

Nigerian National Petroleum Corporation (NNPC)

NNPC Towers, Herbert Macaulay Way, Central Business District,

P.M.B. 190, Garki, Abuja – Nigeria.

Tender for the Provision of ITD 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 scope for the call center support service shall include but not limited to the provision and management of forty-four (44) technical support personnel to carry out the following tasks:

(a) Attend to calls between the hours of 8:00am and 5:00pm at the Helpdesk, Calls from the following locations 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, Maitama
- Other offices identified by ITD within Abuja

This invokes but not limited to the following;

- Incident recording, classification and prioritization
- Faults tracing, clearance and eradication
- Preventive/Protective maintenance services
- System routine checks and analysis
- Fault management and reporting

(b) Resolve incidents from such calls in (a) above relating to all incidents in the areas of;

- Hardware; Diagnosis and problem isolation, cards installation
- LAN; Network connectivity
- Internet; Connection end 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) Support Local line plant at the following locations:

- NNPC Towers

- NNPC Medical Maitama
- NIKORMA
- NIDAS
- NNPC Pension Office
- NNPC Retail
- NIGAS
- HYSON
- NNPC Cooperative

(d) Escalate problems that cannot be resolved in accordance with established procedures

(e) Support Contact Service Centre for NNPC Towers which includes but not limited to;

- Provision of professional customer call services;
- Attending to customers' enquiries and routing of calls;
- Any other assigned tasks related to 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 adjudged to be 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 request interested companies to submit the details listed below:

- (4.1) Detailed company profile with a copy of Certificate of Incorporation in Nigeria, certified true copies of Memorandum and Articles of Association of the company, CAC form C02 and C07 (Particular of Directors).
- (4.2) Copy of company tax clearance certificate for the last three (3) years (2012, 2013 and 2014)
- (4.3) Evidence of VAT registration and remittance.
- (4.4) Evidence of PENCOS registration and remittance.
- (4.5) Evidence of Industrial Training Fund (ITF) registration and remittance.
- (4.6) Copy of company audited account for the past three (3) years (2012, 2013 & 2014) and a bank reference letter.

(4.7) Evidence of relevant, verifiable work experience in similar service in Nigeria over the past five (5) years with details of companies that the services were rendered to, full contact addresses (Not P.O. Box), functional phone numbers and e-mail addresses. Please attach reference letters.

(4.8) Nigerian Content plan that demonstrates full utilization of Nigerian labour and services with detailed description of roles, work scope and man-hours in order to achieve minimum target as set out in the requirements of the NOFICD Act 2010.

(4.9) Current and in-place organizational structure with detailed experience and skills of key management personnel with names. Provide evidence (personnel list and position in organizational chart), percentage of management that are Nigerian nationals and the percentage of the total workforce that are Nigerians. Also submit detailed past/present commitment to staff training and development of Nigerian personnel.

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

(4.11) Company's Community Affairs, Safety, Health, Environment & Security (CASHES) and Quality Assurance/Quality Control (QA/QC) Policy. Details of safety records for accidents, incidents, injuries and damages (lost time incident down-time etc.) for the past three years.

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

Note; Failure to meet any of 4.1 – 4.7 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 below, **not later than 3:00pm, on Thursday 11th April, 2016**. The bids would be opened thereafter.

**The Secretary,
R&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) This advert supersedes all previous adverts on the Call Center Support Services due to scope of work expansion.

(6.2) Only shortlisted companies will be contacted.

(6.3) Late submission shall be rejected.

(6.4) Your registration on the NIPEX portal shall be an added advantage.

(6.5) Your company shall provide NNPC with a letter of authority to verify all claims made in your submissions.

(6.6) 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.

(6.7) 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