



# Pre-Qualification Questionnaire : Community Management Services

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# CONTENT

<b>CONTENT .....</b>	<b>1</b>
<b>SECTION 1.....</b>	<b>2</b>
1. INTRODUCTION & BACKGROUND INFORMATION .....	2
2. SERVICE PROCUREMENT PROCESS.....	2
3. THE PROJECT.....	4
4. THE DEMAND ORGANIZATION.....	5
5. SERVICES OVERVIEW .....	5
6. TERMS & CONDITIONS.....	5
<b>SECTION 2.....</b>	<b>7</b>
7. THE PRE-QUALIFICATION QUESTIONNAIRE .....	7
8. SERVICE PROVIDER DETAILS .....	8
9. STATUS OF SERVICE PROVIDER .....	8
10. OWNERSHIP .....	9
11. FINANCIAL.....	10
12. INSURANCE .....	11
13. BUSINESS ACTIVITIES .....	11
14. EXPERIENCE & REFERENCES.....	12
15. QUALITY, HEALTH & SAFETY.....	16
16. DECLARATION .....	17
17. EVALUATION .....	18
18. PQQ RESPONSE CHECKLIST .....	19

# SECTION 1

## 1. INTRODUCTION & BACKGROUND INFORMATION

- 1.1. This is an invitation to pre-qualify for the Tender of providing Community management services to the common components and infrastructure at the Irfan East master community, herein after referred to as “the Project”. The Services will be further detailed within the Agreement at the Tender Stage. The Term of the Community Management service contract will be for a duration of 3 years + 1 + 1 = 5 years.
- 1.2. This document contains two sections. Section 1 introduces the Project and provides background information on the Project, The Demand Organization - Oman Tourism Development Company SAOC (OMRAN), herein after referred to as the “Demand Organization”, an overview of the services, Tender process and general Terms and Conditions.
- 1.3. Section 2 contains the Pre-Qualification Questionnaire (PQQ), PQQ Response Checklist, PQQ evaluation method and matrix.
- 1.4. Service Providers attention is drawn particularly to the Terms and Conditions of which Service Providers will be deemed to accept by participating in in this Tender. This document sets out the information which is required by the Demand Organization in order to assess the suitability of potential Service Providers and their capability to provide the required services in terms of their experience, capacity, quality procedures alongside organizational and financial standing. In assessing the responses, the Demand Organization will be seeking evidence of Service Providers suitability to perform the Services as outlined in terms of economic & financial standing and the technical & professional ability. Qualification criteria will be a combination of both technical and commercial factors.
- 1.5. It is essential to complete all sections of the PQQ fully. To avoid confusion, please repeat information if the answer is similar to another question rather than referring to an earlier answer. Not complying with these instructions may result in the rejection of a Service Provider’s response.
- 1.6. All specifically requested supporting information is listed within the PQQ Response Checklist and must be enclosed as Appendices. The PQQ Declaration must be signed by a duly authorized representative of the Service Provider’s organization.
- 1.7. There are no organized visits to the project at this stage. Formal visits will take place in due course for the Service Providers’ that successfully pre-qualify.
- 1.8. This document does not imply or expressly constitute a contract with the Demand Organization, neither is the Demand Organization obliged to invite any or all the Service Providers who complete this questionnaire.
- 1.9. All information supplied will be treated as strictly private and confidential. The information will be reviewed by the Demand Organization’s evaluation panel and the tendering team only and will not be divulged to other parties at any time.
- 1.10. If you have any queries associated with this document, please contact [reem.hashmi@omran.om](mailto:reem.hashmi@omran.om)

## 2. SERVICE PROCUREMENT PROCESS

- 2.1. The object of the pre-qualification process is to select a shortlist of Service Providers to proceed to the next stage of the Procurement Process (Tender stage). The intended outcome of this PQQ is to arrive at a shortlist containing a minimum of 5 suitably qualified Service Providers for formal Invitation to Tender (ITT). In the event the PQQ yields less than 5 suitably qualified Service Providers, the Demand Organization may take through the number (less than 5) of suitably qualified Service Providers, provided there is are enough Service Providers to ensure a genuine competition in line with the Demand Organization’s procurement policy.
- 2.1. In the event of a tie between two or more Service Providers for 5th place, the Service Provider that obtains the highest score with regards to experience and reference will be taken through. The estimated key stages for the remainder of the Process are set out in the table below. However, the Demand Organization reserves the right in its absolute discretion to vary key dates,

