

## I N V I T A T I O N   F O R

# Expression of Interest (EOI) for Information Technology Integrated Support and Services

## 1. INTRODUCTION

Nigeria LNG Limited (NLNG) seeks to have Contract Agreements (CA) for IT Integrated Support and Services, which shall be for a period of 3 years with option of two successive one-year extensions.

NLNG hereby invites players in the IT industry to express their interest by participating in the tender for this service.

## 2. SCOPE OF WORK

This requirement covers the following:

**I. Service Desk Support Services:** Provision of 1st level support for NLNG IT systems at all NLNG locations (Lagos, PHC, Abuja, Bonny) with associated tools and qualified specialists to cover the following service types:

- Client Support Service - team of knowledgeable, experienced, customer-centric IT personnel responsible for providing first line support to NLNG staff (Direct and Third Party) regarding Incident and Request Management.
- Field Support Service - Provision of field (physical and remote) support IMACD (Installation, Move, Add, Change and Dispose) to NLNG staff (Direct and Third Party) and GTS field support activities.

**II. IT Centre of Excellence:** Provision of key processes support and coordination, performance metrics measurements, quality assurance, change and value management support for NLNG IT systems at all NLNG locations with associated tools and qualified specialist to cover the following service types:

- ITIL Process Assurance & Executive Support Services
- IT Collaboration, Change and Configuration Management Service support.
- IT Business Partnering Support
- Organisational Change and Value Management Services

**III. Operation Support Services:** Provision of Tier 2 and Tier 3 level support for NLNG IT systems at all NLNG locations (Lagos, PHC, Abuja, Bonny) with associated tools and qualified specialist to cover the following service types:

- IT Asset Management Services
- Business Application & Database Support Services
- IT Audit and Compliance Management Services
- Project Management Services
- Desktop Support Services
- Server Operation Support Services
- Infrastructure Monitoring Services
- IT Strategy & Governance Services (Governance,

Enterprise Architecture, Planning and Scheduling, Project Front End Analysis and Governance Support, Competence Management)

- IT Financial Management, Contracts & Procurement Services
- Ad hoc IT Support Service

## 3. COMMENCEMENT AND DURATION

The expected date of commencement of the Contract Agreement is Q4 2024 and the duration will be three (3) years.

## 4. PRE-QUALIFICATION

To qualify for consideration, interested companies are required to respond to this invitation by submitting the following information/documents. Failure to submit any of the under-listed documents may lead to disqualification.

- Confirmation of interest in providing IT Integrated support and services
- Certificate of Incorporation and CAC documents (forms CAC2 and CAC7) showing more than 51% Nigerian equity shareholding.
- Health Safety & Environment Policy and Quality Policy.
- Current/Valid relevant certificates to operate and to do business in the Nigerian oil and gas industry as issued by the Nigerian Midstream and Downstream Petroleum Regulatory Authority (NMDPRA) i.e., the Midstream and Downstream Oil and Gas Industry Service Permit (MDOGISP).
- Company profile, organisation, size, and structure, including any parent, technical partnership, alliance, or joint venture of companies to whom they belong, together with CV of the vendor's management team.
- A detailed list of relevant experience with evidence to demonstrate capability and experience in undertaking performance of similar works (for example, experience on Phone support, field support, operational support, converged infrastructure, VCE, EMC, Dell and Cisco Unified Computing System. Kindly indicate names and contact of clients, location, and cost or volume of services provided with evidence.
- Three (3) years accounts audited by a licensed accountancy firm which shall be a member of a recognised institute of accountancy. Most recent accounts should not have an end of year date more than 18 months before the time of EOI.
- Tax clearance certificates for the last three (3) years.
- Evidence of Tenderer's System Integrator competence and

## INVITATION for EXPRESSION of INTEREST

relationship with respective OEMs (for example Microsoft, Cisco, Motorola, HP, DELL and so on) in relation to core IT environment.

- j) Nigerian Content requirements – see below

### 5. NIGERIAN CONTENT

The Nigerian Oil and Gas Industry Content Development (NOGICD) Act 2010 supports and details expected Nigerian Content deliverables within contracts in the Nigerian Oil and Gas industry as listed below. NLNG is committed to the development of the Nigerian Oil and Gas business in the compliance with the NOGICD Act 2010 for Nigerian Content Development.

Interested Companies shall comply with the Provisions of the NOGICD Act that relate to the scope mentioned in Section 2 and in particular comply with the minimum Nigerian Content target for the scope which are covered in the Act.

Failure to comply with the NOGICD Act or demonstrate commitment to Nigerian Content Development Policy of the Nigerian Government shall result in disqualification from bidding for this contract.

### NIGERIAN CONTENT REQUIREMENT

As part of their submissions, Companies signifying interest by responding to this Advertisement shall submit:

- Tenderer's Nigerian Content Policy Statement, articulating Management's strategic drive towards compliance with The Act
- Tenderer shall demonstrate that bidding entity is a NIGERIAN Company or INDIGENOUS Company. Bidders should provide Certificate of Incorporation, forms CAC CO2 & CO7 demonstrating minimum 51% Nigerian shareholding stipulated for a Nigerian Company.
- Content Execution Plan explaining the methodology of how the contractor intends to comply with the requirements of The Act, how it intends to give first consideration to services provided from within Nigeria, the first consideration to goods manufactured in Nigeria, and first considerations for employment and training of Nigerians in the work program. Tenderer's detailed plan to achieve/sustain the minimum percentage Nigerian Content target set for this tender.
- Evidence of in-country presence/facilities in Nigeria but not limited to location and addresses of company head office, yard, factory, workshop etc.

- Provide percentage of Nigerians holding key management positions and total percentage of Nigerian workforce.
- The tenderer shall In line with the NCDMB Human Capacity Development guideline, commit to providing Project-Specific training, man-hour, budget, skill development and understudy plan for Nigerian personnel utilizing OG TAN registered trainer(s) or other approved NCDMB training institution(s). This shall be submitted in the form of a plan.
- The tenderer shall submit evidence of an appropriate and Valid Nigerian Content Equipment Certificate NCEC for Consultancy Service category (CS) not limited to Technology Integrated Support and Services.
- Tenderer's NCD Plan to comply with minimum Schedule A targets for relevant scope, e.g., Insurance, Banking, Pension Administration, etc.
- Tenderer shall provide evidence of registration on the NCDMB NOGIC JQS.

### SUBMISSION OF RESPONSES

Submission in response to the above requirements shall be completed strictly in accordance with the instructions given to the publication, segregated, and arranged in the order indicated.

Failure to submit any of the documents requested herein may result in the disqualification of the company.

The Expression of Interest document should be submitted:

In electronic copy in PDF format via this link <https://nlngcoi-nlmg.com>

**The submission must be received by NLNG not later than 1600hrs (GMT+1) Wednesday 20th March, 2024.**

### Please Note:

- This is not an invitation to tender. Full tendering procedure will be provided to the applicants who successfully pre-qualify in accordance with NLNG pre-qualification procedures.
- Notwithstanding the submissions of the pre-qualification, NLNG is neither committed nor obliged to include any company and/or associated companies, agents or subcontractors on any bid list or award any form of contract to any company and/ or associated companies, agents or subcontractors.
- This advertisement of Expression of Interest shall not be construed as a commitment by NLNG, nor shall it entitle respondents to claim any indemnity from NLNG, Technical Adverts its shareholders by virtue of having responded to this advert.

Signed:  
MANAGEMENT



...a globally competitive LNG company helping to build a better Nigeria