

**Nigerian National Petroleum Corporation**

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

**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 managing twenty (20) support engineers that carry out the following tasks:

- (a) Attending to calls at the Call Centre between the hours of 8.00am and 5.00pm on work days
- (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 5<sup>th</sup> – 11<sup>th</sup> Floors of Block D)
  - All floors in Block C, except 1<sup>st</sup> – 6<sup>th</sup> floors (PPMC Offices)
  - NNPC Medicals, Usuma Street, Maitama
  - Other offices identified by ITD within Abuja
- (e) Any other assigned tasks related to user support

### **3.0 Collection of Tender Documents**

All companies wishing to express their interest to tender for this project 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 at no cost.

### **4.0 Pre-Qualification Requirements**

**Interested companies must include the following documents in their submissions for consideration:**

(4.1) Evidence of registration with Corporate Affairs Commission (CAC)

(4.2) Evidence of registration with NNPC or any of her Subsidiaries

(4.3) Evidence of tax payment for the last three (3) years

(4.4) Current company audited statement of account for the past three (3) years duly stamped by a registered auditor. (Please note that account statement will be compared with submitted tax certificates)

(4.5) Evidence of utilization of Nigerian Manpower, Materials, Goods and Services in line with the Nigerian Content initiative

(4.6) Evidence of having provided Similar services within the last 3 years (supporting documents and references should be attached)

(4.7) Comprehensive company profile including organisational chart and details of management team

(4.8) Company's Health, Safety, Environment and Security (HSE&S) plans and Quality Assurance /Quality Control policy;

## **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. All submitted documents should be duly signed by the bidder's executive representative. All envelopes should have the words below clearly written on them:

**PRE-QUALIFICATION: "PROVISION OF CALL CENTER SUPPORT SERVICES FOR NNPC CORPORATE HEADQUARTERS, ABUJA"**

Expression of interest must be returned to the address below **not later than 2<sup>nd</sup> April, 2015.**

**The Secretary**

**E&T Dexcom Tender Board**

**Nigerian National Petroleum Corporation NNPC Towers**

**Block D, 1<sup>st</sup> Floor, Room 1.99**

**Central Business District**

**Abuja**

### **Important Information**

- Only firms found qualified by NNPC under this pre-qualification procedure will be invited to participate in the competitive tender. Failure to submit any or all of the required documents shall disqualify the company
- This "invitation for pre-qualification" shall not be construed as a commitment by NNPC to include any company on the bidder's list or to award the contract for the works to any company, or its agents; nor shall it entitle any company submitting documents to claim any legal relationship and indemnity from NNPC.
- All claims must be adequately substantiated and verifiable. NNPC shall deal directly with only authorized officers of the interested compares and not through individuals or agents (ownership is therefore essential)

- Please note that this is not an Invitation **to** tender and should not be treated as such. Full bidding procedure shall be provided to companies that have been pre-qualified and found suitable by NNPC for the service.
- NNPC reserves the right to either accept or reject any prequalification documents either in part or in whole, at its sole discretion.
- All expenses incurred in the preparation and submission of any response to this invitation shall be borne solely by the interested company including that resulting from request for information prior to submission.
- Successful companies in this pre-qualification exercise shall be required to submit commercial bids.
- NNPC reserves the right to send the tender documents only to prequalified bidders.

**Signed: Management**