STAGE 1: PRE-QUALIFICATION PROCESS		
S.NO	DETAILS	ESTIMATED TIMELINES
1	Issue of Prequalification documents	01 October 2019
2	Deadline for submission of Prequalification Clarifications	06 October 2019
3	Submission of Prequalification	16 October 2019
4	Notification of outcome of Prequalification exercise	30 October 2019

STAGE 2: TENDER PROCESS		
S.NO	DETAILS	ESTIMATED TIMELINES
1	Invitation to Tender (ITT) documentation issued	05 November 2019
2	Acknowledgment deadline	10 November 2019
3	Tender clarification deadline	20 November 2019
4	Tender submission deadline	25 November 2019
5	Evaluation of tender submissions and notification to Tenderers	December 2019
6	Letter of Award (LOA) issuance	December 2019
7	Signing of Service Agreement	December 2019
8	Contract commencement	January 2020

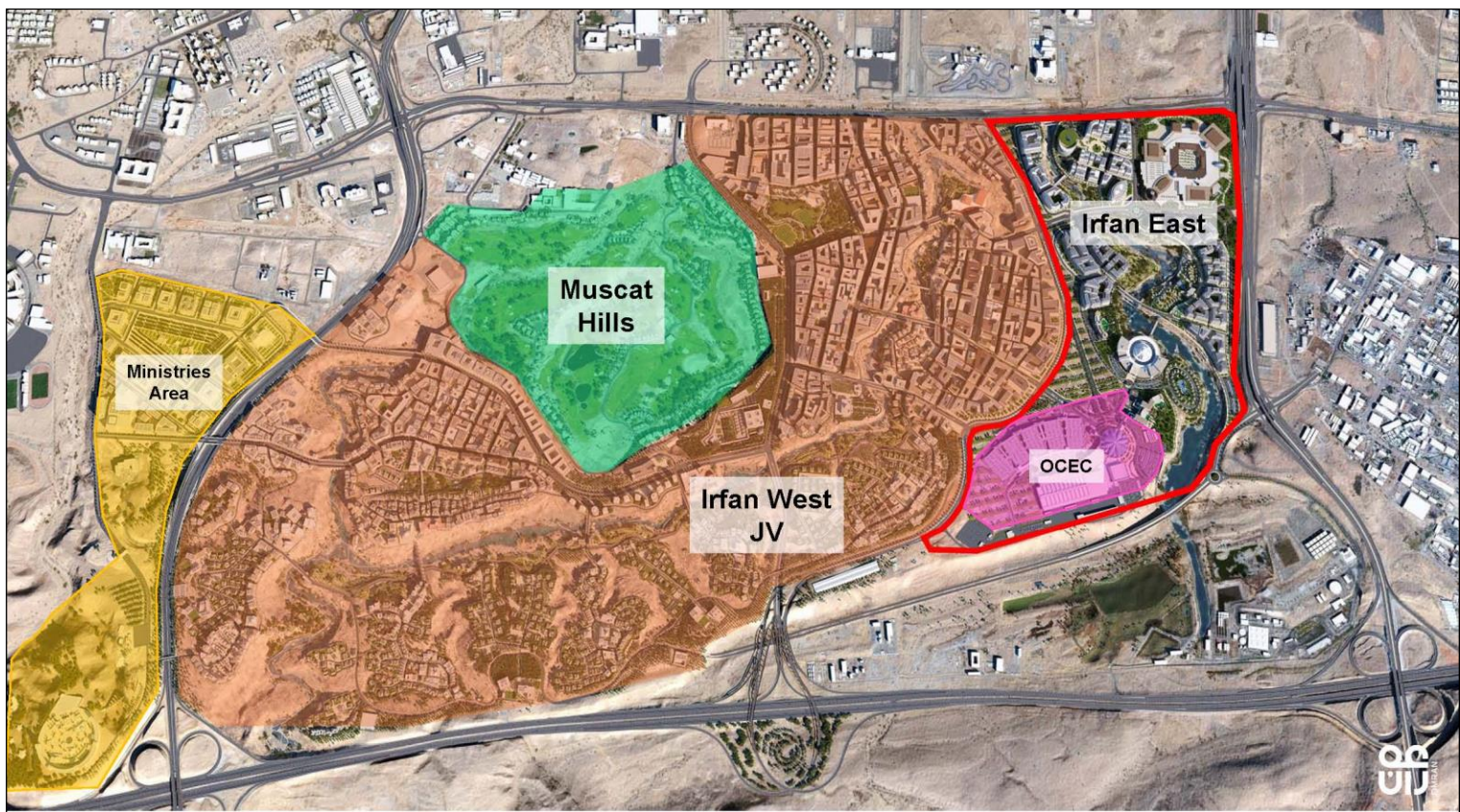
- 2.1. Service Providers may submit any queries or clarifications relating to this PQQ by no later than the date set out in the table above (as may be revised by the Demand Organization). The Demand Organization reserves the right to exclude from the responses any clarifications received after this deadline. Clarifications should clearly reference the appropriate paragraph or PQQ paragraph and, to the extent possible, should be aggregated rather than sent via multiple communications. As far as is reasonably possible, the Demand Organization will respond to all reasonable requests for clarification of any aspect of this PQQ and supporting documents, if made before the deadline. The Demand Organization will provide its response to queries by the date set out in the table1.
- 2.1. Clarifications received will be anonymized, responded to and sent to all Service Providers who have registered for updates. Service Providers should therefore be mindful of the content and the nature of clarifications and conditions should be carefully read and considered before clarifications are sent.
- 2.1. The Demand Organization reserves the right to reject any PQQ response which is not received in full by the PQQ deadline. Service Providers shall complete all relevant parts of the PQQ Response in full and be concise. The boxes in the PQQ may be enlarged to fit the Service Providers responses subject to any word counts given for any sections of the completed response. Other than enlarging the response boxes, the PQQ response template should not be changed in any way and should be completed in full using the boxes provided. The Pre-Qualification Questionnaire must be completed clearly and accurately. If necessary, additional sheets may be attached. Each additional sheet shall be duly signed by the Service Provider's authorized representative.
- 2.1. Service Providers shall clearly state with reasons, if a section is not applicable to their organization. Responses should be in English and should be concise and relevant. On receipt of the PQQ responses, the Demand Organization will perform an evaluation of PQQ responses in accordance with the evaluation methodology.
- 2.1. The Demand Organization shall have the right to disqualify any Service Provider from the Process if the Service Provider fails to complete the relevant parts of the PQQ response as required within this document. The Demand Organization shall have the right to disqualify a Service Provider at any stage of the tender process if it becomes aware of any omission or misrepresentation in a PQQ response or in the event that there are adverse material changes to a position / information set out in any aspect of a PQQ response. For the avoidance of doubt, as part of the contract award stage, the Demand Organization may check that there has not been any material changes to the information provided or the positions outlined by a Service Provider as part of this PQQ and in the event of any adverse material changes may disqualify a Service Provider. Service Providers are reminded that the Demand Organization must be immediately notified of any changes in the information provided in a PQQ Response so that a further assessment can be carried out by applying the PQQ assessment criteria to the new information provided. The Demand Organization reserves the right to deselect a Service Provider at any stage in the tender process, based on an assessment of the updated information.
- 2.1. If a Service Provider is deselected at any stage in the tender process, the Demand Organization may (at its discretion and depending upon timing of such deselection in relation to the tender process) invite the next ranked Service Provider to Tender (or in the case of multiple deselections, the next ranked Service Providers), or, the Demand Organization may continue with less Service Providers.
- 2.1. Service Providers have been asked to include a single point of contact. The Demand Organization shall not be responsible for contacting Service Providers through any route other than the nominated contact. Service Providers must therefore notify the Demand Organization of any changes relating to the contact promptly.

