

# SCOPE OF WORK

ICT Accessories, Procurement and  
Intermediate Services

# MRV

Mozambique Rovuma Venture



ExxonMobil



## 1. OBJECTIVES

The scope of SERVICES is focused on:

- **Provision of ICT Accessories** which includes but is not limited to External Storage, Accessories, Keyboard, mouse, cables, adapters, projectors, PCs, laptops, WIFI Routers and other common ICT devices;
- **Intermediate Services** which includes Administration of contracts for Mobile telephony SIM cards and cellular phones provision and management, Administration of Cable TV & internet contracts in COMPANY's offices and houses, Administration of Landline contracts and Licensing for Software or Applications;

## 2. HSE REQUIREMENTS

As minimum health and safety requirements, CONTRACTOR shall be responsible and ensure that the Services are performed in compliance with all applicable local Laws/regulations.

CONTRACTOR shall submit a written declaration confirming acceptance of EEA HSE Requirements (Appendix E):

- HSE Policy
- Golden Rules



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### 3. ICT ACCESSORIES

This chapter contains what COMPANY seeks as the high-level requirements for the provision of Accessories.

CONTRACTOR shall be fully responsible to propose a work package complete in terms of activities composing the requirements, therefore providing the service as per COMPANY specifications below.

#### 3.1 TECHNICAL SPECIFICATIONS

The following list represents the items that shall be delivered to COMPANY after a formal order done to CONTRACTOR.

The list is not linked, where possible, to specific brand. CONTRACTOR can propose different brands from the ones specified in the reference table, but technical specifications must be similar and, in any case, never lower.

Where specified, configuration must be considered minimal.

#	Description
<b>1</b>	<b>External Storage and Accessories</b>
1.1	External HDD USB 3.0 2TB
1.2	External HDD USB 3.0 4TB
1.3	External HDD USB 3.0 8TB
1.4	USB flash drive - 16Gb
1.5	USB flash drive - 32Gb
1.6	USB flash drive - 64Gb
1.7	USB flash drive - 128Gb
1.8	SD Card 64GB High Speed SDXC Class 10
1.9	Micro SD Card 64GB High Speed SDXC Class 10
1.1	External Multi SD/Mini SD Card Reader USB 3.0
1.11	USB 3.0 Hub 4 Ports
1.12	CD-R 80 52x (100 pieces)
1.13	DVD+RW+ 16x (100 pieces)
1.14	External CD/DVD Reader/Writer USB
<b>2</b>	<b>Keyboard and Mouse</b>
2.1	Wireless Mouse
2.2	Wireless Keyboard and Mouse Set
2.3	KINESIS Freestyle2 Ergonomic Keyboard for PC or equivalent
2.4	Kensington Pro Fit Ergonomic Wireless Mouse or equivalent
2.5	Ergonomic Mouse Pad with Gel Wrist Rest Support
2.6	Ergonomic Keyboard Pad with Gel Wrist Rest Support
<b>3</b>	<b>PC Cables</b>
3.1	DVI to DVI cables 2-3 Meters
3.2	VGA to VGA cables 2-3 Meters
3.3	Displayport (DP) to Displayport (DP) cables 2-3 Meters

3.4	HDMI to HDMI Cables 20 Meters
3.5	HDMI to HDMI Cables 2-3 Meters
3.6	Mini-DisplayPort to DisplayPort Cable
<b>4</b>	<b>PC Adapters</b>
4.1	Female VGA to HDMI male
4.2	DisplayPort (DP) to DVI Port
4.3	HDMI to VGA
4.4	USB3.0 to Ethernet
4.5	USB3.0 to HDMI
<b>5</b>	<b>Projectors and Accessories</b>
5.1	Wireless Full HD WUXGA Minimum 4000 Lumens, inputs (HDMI, D-sub, RCA, mini jack, RJ-45), Built-in Speakers
5.2	Ceiling Mount kit Compatible with the Projectors
5.3	USB Presentar and Pointer Remote Control
5.4	HD Projection Screen,80-Inch, 4:3 Display
5.5	Tripod Projection Screen, 60-Inch, 4:3 Display
<b>6</b>	<b>Laptop Accessories</b>
6.1	ThinkPad Professional Backpack for laptops or equivalent
6.2	ThinkPad Essential Topload Case or equivalent
6.3	ThinkPad Professional Slim Top load or equivalent
6.4	ThinkPad Executive Top load or equivalent
<b>7</b>	<b>Apple Ipad and Accessories</b>
7.1	Ipad Pro 12,9" 256Gb, WI-FI + Cellular
7.2	Ipad Pro 11" 256Gb, WI-FI + Cellular
7.3	Magic Keyboard for iPad Pro
<b>8</b>	<b>Mobile Phone Accessories (All should be Apple MFI/Samsung Certified)</b>
8.1	USB to Lightning cables
8.2	Wall Charger European Schuko
8.3	USB-C to USB-C Cables
8.4	USB-C to USB Cables
8.5	Powerbank 20000mA
8.6	Mobile protective case
<b>9</b>	<b>Universal Travel Chargers</b>
9.1	Wall Charger with Dual USB Charging Ports for USA EU UK AUS Cell Phone
9.2	USB Type-C with Power Delivery 60-65Watts USB Wall Charger for laptop
<b>10</b>	<b>Printers and Accessories</b>
10.1	Label Thermal printer
10.2	Tapes for Thermal printers
10.3	Mobile Thermal Label Maker
10.4	Tapes for Mobile Label Maker
10.5	Printer cartridges

