



CHEVRON AUSTRALIA – OPERATIONS

TITLE: **End User On-Site IT Support and Maintenance (R-33965)**

DESCRIPTION: Chevron Australia is seeking expressions of interest from service providers able to provide End User On-Site Information Technology (IT) Support and Maintenance services (full and/or partial capability) in support of the Company's office and site locations, located in Perth, Onslow and Barrow Island, Western Australia and Offshore (Wheatstone Platform and Drill Rigs).

Contractor shall provide services including but not limited to:

For End User Support

1. Audio Visual (AV)/Video Conferencing (VC)

For Specialty Telecommunications Support

1. SpecTel Systems;
 - a. UHF Tactical Radio (Tetra).
 - b. VHF Tactical Radio.
 - c. Console System & Digital Voice Recorder.
 - d. Public Address & General Alarm (PAGA).
 - e. Closed Circuit TV (CCTV).
 - f. MetOcean.
 - g. Fiber Optic Intelligence and Detection System (FOIDS).
 - h. Electronic Navigational Aids (Automatic Identification System (AIS), Vessel Tracking System (VTS).
 - i. Pilot Navigation Utility.
 - j. Satellite System (Very Small Aperture Terminal (VSAT).
 - k. Satellite Telephone.
 - l. Site Microwave Links.
 - m. Local Area Network/Wide Area Network (LAN/WAN) – Hands & Feet.
 - n. Telephony – Hands & Feet.
 - o. Data Centre Equipment (DCE) – Hands & Feet.
 - p. Outside Plant Cabling System.
 - q. Structured Cabling System.
 - r. Paging System.
 - s. Radio Telemetry Systems.
2. Maintenance Activities;
3. Maintenance Administration;
4. Third Party Products & Services;
5. Subcontractor Engagement;
6. Telecommunications Engineering Support;

Common Services Support:

1. Access Administration;
2. Desktop Services - Level 2;
3. Chevron Standard Operating Environment (SOE) & Specialty Telecoms Systems Support;
4. Service Desk and Information Technology Service Management (ITSM) integration (Incident, Change, Problem & Release)
5. Asset Lifecycle Management
6. Service Level Agreements (SLA) and Reporting
7. Evergreen & IRM Compliance
8. Out of Hours Support (VIP & SpecTel)
9. Project Support (ad-hoc)
10. Remote Location Support

CONTACT: Industry Capability Network of Western Australia –
www.icnwa.org.au/ContactUs.asp

Please Note: This is a request for specific expressions of interest. Service Providers will be considered for inclusion in the RFP if suitably qualified against this package.

PROJECT URL: <https://australia.chevron.com/>

ATTACHMENT:

CLOSING DATE: Thursday 2 May 2019