### 3. THE PROJECT

3.1. The project is located in the Sultanate of Oman minutes away from Muscat International Airport as part of Madinat Al Irfan.



3.2. The Development is Phase One of Madinat Al Irfan including the Oman Convention and Exhibition Centre and JW Marriott located near the Muscat Golf & Country Club Project and the with excellent connection to the Airport. This provides a unique opportunity to have a well-integrated urban area that attracts a different type of visitors to create a new 'destination'.



\*Note: Muscat Hills is not part of Madinat Al Irfan

3.3. Conceived to be an exemplary urban extension, Madinat Al Irfan is a model for future sustainable development for growing cities. It learns from the past to inform a future built environment that is distinct and comfortable, rooted in its culture, sensitive to its landscape and a joy in which to live in and be.

## 4. THE DEMAND ORGANIZATION

- 4.1. Oman Tourism Development Company SAOC (OMRAN) is seeking strategic Service Providers for the provision of Community Management for Irfan East development Master Community.
- 4.2. OMRAN creates sustainable and authentic tourism assets, lifestyle communities and destinations that drive economic growth and contribute to the diversification of the economy.
- 4.3. OMRAN achieve its mandate by acting alone or as a catalyst in bringing together the strength of Government with the entrepreneurship of the private sector.
- 4.4. OMRAN works with all stakeholders, partners, SMEs and local communities to ensure a positive physical, social, economic contribution to both the environment and people's lives while respecting the traditional culture and environmental values of Oman.

