

NIGERIAN NATIONAL PETROLEUM CORPORATION

**NNPC Towers, Herbert Macaulay Way, Central Business District,
P.M.B. 190, Garki, Abuja – Nigeria.**

Invitation to Tender for the Provision of Call Center Support Services for NNPC Corporate Headquarters, Abuja

1.0 Introduction

The Nigerian National Petroleum Corporation (NNPC) invites reputable IT solution providers with proven experience and capacity to submit expression of interest for pre-qualification for the provision of Call Center Support Services for its Corporate Headquarters in Abuja as highlighted below:

2.0 Brief Description of the Project (Scope of Work)

The call centre support service shall include but not limited to provision and management of twenty (20) support engineers that will carry out the following tasks:

- (a) Attending to calls at the Call Centre between the hours of 8.00am and 5.00pm on workdays
- (b) Resolve such calls relating to all incidents in the areas of;
 - Hardware: Diagnosis and problem isolation, cards installation
 - LAN: Network connectivity and
 - Internet: Connection and browsing related issues
 - Email: MS Exchange/Outlook issues
 - Applications: Microsoft Application Software (MS Office, Visio, Project, ISA)
 - Operating Systems: MS Windows XP/7/8, Android, IOS
 - Threat management; including Viruses, Worms, Trojans and Spywares
- (c) Escalate problems that cannot be resolved in accordance with established procedures
- (d) Calls from the following offices will be covered;
 - All Floors in Blocks A, B and D (except 5th -11th Floors of Block D)

- All floors in Block C, except 1st– 6th floors (PPMC Offices)
 - NNPC Medicals, Usuma Street, Maitama
 - Other offices identified by ITD within Abuja
- (e) Any other assigned tasks related to Technical user support

3.0 Submission of Expression of Interest

All companies wishing to express their interest to tender for this service shall submit relevant documentation for pre-qualification as stipulated in 4.0 below. Only companies that are adjudged successful in the pre-qualification exercise shall be invited to collect tender documents for the service as described in 2.0 above.

4.0 Pre-Qualification Requirements

NNPC in compliance with the provisions of Public Procurement Act 2007 and Bureau for procurement guidelines, request interested companies to submit the details listed below in their pre-qualification bid documents:

(4.1) Full details of company profile with Certificate of Incorporation in Nigeria, certified true copies of memorandum and article of Association of the company and CAC form C02 and C07 (Particular of Directors).

(4.2) Company Tax Clearance Certificate for the last three (3) years (2011,2012 and 2013).

(4.3) Evidence of VAT registration and Remittance.

(4.4) Evidence of compliance with part IV, 16(6d) of the Public Procurement Act 2007 as it relates to PENSION (Certificate or exemption from PENCOM) and section 1(2) Pension Reform Act 2004.

(4.5) Evidence of compliance with the Industrial Training Fund (ITF) Amendment Act 2011 by inclusion of copy of Compliance Certificate from the Industrial Training Fund.

(4.6) Audited account for the past three (3) years (2011, 2012 & 2013).

Nigerian Content plan that demonstrate full utilization of Nigerian Labour and services with detailed description of role, work scope and man-hours in order to achieve minimum target as set out in the requirements of the NOFICD Act 2010.

(4.8) Current and in-place organizational structure with detailed experience and skills of key management personnel with names. Provide evidence (personnel list and position organizational chart) percentage of management that are Nigerian nationals and the percentage of the total workforce that are Nigerians.

(4.9) Detail past/present commitment to staff training and development of Nigerian personnel.

(4.10) Evidence of financial capability/Bank reference, .

(4.11) Evidence of relevant verifiable work experience on similar service in Nigeria over the past five (5) years. Please attach reference letter.

(4.12) List of verifiable similar service detailing companies that the service rendered to. Company full contact address (Not P.O. Box), Functional phone numbers and e-mail address.

(4.13) Confirm willingness to commence with the execution of this service on the basis of a letter of intent (LOI).

(4.14) Company's CASHES and QA/QC Policy & Details of safety records for accidents, incidents, injuries and damages for the past three years e.g. Lost time incident, Down-Time etc.

(4.15) Evidence of registration with Corporate Affairs Commission (CAC).

(4.16) Any additional information that will enhance the potentials of the company.

NOTE; Failure to meet any of 4.1 – 4.6 above is a “FATAL FLAW”.

5.0 Submission of Pre-Qualification Documents

All prospective contractors shall submit one original and one photocopy of pre-qualification documents on A4 format neatly bound. The document shall be in single package sealed and marked “**PRE-QUALIFICATION FOR CALL CENTER SUPPORT SERVICE FOR NNPC CORPORATE HEADQUARTERS, ABUJA**”.

The sealed package should be addressed to reach the address given below, **not later than 3:00pm, Friday, 26th June, 2015.**

**The Secretary,
E&T DEXCOM Tenders Board,
Block D, First Floor, Room 45B,
NNPC Towers,
Central Business District Abuja**

6.0 Important Information

It must be noted that:

- 6.1 Only shortlisted companies will be contracted.
- 6.2 Late submission shall be rejected.
- 6.3 Your registration on the NIPEX portal shall be an added advantage.
- 6.4 Your company shall provide NNPC with a letter of Authority to verify all claims made in your submissions.
- 6.5 Please note that this is not an invitation to tender. Only Companies adjudged qualified by NNPC under this pre-qualification procedure will be invited to participate in the competitive tender.
- 6.6 NNPC reserve the absolute discretion and right to either accept or reject any documents and it shall not be required to assign a reason for refusal to invite your company to participate in the bidding exercise or to enter any correspondence concerning the selection of any contract for the services.
- 6.7 All claims must be adequately substantiated and verifiable. NNPC shall deal directly with only authorized officers of the interested companies and not through individuals or agents (ownership is therefore essential).

6.8 All costs incurred by your company as a result of this pre-qualification exercise and any subsequent request for information shall be to your account.

6.9 The pre-qualification and any related process neither creates any commitment by; NNPC nor establish any legal relationship.

Signed: Management