting services.
- iii. Type of ownership and parent company, if any.
- iv. Financial Statement and Corporate License.



- v. Information on the locations of the headquarters office and branch offices that will be providing services under the agreement, and the relationships of each branch office to other branch offices and to the headquarters office. Identify the individual who has overall responsibility for the firm's operations.
- vi. Description of the operational structure of the firm, including the types of services that are centralized, the number of employees at location(s) which will be providing services, and the number of employees that will be assigned to services related to this agreement. The Bidder must include an organization chart indicating reporting relationships and geographic location of staff proposed for CSEPF's account.
- vii. Details of previous experience with similar scope of work. Preference will be given to similar projects completed for organizations operating in Gulf Co-operation Council (GCC) states generally and the Sultanate of Oma specifically.
- viii. Bidders' Authorized Negotiator: Provide name, title, address, telephone, and fax numbers of the Bidders' authorized negotiator. The person cited shall be empowered to make binding commitments for the Bidders' and its subcontractors, if any.
- ix. A statement giving the name(s) of the person(s) authorized to sign Agreement on behalf of the Company, including his (their) specimen signature(s). International companies shall provide the copy of the Constitution of the Company, Power of Attorney and other relevant legal deeds notarially authenticated by Oman embassy in the Bidders' country.
- x. Negotiation Prerequisites: Discuss any impact of any current or anticipated commitments, which may impact the ability of the Bidder to complete this project as proposed, and within the budget schedule.
- xi. Identify any specific information that is needed from CSEPF before commencing contract negotiations.
- xii. Other persons who will have key roles in the project.
- xiii. If the firm acquires data processing, economic forecasting or other technical services from a separate entity, identify each of said entities, the type of service it provides, the number of



years it has been providing such services, and a list of other firms for which it has provided such services.

2.4.3 Professional Staff Certification

The Bidder must certify in writing that it commits to providing the same proposed team members for the duration of the Agreement, once awarded. In the event that one of the proposed team members is no longer available to the Bidder at any point of the RFP or awarded Agreement, replacements will be made by the Bidder. The replacement staff shall meet the same standards as outlined in this Proposal and be acceptable to CSEPF. CSEPF reserves the right to request proof

of such qualifications and the sole right to judge whether the replacement staff meets such standards.

In the event that the replacement staff does not meet such standards, a new replacement staff will be requested. Failure to provide a new replacement staff, acceptable to CSEPF, will constitute a breach of the firm's agreement. CSEPF will have all rights that such breaches normally constitute.

2.4.4 Technical Approach and Work Plan

The Bidder should adhere to the following requirements regarding its proposed technical approach and work plan.

- i. State the overall approach of the project, including objectives, scope of work to be performed and methodologies to be used.
- ii. Describe how the Bidder will work with CSEPF to ensure that all project objectives would be met.
- iii. Provide detailed project plan, approach & methodology.
- iv. List all data requirements, other than what has been identified in the RFP, that are required to complete the project and in what type of format that data must be provided.
- v. Provide the support that is required of CSEPF's staff.



The Bidder is responsible to request the appropriate information about the pension fund or its clients that may be necessary for preparing the proposal and entering into contract or agreement with the CSEPF or its representatives.

Any neglect or failure on the part of the Bidder to obtain by request the appropriate information about the CSEPF or its clients upon the foregoing or any other matter affecting the execution, completion and project management of the works will be the responsibility of the Bidders. The Bidder shall be liable for the completion, execution and handing over all works as defined and agreed on the contract without any risks to the project.

2.4.5 Experience and Qualifications

- i. Information on the size and breadth of the capabilities of your firm.
- ii. Capabilities in Middle East including details on your presence in the region.
- iii. Background of your Government client base.
- iv. Background of your Middle East and GCC client base. Preference will be given to similar engagements for entities operating within Gulf Co-operation Council (GCC) states, particularly in Oman.
- v. Prior experience, with examples, of similar projects your firm has previously worked on over the last three years.