## 5. SERVICES OVERVIEW

- 5.1. The Demand Organization is seeking an innovative Service Provider with the ability to provide Community Management services in line with the objectives set out for Irfan East. The Service Provider will be required to work collaboratively with the Demand Organization to bring innovative service solutions and embrace continuous improvement. This Chapter provides an overview of the services to be undertaken at the Project. More detailed descriptions will be provided within the ITT package.
- 5.2. The services will be for the Irfan East master community and will include but not be limited to:
  - Managing Service Charges collection and accounting processes for the master community on behalf of the Demand Organization;
  - Billing and collection of utilities on behalf of the Demand Organization;
  - Provide customer service solutions in line with Project objectives;
  - Leading annual audits of community accounts;
  - Ensure continuous compliance and transparency with a clear audit trail and accountability for tracking billing and collections;
  - Development of master community rules and regulations in in conjunction with the Demand Organization;
  - Enforcement of master community rules and regulations;
  - Managing master community related disputes, violations and compliance issues;
  - Relating with and liaising with end-users (plots) on all community related aspects on behalf of the Demand Organization;
  - Coordination with the Demand Organization, plot representatives, facilities management service providers;
  - Development of annual Service Charge budgets in conjunction with the Demand Organization;
  - Manage the community management functions associated with transition & handover of master community assets from construction to operations;
  - Ensure compliance with all service-related legislation applicable that applies to the Project.

## 6. TERMS & CONDITIONS

- 6.1. In submitting a PQQ response it will be implied that the Service Providers accept all the provisions of this PQQ including these conditions.
- 6.2. Your PQQ is submitted on the basis that the Service Providers consent to:
  - 6.2.1. The Demand Organization carrying out all necessary actions to verify the information provided;
  - 6.2.2. Analysis of responses being undertaken by a third party commissioned by the Demand Organization for such purposes; and
  - 6.2.3. The Demand Organization requesting further information as part of a verification process or to clarify any elements that are deemed unclear.
- 6.3. The Demand Organization reserves the right to share and issue any query raised by Service Providers, and the Demand Organization's response to it, to all Service Providers unless expressly requested are to be kept confidential at the time the query is raised.
- 6.4. Should any Service Provider not provide supplementary information or clarifications to the Demand Organization by a notified deadline, they may be disqualified.
- 6.5. By issuing this PQQ, the Demand Organization is not bound in any way to enter into any contractual or other arrangement with Service Providers or any other party.
- 6.6. It is intended that the remainder of this tender process will take place in accordance with the provisions of this PQQ, but the Demand Organization reserves the right to terminate, amend or vary the procurement process by notice to all Service Providers in writing. The Demand Organization will have no liability for any loss, expense, cost or liability caused to Service Providers or any third party as a result of this.
- 6.7. Service Providers will not be entitled to claim from the Demand Organization any cost or expense incurred in preparing a response, providing supplementary information or in clarifying information.
- 6.8. All information supplied to Service Providers by the Demand Organization, either in writing or orally, must be treated in confidence and not disclosed to any third party unless the information is already in the public domain.

- 6.9. Information provided by Service Providers in connection with this procurement exercise, or with any contract that may be awarded as a result of this process, may have to be disclosed by the Demand Organization under contractual or legal obligations.
- 6.10. If Service Providers wish to designate information supplied as part of their PQQ Response or otherwise in connection with this process as confidential, Service Providers must provide clear and specific detail as to the precise elements which are considered confidential and/or commercially sensitive. The use of blanket protective markings of whole documents such as "commercial in confidence" will not be sufficient. By participating in this procurement process Service Providers agree that the Demand Organization should not and will not be bound by any such markings.
- 6.11. Additionally, marking any material as "confidential" or equivalent should not be taken to mean that the Demand Organization accepts any duty of confidentiality by virtue of such marking. Service Providers accept that the decision as to which information will be disclosed is reserved by the Demand Organization, notwithstanding any consultation with Service Providers or any designation of information as confidential Service Providers may have made. Service Providers agree, by submitting their Response, that all information is provided to the Demand Organization on the basis that it may be disclosed under the Disclosure Obligations of the Demand Organization.
- 6.12. The Demand Organization reserves the right to disclose all documents relating to this process for the purpose of seeking advice from third parties and where it is required to publish the documents in accordance with Disclosure requirements as required by Stakeholders or Government transparency guidelines.
- 6.13. Any attempt by Service Providers or their appointed advisers to inappropriately influence the process in any way will result in their response being disqualified. Any direct or indirect canvassing, price fixing or collusion by Service Providers or their appointed advisers in relation to this Process or any attempt to obtain information from any of the employees or agents of the Demand Organization concerning another Supplier may result in disqualification at the discretion of the Demand Organization.
- 6.14. It is the responsibility of Service Providers to ensure that any consortium member, sub-contractor and adviser abides by these conditions.
- 6.15. Nothing in this PQQ is intended to exclude or limit the liability of the Demand Organization in relation to fraud or in other circumstances where the Demand Organization liability may not be limited under any applicable law.
- 6.16. No information contained in this PQQ, or in any communication made between the Demand Organization and any Service Provider in connection with this PQQ shall be relied upon as constituting a Contract, Agreement or representation that any contract shall be offered in accordance with this PQQ. The Demand Organization reserves the right, subject to the regulations, to change without notice the basis of, or the procedures for a competitive tendering process or to terminate the process at any time. Under no circumstances shall the Demand Organization incur any liability in respect of this PQQ or any supporting documentation.
- 6.17. The Demand Organization will not reimburse any costs incurred by Service Providers' in connection with preparation and submission of their PQQ responses in any circumstances, including without limitation in the event that the Demand Organization decides to vary, re-start or abandon this process.

