



## CHEVRON AUSTRALIA – OPERATIONS

**TITLE:** Audio Visual/Video Conferencing Support and Maintenance (U-37799)

**DESCRIPTION:** Chevron Australia is seeking expressions of interest from service providers able to provide Audio Visual/Video Conferencing (AV/VC) support and maintenance services 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).

In addition, Chevron Australia will be moving to their new headquarters in 2023 and requires the service provider to play a key role in assisting with the design, installation, transition and maintenance of the AV/VC services in our state-of-the-art building.

Contractor shall provide services including (but not limited to):

### **AV/VC Support BAU Requirements:**

Currently we have a mixture of AV (180 rooms) and AV/VC (68 rooms), ranging from Standard to Specialist types, and several different technologies (including Cisco and Microsoft) are used to deliver the business requirements.

1. Full Support of AV/VC rooms and equipment;
  - a. Provision
  - b. Commission
  - c. Upgrade
  - d. Maintenance
  - e. Relocation
  - f. Decommission
2. Maintenance Activities;
3. Maintenance Administration;
4. Third Party Products & Services;
5. Subcontractor Engagement Inc. Chevron Corporate AV/VC team;
6. Service Desk and Information Technology Service Management (ITSM) integration (Incident, Change, Problem & Release);
7. Asset Lifecycle Management;
8. Service Level Agreements (SLA) and Reporting;
9. Evergreen & IRM Compliance;
10. Out of Hours Support;
11. Project Support and Delivery – Adhoc.

### **Perth HQ Requirements:**

The exact scope and extent of requirements is to be finalised. Due to this, the following requirements are subject to change. At a minimum, the shortlisted vendors will be provided detail of the requirements for the design, supply, installation, and commissioning of the following AV systems package for the Perth HQ:

1. Meeting room AV;
2. Videoconferencing;
3. Microsoft Team's integration;
4. Network AV distribution;
5. LED systems and displays;
6. Touch integration;
7. Large format projection and videowalls;
8. Auditorium AV systems;
9. Operational Simulation and Training environments;
10. Room booking and asset management systems (AV);
11. Additional information that Chevron require from potential service providers are:
  - a. In-house staff resource breakdown: Permanent / outsourced / other. (*Chevron wants to assess the core, base and depth of the skillset in your organization*).
  - b. Schedule of staff resources that demonstrates the experience of the staff in the organization.
  - c. Conferencing: The number of installations across the main VC solutions. (*Chevron wants to assess the depth of experience of your organization in this aspect*).
  - d. Multi-media systems: The number of installations across all aspects of multi-media solutions. (*Chevron wants to assess the depth of experience of your organization in this aspect*).
  - e. Schedule of Project Experience: Provide details of 5 major project completed. (*Chevron wants to assess the depth of experience of your organization in terms of project size and complexity*).
  - f. Schedule of product details: Are you a distributor and/or do you have an allegiance to particular products.
  - g. Schedule of Quality Management Systems: Which accreditations does your organization hold (current / planned).

**CONTACT:** Industry Capability Network of Western Australia –  
[www.icnwa.org.au/ContactUs.asp](http://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:** 30 October 2019