The Bidder must provide a description of its experience as following:

- 1) Project name.
- 2) Name and address of the client.
- 3) Client contact Person (name/position/email/current phone and fax numbers,).
- 4) Period of the Contract.
- 5) Scope of work.
- 6) Value of the Contract.



7) Status and comments.

The Bidder must provide the name and telephone number of at least three (3) principal client contacts who would serve as a reference for the firm. CSEPF reserved the right to contact any of the persons/companies provided, and also retains the right to conduct reference checks beyond that supplied by the Bidder.

2.4.6 Miscellaneous

- i. The Bidders must provide resumes and reference for the key professional staff to be assigned to the project. Bidders may propose back-up resources with their CVs to ensure that the finally deployed team does not have any resource outside the proposed list. The following need to be included:
 - Name, total number of years of experience, years with firm.
 - Identify designation.
 - Brief description of services provided in similar projects (Include name of firm, dates of service and contact information).
- ii. The Bidder should indicate whether there are any pending legal actions against it.
- iii. The Bidder should submit a bar chart and/ or histogram showing tasks to be undertaken by him during the period of the project and the resources allocation to each of those tasks.
- iv. The proposal should include detailed quality assurance processes, procedures, formal review to be adopted.
- v. The proposal should set a RACI Matrix for engagement of CSEPF and the BIDDER.

E. Commercial Proposal

1. All costs quoted by the Bidder in the Commercial Bid format should be in Omani Rial (OMR) Only.
2. All Prices are fixed and not subject to re-measurement on completion. Once the Bidder is selected, the cost may be further refined depending on factors which may affect the proposed cost. In no case will the refined cost be higher than the cost contained in the



proposal.

3. All costs quoted for each item should be inclusive all taxes, duties and other levies, packing, transportation and insurance.
4. The Bidder should provide an itemized financial budget to identify how costs are allocated. The unit rates must be written in both words and figures. Failure to comply may result in the rejection of the Proposal.
5. The Bidder should propose a creative cost proposal that would provide all services including quality assurance, all labor costs, your staff travels and living expenses, transfer of knowledge, and trainings.
6. The Bidder should List if any and all recurring costs and maintenance fees. Describe the items covered by maintenance fees.

Table 2: Cost Summary

Particulars	Proposed cost (in OMR)
Project Cost	
Training Cost	
Travel expenses	
Total Cost	

F. Disqualification

The proposal is liable to be disqualified in the following cases or in case Bidder fails to meet the bidding requirements as indicated in this Tender Document–

- i. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- ii. The Bidder qualifies the proposal with his own conditions.
- iii. Proposal received in incomplete form.
- iv. Proposal received after due date and time.
- v. Proposal not accompanied by all the requisite documents.
- vi. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract



- including the extension period if any.
- vii. Bids not submitted with required certification.
 - viii. Commercial proposal enclosed with the same envelope as technical proposal.
 - ix. Bidder trying to influence the proposal evaluation process by unlawful, corrupt or fraudulent means at any point of time during the bid process.
 - x. In case any one party submits multiple proposals or if common interests are found in two or more Bidders, the bids are likely to be disqualified, unless additional bids are withdrawn upon notice immediately.
 - xi. Any deviations between technical and commercial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal.

Bidders may specifically note that while evaluating the proposals, if it comes to CSEPF's knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal, then the Bidders so involved are liable to be disqualified for this contract as well as prohibited from participation in any of the tenders floated by CSEPF for a further period of three years.