# SECTION 2

## 7. THE PRE-QUALIFICATION QUESTIONNAIRE

- 7.1. This is Responses must meet the Essential Criteria set out in the PQQ. The Essential Criteria is the minimum standards of which the Demand Organization requires its appointed Service Provider to meet or exceed, and so are of a 'pass/fail' nature. It is unlikely that any Organization which fails on the Essential Criteria will proceed to the next round of evaluation, although the Demand Organization does reserve the right to consider each case on its merits, and assess the risks and implications involved in proceeding.
- 7.2. The essential selection criteria are as follows:
- 7.2.1. Fully completed PQQ with an appropriately signed declaration.
  - 7.2.2. Financial stability– Service Providers will be required to possess a sound current financial situation and recent trading record. An external body will be used to check Service Provider’s credit rating. Any Service Provider given a poor credit rating/credit score will fail.
  - 7.2.3. Insurance – Service Providers must confirm they already have or would be willing to obtain the levels of insurance cover stipulated by the Demand Organization. The insurance levels required for this framework are set out in the PQQ. Any Service Provider not currently hold these levels of insurance, or not willing to obtain such levels of insurance will fail.
  - 7.2.4. Experience & Capability – Service Providers must provide evidence that they possess both technical competence and capability to deliver services under this contract, having provided similar services for a minimum of 5 years on similar contracts. Any Service Provider unable to demonstrate such evidence in the PQQ will fail.
  - 7.2.5. Applications that meet the Essential Criteria will then be scored against the Scored Criteria. Service Providers will be assessed on a scale of 0 to 5 points against a range of criteria designed to measure their adequacy and competence in the respects listed below. A scoring scale will be adopted where 0 = No answer/unqualified response, 1 = Very poor response, 5 = Excellent response. The table below indicates the Scoring Criteria.

SCORING CRITERIA	DESCRIPTION
0	No Answer/Unqualified Response
1	Very Poor Response
2	Poor Response
3	Acceptable Response
4	Good Response
5	Excellent Response

- 7.3. To achieve a score of 3 and above, the evaluation panel will look for clear evidence.
- 7.4. The Scored Criteria will then be weighted to a total 100. The table below indicates the weightings which will be applied to each section of the Scored Criteria.

SECTIONS	WEIGHTING
EXPERIENCE & REFERENCES	35%
RESOURCES, CAPACITY & SUBCONTRACTING	30%
QUALITY PROCEDURES	35%
<b>TOTAL</b>	<b>100%</b>

- 7.5. Service Providers are advised that if at any stage in the selection or evaluation process, a member of the evaluation team considers an application to be fundamentally unacceptable on a key issue, then regardless of its other merits, it may be rejected.



## 8. SERVICE PROVIDER DETAILS

REF	DETAILS	RESPONSE
8.1	Trading Name of the Service Provider submitting this Expression of Interest	
8.2	Registered Name of Service Provider submitting this Expression of Interest:	
8.3	Registered Address & Postcode:	
8.4	Company Registration No:	
8.5	Date of Formation and/or Registration:	
8.6	Tax Registration Number:	
8.7	Is your Organization registered for provision of Community Management/Owner's Association Services?	
8.8	Service Provider website address:	
8.9	Contact Name for enquiries:	
8.10	Contact Position/Job Title:	
8.11	Contact Telephone Number(s):	
8.12	Contact e-mail Address:	

