



SHELL PETROLEUM DEVELOPMENT COMPANY OF NIGERIA LIMITED (SPDC)

Operator of the NNPC/SHELL/TEPN/AGIP Joint Venture

TENDER OPPORTUNITY: PROVISION OF IT SUPPORT SERVICES- SPDC

TENDER REF: 1000007041

NCDMB CERTIFICATION NO- ES/NCDMB/SPDC/ADV/UPD/240723/PROVISION OF IT SUPPORT SERVICES

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 Q2 2024 and remain active for 2 years' duration, followed by 1year extension option.

Please visit the Nigerian Petroleum Exchange Portal www.nipex.com.ng for further details

2.0 Scope Of Work

- Provision of Enterprise Application Support Service for SAP, Production & Business Applications
- Provision of Application Development/Enhancement, Deployment and Support Service
- Provision of Supportability and Transition to Support Service
- Provision of Collaborative Work Environment application and landscape support Service
- Collaboration with external service providers, OEM or other internal Shell service providers
- Provision of Project Management Support Services
- Provision of Production Application Support Services
- Provision of Solution (Application) Deployment / Project Management Service
- Provision of Collaborative Work Environment Support Services
- Provision of Engineering Application Support & Consultancy service
- Provision of Engineering Data and Document Control Services
- Provision of Information, Compliance and Knowledge Management services:
- Provision of SharePoint Information Management Consultancy & Workflow Service
- Provision of 1st line & 2nd line IT Service Desk support
- Provision of Telecoms and billing support
- Provision of IT Request Handling Services
- Provision of Support Service Quality Assurance (QA)
- Provision of Remote and Field Location Support Services
- Provision of Second (2nd) line Hardware & Software Support Services
- Provision of Technical Hardware & Software Support Services (Desktops, Laptops, Servers, Scanners, Plotters & Printers) for users in the office, residential areas, Outstation and Off-Shore Support Services.
- Provision of VIP/Executive Support Services
- Provision of Library and Archive Services
- Provision of Digitization Services
- Provision of SharePoint Support, Document and Record Management Services
- Provision of Collaboration Services including Equipment Maintenance and Tools Support
- Provision of Field Telecoms Technical Support
- Provision of Telecoms HSSE Support
- Provision of Datacoms Network Services
- Provision of Switching Support Services
- Provision of Offshore IT Support Services
- Provision of Operations Control Center - OCC
- Provision of Hosting and Storage infrastructure Maintenance Services
- Provision of IT HSSE Supervision Services
- Provision of IT Site Assurance Services
- Provision of Movement and logistic services (incl. PC equipment & peripherals, network peripherals and other hardware within & across divisions amongst others)

- Provision of ERP Kernel Management Support Services
- Provision of BW/HANA technical and functional/end user Support Services
- Provision of BW/HANA data loading Support Services

3.0 Mandatory Requirements

1. To be eligible for this tender exercise, interested contractor are required to be pre-qualified as essential service vendor in the codes below

Codes	Work Category
3.11.01	Network Installation and Support
3.11.02	Software Development and Support Services
3.11.05	Hardware Installation Support Services
3.11.06	Operating Systems Installation Services
3.11.07	User Support / Help Desk Services
3.11.08	Data Management Services
3.11.09	Telecommunications Systems, Integration Installation/Support Services
3.11.10	Data/Voice
3.11.11	Public Address System Services and Message Transmission Services
3.11.12	Information Systems (IS) / Information Technology (IT) Services as at the advertisement end date.

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

S/N	Product Code	Tender Package
1	3.11.01 – Network Installation and Support Services,	Package 1, 2 & 5
2	3.11.02 - Software Development and Support Services	Package 2, 3 & 4
3	3.11.05 - Hardware Installation Support Services	Package 1, 2 & 5
4	3.11.06- Operating systems installation/Support Services	Package 1, 2 & 5
5	3.11.07 - User support/Helpdesk Services	Package 1, 2, 3, 4 & 5
6	3.11.08 – Data Management Services,	Package 2, 3, 4 & 5
7	3.11.09 -Telecommunications Systems, Integration Installation/Support Services	Package 2 & 5
8	3.11.10 – Data/Voice	Package 1, 2 & 5
9	3.11.11 – Public Address System Services and Message Transmission Services	Package 2 & 5
10	3.11.12 - Information Systems (IS) / Information Technology (IT) Services	Package 2, 3, 4 & 5

2. To determine if you are pre-qualified and view product/service category you are listed for, open www.vendors.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 27b, Oyinkan Abayomi Drive, Ikoyi, Lagos with your DPR certificate as evidence for necessary update .

4. To initiate the JQS prequalification process, access www.nipexng.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 of the document as follows

- Only Nigerian companies having equal to or greater than 51% Nigerian shareholding in the bidding entity shall bid for this work scope. Tenderer shall demonstrate that entity is a Nigerian-registered company. Provide evidence of company Ownership Structure form CO2 and CO7, registration on NOGIC JQS and NUPRC certificate.
- Detailed description of the location of in-country committed facilities & infrastructure (technical office/administrative office) in Nigeria to support this contract.

- Tenderer shall comply with the latest approved version of NCDMB HCD guideline by committing (via a letter of undertaking) 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).
- Provide evidence Category 1, 2, 3, 4, or 5 Consultancy Services NCEC demonstrating capacity and capability to deploy IT professional personnel to execute the work scope.
- Provide evidence of what percentage of Management Positions are Nigerian personnel and what percentage of Nigerian personnel that shall execute the work scope

5.0 Closing Date: Only Tenderers who are registered in the NJQS product/category as at **November 16, 2023 by 16:00hrs** 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.nipexng.com for this advert and other information. Also note that this contract will be progressed through NipeX system.