3. Evaluation Criteria

3.1 Technical Evaluation Criteria

The evaluation for the Bidder should be based on parameters - relevant past experience, approach and methodology of project execution, product capability demonstration, and proposed team strength specific to the proposed technology of the Bidders. The detailed evaluation of the technical bids should be carried out as detailed in the below Table

Table 6: Technical Evaluation Criteria

Parameter	Weight
Bidder's Understanding	10
Approach & Methodology	10
Project Plan	10
Coverage of Scope of work	15
Organization Experience	10
Quality Assurance	5
Documentation (Clarity, Presentation,etc)	5
Transfer of Knowledge Plan	5

3.2 Evaluation of Commercial Proposals

1. The Unit Rates and Prices contained in the Tender Document will be examined prior to the awarding of the Contract in order to ascertain that the items are extended correctly at the rates quoted. Generally, should any error be found, the rate will remain unaltered and the extended amount will be corrected, unless there is an obvious typographical error in such case the more realistic figure will be inserted. The total amount of the Tender shall be amended accordingly. Any or all corrections necessary may be made without reference to the Bidder and the revised Tender Price shall be determined for the purpose of comparison with other Bidders.
2. Failure by the Client to discover any error during the checking of the Tender shall not entitle the successful Bidder to make a claim for payment against the error if it is subsequently discovered.



3. A combined Quality and Cost based System (QCBS) for assessing bids is to be used. Final assessment will be made as per the below formulae

$$B_n = ((0.7)*T_n + (0.3)*(C_{min}/C_b)) * 100$$

Where,

B_n = overall score of Bidder under consideration (calculated up to two decimal points).

T_n = Technical score for the Bidder under consideration.

C_b = Total Cost of Ownership for the Bidder under consideration.

C_{min} = Lowest total Cost of Ownership among the proposals under consideration.



4. Scope of Work

No.	Scope of Work	Deliverables
1	Conduct Organizational Analysis through reviewing each department goals.	-
2	Review the previous and current training, learning and development plans.	
3	Develop a comprehensive mechanism to measure individual's cognitive abilities, aptitude, personality including but not limited to:	<ol style="list-style-type: none"> 1. Individual reports based on the outcome of the test and interviews. 2. Identify talents and draw plan of how to develop them.
3.1	Preparing the employees for the testing and raise the awareness among employees regarding the objective of this project.	
3.2	Carrying out the assessment test for employees whereas the language of the test might be Arabic and English by using the newfangled techniques and analysis.	
3.3	Conducting interview to develop a detailed needs assessment for each individual according to employee tendencies, tasks and functions, environment variables, knowledge and behavioral skills.	



No.	Scope of Work	Deliverables
4	Design and develop the Ideal Profile of each job by reviewing the job description of the position and aligned with the International standards of the job profiling.	<ol style="list-style-type: none"> 1. Individual reports based on gap analysis results and succession plan. 2. Updated competencies for each job (technical competencies, behavioral competencies, developmental competencies, leadership competencies). 3. Training matrix for each position.
5	Assess each individual knowledge, skills, behaviors, personality and attributes against the Ideal Profile to identify the gaps, weaknesses, strengths and development area.	
6	Review the succession plan based on the outcome of gap analysis and provide recommendations	
7	Develop a cost-effective, focused and achievable five years learning and development plan for the organization and individuals.	<ol style="list-style-type: none"> 1. Individual training plans 2. Organization training plan
8	Implementation of at least three training courses and workshops based on CSEPF specific needs and measure the return on investment of training.	<ol style="list-style-type: none"> 1. At least three workshops/courses. 2. High return on investment of training.
9	Provide leadership development programs involving workplace coaching to ensure effective feedback.	Leadership development programs with high return on investment of training.
10	Set key performance indicator (KPIs) that would measure the return on investment of training and how those (KPIs) are analyzed.	KPIs and how to analyze them.



No.	Scope of Work	Deliverables
11	Transfer of knowledge plan.	<ol style="list-style-type: none">1. Transfer of knowledge plan through the whole project period for (4) employees.2. Execution of the transfer of knowledge plan.3. Model of the task that can be used to guide in the development of learning and development plans.
12	Quality assurance of all project process and results.	-



5. Appendices

A. BIDDER'S UNDERTAKING STATEMENT

(Project Name)

We, M/s hereby confirm that we have read and understood the entire Tender Document and accordingly submitted our tender as follows:

1. Commercial Proposal (Format of Tender, Schedule of Prices) in hard copy.
2. –Ditto- digital word/excel format – Total Pages
3. Technical Proposal consisting of the following documents in digital pdf format:

.....	Total
	pages	
.....	Total
	pages	
.....	Total
	pages	
.....	Total
	pages	
.....	Total
	pages	
.....	Total
	pages	

4. We understand that the entire tender document and the technical and commercial proposal including tender circulars shall form part of the Contract Document and we undertake to sign and stamp each and every page of these documents if our offer is accepted.