## 9. STATUS OF SERVICE PROVIDER

REF	DETAILS	RESPONSE
9.1	<p>a) A Public Limited company?</p> <p>b) A Limited Company</p> <p>c) A Company Limited by Guarantee</p> <p>d) A Partnership/Joint Venture?</p> <p>e) A Sole Trader?</p> <p>f) Other. <i>Please specify</i></p>	
9.2	<p>Does the organization currently operate in the Sultanate of Oman?</p> <p>If YES, how many years has the organization been operating in the Sultanate of Oman?</p> <p>What are your organizations key projects and in the Sultanate of Oman?</p>	
9.3	<p>Does the organization operate within the GCC region?</p> <p>If YES, how many years has the organization been operating in the GCC?</p> <p>What are your organizations key projects and in the GCC?</p>	

## 10. OWNERSHIP

REF	DETAILS	RESPONSE
10.1	Is the Service Provider a subsidiary of another company?	
	If YES, give the following details in respect of the Holding/Parent company:	
	Registered Name:	
	Registered Office address:	
	Registration Number:	
	Note: The Holding/Parent Company may be required to enter into a Deed of Guarantee, where a contract is proposed with a subsidiary to indemnify against all losses, damages, costs which may be incurred by reason of any default on the part of the Service Provider.	
10.2	Please give details of any changes of ownership in the last 3 years	
10.3	To the best of your knowledge, does any member of your organization have any personal or financial connection with any member of the Demand Organization?	
	If YES, provide clear details:	

## 11. FINANCIAL

REF	DETAILS				
11.1	Please complete the table below using figures from your last three years financial accounts:				
	Financial Year <i>(please enter the appropriate years/dates for your organization)</i>		<b><u>Period Ended</u></b>	<b><u>Period Ended</u></b>	<b><u>Period Ended</u></b>
			DD/MM/YY	DD/MM/YY	DD/MM/YY
	Turnover	<b>OMR</b>			
	Pre-Tax profit / loss	<b>OMR</b>			
	Net worth / shareholders funders (or net liabilities)	<b>OMR</b>			
	Debtors	<b>OMR</b>			
	Cash	<b>OMR</b>			
What is your present cashflow and credit position?		Cash (overdraft) <b>OMR</b> DD/MM/YY.	Credit Facility <b>OMR</b> DD/MM/YY		
11.2	Are your accounts externally audited?			YES / NO	
	If NO, please state the reason why.				
11.3	What is your total turnover figure fir the current financial year to date?			<b>OMR</b> DD/MM/YY	
11.4	If required, would you be able to provide at least <b>ONE</b> of the following:				
	A copy of your most recently audited accounts (for the last three years, if this applies)?			YES / NO	
	A statement of your turnover, profit & loss account and cashflow for the most recent year of trading?			YES / NO	
	A statement of your cashflow forecast for the current year and a bank letter outlining the current cash and credit position?			YES / NO	
11.5	Has your organization met the terms of its banking Community and loan agreements (if any) during the past year?			YES / NO	
	If NO, what were the reasons and what has been done to rectify?				
11.6	Has your organization met all its obligations to pay its creditors and staff during the past year?			YES / NO	
	If NO explain why not				
11.7	If requested, would you be able to obtain a tender bond and performance bond to underpin the security of the services provided?			YES / NO	

## 12. INSURANCE

REF	DETAILS	
12.1	<b>PUBLIC LIABILITY INSURANCE</b>	
	Level of Cover held	<b>OMR</b>
	Name of Insurance Company	
	Policy No:	
	Expiry Date	
12.2	Has a copy of the Insurance certificate been attached as evidence?	YES / NO
12.3	<b>EMPLOYERS LIABILITY INSURANCE</b>	
	Level of Cover held	<b>OMR</b>
	Name of Insurance Company	
	Policy No:	
	Expiry Date	
	Has a copy of the Insurance certificate been attached as evidence?	YES / NO
12.4	<b>PROFESSIONAL INDEMNITY INSURANCE</b>	
	Level of Cover held	<b>OMR</b>
	Name of Insurance Company	
	Policy No:	
	Expiry Date	
	Has a copy of the Insurance certificate been attached as evidence?	YES / NO
12.5	If your organization's tender is successful, adequate insurance cover will be required. If your current insurance is insufficient to meet the minimum requirements, please confirm that if awarded the contract, increased cover will be available at no extra cost to the Demand Organization.	YES / NO
12.6	State whether there are any outstanding insurance claims against your organization(s) (other than for routine matters)	YES / NO
	If YES, please provide brief details:	

