



Tender Opportunity:
Provision of IT Support Services at MPN Locations
NipeX Number: MPN.00000187

1. INTRODUCTION

Mobil Producing Nigeria Unlimited (MPN), operator of NNPC/MPN Joint Venture, plans to engage the services of two (2) competent and qualified contractors for Provision of IT Support Services in Lagos, Eket/QIT, and all other operating locations within the NNPC/MPN Joint Venture (JV) acreage. This is for an anticipated contract term of three (3) years, plus one (1) year optional extension.

2. SCOPE OF WORK

The scope of work includes, but is not limited to, provision of IT Support Services at MPN locations. Interested companies must be able to provide IT Support Services in the following service categories and support groups:

Service Categories

- i. Front-end IT Support: User population of a minimum of 1000, and is made up of the Customer Service Helpdesk support group.
- ii. Extra-Small Site IT Support: User population of a maximum of 50, and is made up of multiple support groups.
- iii. Small Site IT Support: User population of 51–500, and is made up of multiple support groups.
- iv. Medium Site IT Support: User population of 501–1000, and is made up of multiple support groups.
- v. Large Site IT Support: User population of 1001–2000, and is made up of multiple support groups.
- vi. Large Field Site IT Support: User population of 1001–2000, and is made up of multiple support groups.
- vii. Extra-Large Site IT Support: User population greater than 2000, and is made up of multiple support groups.
- viii. Extra-Large Field Site IT Support: User population greater than 2000, and is made up of multiple support groups.

Support Groups

- i. Customer Service Helpdesk
- ii. IT Solution Center – A walk-in support center
- iii. Installation, Move, Add and Change (IMAC)
- iv. Onsite Support – PC and Mobile Devices
- v. Stock Room Coordination
- vi. Tape Operations, Service Request Management, and Other Asset Management Activities
- vii. Onsite Support – Infrastructure
- viii. Non-primetime Support – Offshore Locations
- ix. Administrative and Business Support Services

3. MANDATORY REQUIREMENTS

- i. To be eligible for this tender exercise, interested contractors are required to be prequalified in the NipeX product code – 3.11.07 (User Support/Help Desk). This must be done by the Advert closing date. **All successfully prequalified suppliers in this category will receive Invitation to Technical Tender (ITT).**
- ii. To determine if you are prequalified and view the product/service category you are listed for: Open <http://vendors.nipex-ng.com> and access NJQS with your log-in details, click on continue Joint Qualification Scheme tool, click check my supplier status and then click supplier product group.
- iii. If you are not listed in a product/service category you are registered with DPR to do business, contact NipeX office at 8 Bayo Kuku Road, Ikoyi, Lagos with your DPR certificate as evidence for necessary update.
- iv. To initiate the JQS prequalification process, access www.nipex-ng.com to download an application form, make necessary payments and contact NipeX office for further action.
- v. To be eligible, all tenders must comply with the Nigerian Content requirements in the NipeX system.

4. NIGERIAN CONTENT

As part of their technical tender submissions, prequalified Tenderers shall:

- i. Only Nigerian registered company having 51% Nigerian shareholding or greater shall bid for this work scope.
- ii. Provide evidence of company Ownership Structure form CO2 and CO7, registration on NOGIC JQS and DPR certificate.
- iii. Detailed description of the location of in-country committed facilities & infrastructure (Technical/Administrative) in Nigeria to support this contract.
- iv. In line with the NCD Human Capacity Development Initiative, Bidder shall commit to providing Project-Specific training, man-hour, budget, skill development and understudy plan for Nigerian personnel utilizing OGTAN registered trainer(s) or other approved NCDMB training institution(s).
- v. Submit Tenderer's corporate organizational and project/contract specific organogram. CV's of all personnel (as required by the Client and the service) listed in the project organogram should be submitted. All personnel to be utilized for this service shall be 100% Nigerian national employees.

Bidders' failure to comply with the NOGICD Act or demonstrate commitment to Nigerian Content development will result in Bidder's disqualification.

5. CLOSE DATE

This tender opportunity is open for fifteen (15) working days and shall close to interested bidders by **1600hrs on 18th June, 2021.**

6. ADDITIONAL INFORMATION

- i. This advertisement shall neither be construed as an Invitation to Tender (ITT) nor a commitment on the part of MPN to award a contract to any Supplier and/or associated companies, Sub-contractors or Agents.
- ii. This advertisement shall not entitle prequalified companies to make any claims whatsoever, and/or seek any indemnity from MPN and/or its partners by virtue of such companies having been prequalified in NJQS.
- iii. NNPC/MPN reserves the right to reject any and or all prequalified suppliers at its sole discretion and at no costs whatsoever.
- iv. All costs incurred in registering and prequalifying for this and other product/ service categories in NJQS shall be borne solely by Suppliers.
- v. Suppliers that are prequalified for this product/ service category in NJQS must ensure that the name and contact details (physical address, email address and telephone number) of their company and authorized/ responsible personnel is up-to-date in their company profile in the NJQS database.
- vi. MPN shall communicate only with the authorized/ responsible personnel of prequalified companies and not through unauthorized individuals or Agents.

NCDMB Certification number: ES/NCDMB/MPN-ADV/UPD/110521

Please visit the NipeX Portal at www.nipex-ng.com for this Advert and other information.