Signed by duly authorized signatory: On behalf of

M/s.....

Company Stamp



B. CONFIDENTIALITY AGREEMENT

CIVIL SERVICE EMPLOYEES PENSION FUND ('CSEPF') has entered into this Confidentiality Agreement with XYZ Company ('XYZ'); WHEREAS CSEPF will provide business information to XYZ for the performance of consulting activities related to Assignment ABC ('The Services') AND WHEREAS XYZ will maintain the confidentiality of CSEPF's business information.

IT IS HEREBY AGREED AS FOLLOWS:

1. CSEPF's business information includes any information received from CSEPF related to CSEPF, CSEPF's related companies or the Oman Government.
2. This agreement applies to all CSEPF's business information unless:
 - a. the information is known to XYZ prior to obtaining the same from CSEPF; or
 - b. the information is in the public domain; or
 - c. prior express written consent is obtained from CSEPF.
3. XYZ agrees the following with respect to the usage of CSEPF's business information
 - a. receives and maintains the information in confidence;
 - b. not reproduce the information or any part thereof;
 - c. not, directly or indirectly, make known, divulge, publish or communicate the information to any person, firm or corporation other than CSEPF;
 - d. limit the internal disclosure of the information received from CSEPF to those officers and employees, of XYZ who have a need to know and an obligation to protect it;
 - e. limit the internal disclosure within CSEPF of the information received from CSEPF to those officers and employees of CSEPF who are authorized to access that information;
 - f. not use the information for a purpose other than the intended Services;
 - g. protects and safeguards the information from loss, theft, destruction, or the like.



4. XYZ agrees that all information provided by CSEPF shall remain the property of CSEPF. XYZ agrees to return all paper and electronic copies of CSEPF information to CSEPF when the services are complete or within 30 days of written request by CSEPF. When XYZ has finished performing the Services, XYZ shall return all information to CSEPF without retaining any copies (in paper or electronic format) other than a copy of any specific information required to be maintained by XYZ to comply with Axis's professional standards or statutory requirements.
5. XYZ will ensure that all XYZ staff is in compliance with this Confidentiality Agreement. This Confidentiality Agreement is executed this day of 2012.



C. FORM OF TENDER BOND

The Chairman, Internal Tender Committee
Civil Service Employees Pension Fund,
P.O.Box 832, P.C. 112.
Sultanate of Oman , Ruwi

Tender Bond No.....

By this bond we.....

whose address is.....

hereby guarantee Messrs.....

of..... and hold at your

disposal the sum of RO.....

and/or.....

being 1% of the Tender Sum Value fromuntil.....a

total period of ninety (90) calendar days.

This bond shall be free of interest and payable in cash on your first written demand in the event of the Tenderer either withdrawing his Tender within a period of ninety (90) calendar days from the date for the receipt of Tenders or failing to provide a Professional Indemnity Policy within ten (10) working days for Local Companies and/or twenty (20) working days for International Companies of acceptance of the Tender without any reference to or contestation on behalf of the Consulting Engineer.

This bond should be returned to us upon its expiry or upon fulfillment of our undertaking whichever is the earlier.

Authorised Signature

(To be issued by a locally registered bank)



D. FORM OF PERFORMANCE BOND

The Chairman, Internal Tender Committee
Civil Service Employees Pension Fund,
P.O.Box 832, P.C. 112.
Sultanate of Oman , Ruwi

Performance Bond No.