## 13. BUSINESS ACTIVITIES

REF	DETAILS
-----	---------

13.1	Briefly describe your organization's principle fields of activity. What proportion of total activity relates to services similar to those called for in this contract?				
13.2	Out of the total projects engaged in during the last three years, please indicate the percentage against each category listed (ensure the total of all categories does not exceed 100%)	Mixed-Use Developments			
		Residential Community			
		Single Plot Buildings			
13.3	Enter the approximate number of full-time equivalent persons employed in your organization for delivering Community management services during each of the last three years:				
		<b>Directly Employed</b>		<b>Not directly employed</b> <i>(e.g.: temporary staff, consultants etc.)</i>	
		<b>Management</b>	<b>Administrative</b>	<b>Management</b>	<b>Administrative</b>
	Currently				
	Previous Year				
Over 2 Years					
13.4	Detail how your organization ensures that suitably qualified and experienced management and operational staff can cover the relevant areas of expertise that would be required to deliver this contract.				

## 14. EXPERIENCE & REFERENCES

REF	DETAILS
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14.1	<p>Please provide at least three examples with evidence of your experience in the last three years of providing Community management services similar to those being sought under this contract. Experience will be scored for relevance: master communities, comparable mixed-use development, size, technology, setting, client, end users etc. In describing your experience detail how delivery and performance were achieved on time and to cost and/or problems overcome? <i>Please adhere to a 500-word count. Supplementary documentation can be provided as evidence in the appendices.</i></p>										
	<table border="1"> <thead> <tr> <th data-bbox="289 418 464 522">Name of client</th> <th data-bbox="464 418 919 522">Brief description of contract</th> <th data-bbox="919 418 1100 522">Start/end dates</th> <th data-bbox="1100 418 1896 522">Annual contract value (OMR)</th> </tr> </thead> <tbody> <tr> <td data-bbox="289 522 464 2496"></td> <td data-bbox="464 522 919 2496"></td> <td data-bbox="919 522 1100 2496"></td> <td data-bbox="1100 522 1896 2496"></td> </tr> </tbody> </table>	Name of client	Brief description of contract	Start/end dates	Annual contract value (OMR)						
Name of client	Brief description of contract	Start/end dates	Annual contract value (OMR)								
14.2	<p><b>Demand Organization's Policy on taking references</b></p> <p>It is the responsibility of the Service Provider to ensure that <b>all referees</b> are current, available, able and willing to provide references on request. The Demand Organization will require references returned within <b>2 weeks</b> of the request.</p>										

	<p>Please provide the names and contact details (including telephone numbers and email addresses) for three recent contracts that are relevant to the Demand Organization's requirements for the Project. Where possible, at least one should be from a mixed-use development.</p> <p>References will be scored for relevance as well as any evidence of overall performance.</p>	
14.3	<b>REFEREE 1</b>	
	Customer Organization Name:	
	Customer Contact Name:	
	Customer Contact Phone No:	
	Customer Contact Email address:	
	Date Contract Awarded:	
	Contract reference & brief description of services provided:	
	Value (OMR)	
14.4	<b>REFEREE 2</b>	
	Customer Organization Name	
	Customer Contact Name:	
	Customer Contact Phone No:	
	Customer Contact Email address:	
	Date Contract Awarded:	
	Contract reference & brief description of services provided:	
	Value (OMR)	
14.5	<b>REFEREE 3</b>	
	Customer Organization Name:	
	Customer Contact Name:	
	Customer Contact Phone No:	
	Customer Contact Email address:	
	Date Contract Awarded:	
	Contract reference & brief description of services provided:	
	Value (OMR)	

14.6	If you cannot provide three references, please explain why:		
14.7	Has your organization within the last 5 years		
	a) Incurred contract penalties default notices or payment of liquidated damages?	YES / NO	
	b) Withdrawn from a contract after the contract has been awarded (either before or after commencement of the contract)	YES / NO	
	c) Had a contract terminated by the client earlier than the originally intended date?	YES / NO	
	If YES, please give details:		



## 15. QUALITY, HEALTH & SAFETY

REF	DETAILS	
15.1	Does your organization have a formal documented quality management policy?	YES / NO
15.2	Does your organization hold a recognized Quality Management accreditation, e.g.: ISO9001:2015 or equivalent?	YES / NO
15.3	If YES, please state which body your certification exists with, the date until which the Certificate is valid and enclose a copy with your Application	
15.3	If in the process of acquiring, specify estimated time of completion	
15.4	Does your organization hold a recognized Environmental Management accreditation, e.g.: ISO14001:2015 or equivalent?	YES / NO
15.5	If YES, please state which body your certification exists with, the date until which the Certificate is valid and enclose a copy with your Application	
15.6	If in the process of acquiring, specify estimated time of completion	
15.7	Does your organization have a written environmental management policy?	
15.8	Is your organization corporately a member of, or accredited by, a recognized industry association(s)?	YES / NO
15.9	If YES, please provide Membership/Accreditation Certificates to evidence this (where applicable)	
15.10	Do you currently hold any external Health and Safety accreditations, such as ISO19001:2017, ISO45001:2018 or equivalent?	YES / NO
15.11	If YES, please state which body your certification exists with, the date until which the Certificate is valid and enclose a copy with your Application	
15.12	If in the process of acquiring, specify estimated time of completion	

## 16. DECLARATION

Please read and sign the section below.

