



SHELL PETROLEUM DEVELOPMENT COMPANY OF NIGERIA LIMITED (SPDC)

TENDER OPPORTUNITY: IT Support Services Contract

TENDER REF: NG01022270

NipeX TENDER NUMBER: 00000181

1.0 INTRODUCTION

SHELL hereby announces to interested and prequalified companies an upcoming tendering opportunity for the **IT Support Services Contract** for SPDC. The proposed contract will commence in 01/12/2017 and remain active for 2 years duration, followed by 1year optional duration extension.

Scope Of Work

- Technical Hardware & Software Support Services (Desktops, Laptops, Servers & Printers) for users in the office, residential areas, Outstation and Off-Shore Support Services. (First & Second Line Support)
- Technical Support for Unix/Linux Systems
- Provision of combined First line ERP and non-ERP Support
- Provision of Second Line SAP Support
- Provision of Second Line Business Application (Non-ERP) Support
- Provision of Business Application (Non-ERP) Development and Enhancement Services
- VIP/Executive Support Services
- Provision of IT Consumer Services to cover IT Store management
- Asset Management Services
- Provision of 1st & 2nd Line Telecommunications Support Services
- Collaboration Services
- Library and Archive Services
- Provision of 1st & 2nd Line Data Communications Support Services
- IT Request Management Services
- Implement /Monitor/ Report IT Information Security & Policies
- Technical Computing Services
- Consultancy Services
- Project management support services required for various IT Infrastructure Development projects from initial feasibility through concept selection and up to execution phase.
- Provision of Digitization Services for Documents and Records
- Call-Off/Ad-hoc Services consistent with business requirement
- Installation of system (Desktop & peripherals) at desk - New (Imaging) & Replacement (Reimaging) – Standard/High End
- Installation of Printers/scanners/Plotters (Frontend /Backend activities)
- Replacement of Plotter, Scanner & Printer Supplies (Replacement of toners, fuser /transfer kit etc) includes normal cleaning of toner compartments
- Software Installation (applications, drivers, device configurations)
- Installation /Removal of Network peripheral
- Support & Maintenance of datacomms equipment
- Movement of PC equipment & peripherals, network peripherals within & across divisions (Standard / High End)
- Movement of Printer/Plotter within & across divisions
- Maintenance /Support for PC/Peripherals under & out of warranty (Standard/High End)
- Maintenance /Support for Plotters, Printers, Scanners under warranty (Heavy Weight)
- Configuration of Multiple display screen
- Maintenance /Support /Repair of Printers & Plotters
- Preventive maintenance for plotters

3.0 Mandatory Requirements

1. To be eligible for this tender exercise, interested contractors are required to be pre-qualified in any of the following NJQS product/service codes or category:

Codes	Work Category
3.11.06	Operating Systems Installation/SupportServices
3.11.07	User Support / Help Desk Services
3.11.01	Network Installation / Support Services
3.11.08	Data Management Services

Only successfully pre-qualified suppliers in this category will receive Invitation to Technical Tender (ITT).

2. To determine if you are pre-qualified and view product/service category you are listed for, open www.nipex-ng.com and access NJQS with your login details, click on continue Joint Qualification Scheme tool, click check my supplier status and then click supplier product group.

3. If you are not listed in a product/service category you are registered with DPR to do business, contact NipeX office at 30, Oyinkan Abayomi Street, Ikoyi, Lagos with your DPR certificate as evidence for necessary update .

4. To initiate the JQS prequalification process, access www.nipex-ng.com to download the application form, make necessary payments and contact NipeX office for further action.

5. To be eligible, all tenders must comply with the Nigerian Content Requirements in the NipeX system.

4.0 Nigerian Content Requirements

Vendors are to demonstrate strict compliance with the provisions of Nigerian Oil & Gas Industry Content Development Act and also provide the following requirements:

- Demonstrate that the entity is a Nigerian Registered Company, or Nigerian Registered Company as the contracting entity in genuine alliance or joint venture with foreign company with details on scope and responsibilities of parties for this work. Such companies must show evidence of joint venture binding agreement duly signed by the CEO of both companies including evidence or plans of physical operational presence and set-up in Nigeria
- International or multinational company working through a Nigerian subsidiary must demonstrate that a minimum of 50% of equipment to be deployed for execution of work shall be owned by the Nigerian subsidiary by providing a list of equipment for this tender and indicating those that will be owned by the Nigerian subsidiary
- Furnish details of company ownership and share holding structure. Also submit clear photocopies of your CAC Forms CO2 and CO7
- Provide evidence of what percentage of your key management positions is held by Nigerians and what percentage of the total work force are Nigerians. Also, show overall percentage of work to be performed in Nigeria and those by Nigerian resources relative to total work volume.
- Provide a Nigerian Content Plan providing a detailed description of the role, work scope, man-hours and responsibilities of all Nigerian companies and personnel that would be involved in executing the work. Also provide details of Nigerian Content focal point or manager.
- State proposed total scope of work to be conducted by Nigerian personnel (whether contracted directly or under subcontract agreements) with names and addresses including evidences of well-equipped offices and workshop; attach past experience of such patronage.
- Specific to this work, provide detailed plan for staff training and development on equipment repairs & maintenance and procurement (including all software to be used, number of personnel, name of organization providing such training and evidence of past training record) for Nigerian personnel including description of any specific programs in place for transfer of technology and skills to indigenous businesses and Nigerians over the next five (5) years.
- Location of in-country facilities (Storage, workshops, repair & maintenance facilities and testing facilities)
- Contractor must be willing and able to provide evidence of maximization of made in Nigeria goods and services.
- Provide details on any other Nigerian Content initiative your company is involved in.
- Provide evidence of registration with NCDMB JQS

5.0 Closing Date: Only Tenderers who are registered in the relevant NJQS product/category as at **Friday 5th May, 2017** being the advert close date shall be invited to submit Technical bids.

6.0 Additional Information

- All costs incurred in preparing and processing NJQS prequalification shall be to the contractor's accounts.
- This advertisement shall neither be construed as any form of commitment on the part of SPDC to award any contract to any company and or associated companies, sub-contractors or agents, nor shall it entitle prequalified companies to make any claims whatsoever, and/or seek any indemnity from SPDC and or any of its partners by virtue of such companies having been prequalified in NJQS.
- SPDC will communicate only with authorized officers of the pre-qualifying companies and NOT through individuals or Agents.

Please visit NipeX portal at www.nipex-ng.com for this advert and other information. Also note that this contract will be progressed through NipeX system.