Whereas (hereinafter Called the Contractor) has been awarded a Contract dated..... for the at the Civil Service Employees Pension Fund for a value of R.O. (Rials Omani) by this Bond we Whose address isare held And firmly bound unto the Civil Service Employees Pension Fund, Muscat, in the sum of R.O. being 5% of the Contract value.

We agree to make unconditional payment under this bond on your first written demand without any reference to or contention on behalf of the Contractor provided the claim is received by us on or before

The Guarantee will be effective from and shall be valid up to after which date our liability shall automatically cease.

This Guarantee should be returned to us upon its expiry or upon fulfillment or our undertaking whichever is the earlier.

AUTHORISED SIGNATORIES

(To be issued by a locally registered bank)



E. FORM OF ADVANCE PAYMENT BOND

Civil Service Employees Pension Fund,
P.O.Box 832, P.C. 112.
Sultanate of Oman , Ruwi

ADVANCE PAYMENT BOND No.....

Whereas (Hereinafter called the Consulting firm) has been awarded a Contract datedday of 20 for of the Civil Service Employees Pension Fund Building in the value of RO.....(Rials Omani) and in consideration of your making an advance payment to the Consulting firm percent (%) of the Consultancy Services Fees then by this bond, we..... whose address Is.....guarantee to pay you a sum not exceeding RO.of your first written demand without reference to or contestation on behalf of the Consulting firm.

It is understood that our liability towards you will be progressively reduced by the amount repaid to you by the Consulting firm as contained in the payments against the said advance payment.

This bond will be effective from day of20.... and shall be valid until day of 20....., or until the amount of the advance payment is fully recovered, whichever is later.

This bond should be returned to us upon its expiry or upon fulfillment of our undertaking whichever is the earlier.

AUTHORISED SIGNATORIES

(To be issued by a locally registered bank)



F. FORM OF TENDER - TECHNICAL

The Chairman, Internal Tender Committee
Civil Service Employees Pension Fund,
P.O.Box 832, P.C. 112.
Sultanate of Oman , Ruwi

Dear Sir,

Ref: Project name

Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the implementation services, as required and outlined in the Tender Document for (.....).

We attach hereto the Technical Proposal as required by the Bid document, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to CSEPF is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead CSEPF in its short- listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the Tender Document and also agree to abide by this tender response for a period of 90 days from the date fixed for bid opening.

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bond.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

We acknowledge receipt of the following circular letters/addenda and confirm we have



G. FORM OF TENDER - COMMERCIAL

[Date]

To,
The Chairman, Internal Tender Committee
Civil Service Employees Pension Fund, P.O.Box 832,
P.C. 112.
Sultanate of Oman , Ruwi Dear Sir,

Ref: Project name

Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the Tender Document. In order to meet such requirements and to provide services as set out in the Tender Document, following is our quotation summarizing our Commercial Proposal.

We the undersigned, offer to execute and complete the whole of the said works/services in conformity with the said Tender Documents and Appendix to Form of Tender attached herewith, for the sum of R.O. (Rials Omani.....), or such other sum as may be ascertained in accordance with the said Conditions.

We attach hereto the Commercial Proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to commence the services as put forward in the Tender Document or such modified requirements as may subsequently be agreed mutually by us and CSEPF or its appointed representatives within 15 days from the date of the letter of award.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a local bank in Oman, acceptable to CSEPF and furnish them within the time frames set out in the Tender Document.



We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of 90 days from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between CSEPF and us.

We confirm that the information contained in this proposal or any part thereof including its exhibits, schedules, and other documents and instruments delivered or to be delivered to CSEPF is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead CSEPF as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the bid response without assigning any reason whatsoever.

In the event of our Tender being accepted and until a formal Agreement is prepared and executed, this Tender, together with your written acceptance thereof, shall constitute a binding obligation upon us.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ agency/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated Day of 20...
(Signatur (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of -

(Name and Address of Company)

Seal/Stamp of BIDDERS

Date: Signature:

(Company Seal)

(Name)