To Oman Tourism Development Company SAOC (OMRAN);

We certify that the information supplied is accurate to the best of our knowledge and we accept the conditions and undertakings requested in this document. We understand that false information could result in our exclusion from further participation in this and future tender processes. We understand that our responses to the questions posed in this document, including any explicit or reasonably implied undertakings may form part of any contract subsequently entered into between ourselves and Oman Tourism Development Company SAOC (OMRAN).

<b>Signed:</b>	
<b>Date:</b>	
<b>Name of Signatory:</b>	
<b>Position:</b>	
<b>Name of Organization:</b>	

The undertaking should be signed by a director, partner or other senior authorized representative in her / his own name and on behalf of the organization. This will not guarantee that the information will not be disclosed but will be examined in the light of the exemptions and exceptions provided under the legislation. It is important to note that information may be commercially sensitive for a time (e.g. during a tender process) but afterwards it may not be. The timing of any request for information may be extremely important in determining whether or not information is exempt. However, Service Providers should note that no information is likely to be regarded as exempt forever.

## 17. EVALUATION

QUALIFICATION CRITERIA	
QUESTION	PASS / FAIL
<b>ESSENTIAL CRITERIA</b>	
Has the PQQ been fully completed and declaration signed?	
Is the Service Providers credit rating satisfactory?	
Has the minimum Insurance requirements been met?	
Has the Service Provider demonstrated the required technical competence and capability?	
<b>OVERALL:</b>	

EVALUATION				
QUESTION	SECTION WEIGHTING	QUESTION WEIGHTING	SCORE	MAX SCORE
<b>SCORED CRITERIA</b>				
<b>EXPERIENCE &amp; REFERENCES</b>				
Service Provider's principal fields of activity	35%	1	0 - 5	5
Experience of similar service provision - Details of services previously provided to other clients		2	0 - 5	10
Client References - suitability of nominated references		1	0 - 5	5
Client References - quality of reference received back		3	0 - 5	15
<b>TOTAL:</b>				35
<b>RESOURCES, CAPACITY &amp; SUB CONTRACTING</b>				
Suitably qualified & experienced management staff	30%	3	0 - 5	15
Suitably qualified & experienced administrative staff and overall staffing levels		3	0 - 5	15
<b>TOTAL:</b>				30
<b>QUALITY PROCEDURES</b>				
Formal, certified and evidenced accreditations?	35%	2	0 - 5	10
Is the organization accredited for quality management systems?		1	0 - 5	5
General Approach to Environmental issues & sustainability		1	0 - 5	5
Is the organization accredited for health & safety management systems?		1	0 - 5	5
Service Provider has evidenced existence of formal, written policies for health & safety, quality and environmental management		2	0 - 5	10
<b>TOTAL:</b>				35
<b>GRAND TOTAL:</b>				100

## 18. PQQ RESPONSE CHECKLIST

To ensure applications are evaluated properly the Demand Organization requires complete responses. Before returning this form, please check you have answered all questions applicable to you and ensure that you have enclosed all relevant documents by completing the checklist below. Please tick appropriate box where you have enclosed the document.

DOCUMENT(S)	TICK OR N/A
All appropriate Insurance Certificates	
Three appropriate referees with full contact details, or an explanation as to why not provided if not available.	
Experience – Supplementary evidence	
Quality Management System Accreditation	
Membership / Accreditation Certificates to Industry Associations	
Environmental Management System Accreditation	
Occupational Health & Safety Management System Accreditation	
Quality Management Policy (not more than 2 years old)	
SERVICE PROVIDER COMPLIANCE CHECK:	TICK BELOW
Signed the Declaration on the preceding page	
Provided a SOFT & HARD copy of this Application Form as requested	
Retained a copy of the document for records, accessible to the person dealing with correspondence relating to this application	
Only append the documents asked for, <u>not</u> full copies of supporting documents e.g. entire H&S policies, Report and Accounts, etc. (which may be requested at a later stage)	