<b>11</b>	<b>Multimedia Accessories</b>
11.1	PC Speakers Set
<b>11.2</b>	Jabra Speak 510 or equivalent
<b>11.3</b>	JABRA - STEALTH UC - BLUETOOTH HEADSET FOR MOBILE PHONE AND PC
11.4	HD Webcam USB
<b>11.4</b>	Logitech USB Headset H390 with Noise Cancelling Mic or equivalent
<b>11.5</b>	Lenovo 100 Stereo USB Headset
11.6	Logitech ConferenceCam Connect All-in-One or equivalent
<b>11.7</b>	Logitech ConferenceCam Connect CC3000e or equivalent
11.8	Universal Multimedia TV Cart - Holds 37" to 70" TVs; -12 ~ 5° tilt; 90° TV rotation;
<b>12</b>	<b>General Events WIFI</b>
12.1	AV500 Powerline Universal Wi-Fi Range Extender, 2 Ethernet Ports, Network Kit TL-WPA4220T KIT or equivalent
12.2	AV1300 Gigabit Passthrough Powerline ac Wi-Fi Kit TL-WPA8630P KIT or equivalent
12.3	AC1900 Wireless Dual Band Gigabit Router Archer C9 or equivalent
12.4	LTE-Advanced Mobile Wi-Fi M7310 or equivalent
12.5	Huawei B310S-518 4G LTE CPE with LTE Category 4 150mbps or equivalent
<b>13</b>	<b>Security Accessories</b>
13.1	Laptop Cable Locks with Key
<b>14</b>	<b>Power Extensions</b>
14.1	Electrical Power Extensions 4 Outlet Type European Schuko
14.2	Electrical Power Extensions 6 Outlet Type European Schuko
<b>15</b>	<b>Computer Cleaning</b>
15.1	Computer Cleaning Kit
15.2	Keyboard Cleaning Kit
15.3	Computer Keyboard Vacuum Sweeper
<b>16</b>	<b>Phones</b>
16.1	Purchase of Satellite Phones (Iridium 9555 or equivalent)
16.2	Purchase of Mobile phones (Galaxy S23 or equivalent)
16.3	Satellite and Mobile Phone repairing

### 3.2 SERVICES

CONTRACTOR shall guarantee and warrants that GOODS will be free from defects and or malfunction for a minimum period of one (1) year from date of delivery.

CONTRACTOR shall ensure and warrant that a period of one (1) year shall be provided “free of charge” to COMPANY and any defective part or component shall be replaced at CONTRACTOR sole expense.

CONTRACTOR shall provide COMPANY the relevant instructions/manuals of all products to be delivered.

**4. INTERMEDIATE SERVICES**

This chapter contains what COMPANY seeks as the high-level requirements for the provision of Intermediate Services.

CONTRACTOR shall be fully responsible to propose a work package complete in terms of activities composing the requirements, therefore providing the service as per COMPANY specifications below.

The following list represents the items that shall be delivered to COMPANY after a formal order done to CONTRACTOR.

**4.1 SUBSCRIPTION SERVICES**

<b>19</b>	<b>Subscription Services</b>
19.1	Subscriptions for Video Conference Services
19.2	Subscription/Recharge for Satellite Phones
19.3	Subscription for Internet
19.4	Subscription for TV
19.5	Subscription for Landlines
19.6	Subscription for Mobile services

**4.1.1 Subscription for Internet**

4.1.1.1 CONTRACTOR shall manage to install new internet access contracts or manage existing ones, interfacing with the ISP available in the required site.

CONTRACTOR shall provide to COMPANY the required products and SERVICES related to internet access services for both COMPANY Facilities.

A possible, but not exhaustive list of SERVICES, includes:

- a) Provisioning of new internet access links and all the related components necessary to the functionality of the service (wifi modem/router, etc.);\*
- b) Management of existent internet access links (e.g. on-line monitoring, contact ISP in case of link problems or failure, contract terminations, change of options/profiles, etc.);
- c) Consultant activities (e.g. follow ISP on new project implementation, follow on-the-field jobs, etc.);
- d) Payment of the bills. Depending on ISP, it could be required to manage anticipated payments.

Note (\*): In case ISP will not provide modem/router, CONTRACTOR shall provide it with installation, configuration and all accessories for proper functioning (power strip, etc.)

When different ISP shall be optionally available on a new requested site, CONTRACTOR shall present to COMPANY a selection of pro-forma invoices from the different suppliers, or evidence of the current tariff options available (i.e. through official ISP internet site), so that COMPANY will select the most appropriate one for the requested SERVICES.

4.1.1.2 Extra activities not foreseen in Article 6.1.1.1. above shall be managed on the basis of time spent, and could include market research to evaluate new utilities Providers or analysis over new possible solutions to be adopted.

#### **4.1.2 Subscription for TV**

4.1.2.1 CONTRACTOR shall provide to COMPANY the required products and SERVICES related to cable/satellite TV access services for Company Facilities.

A possible, but not exhaustive list of SERVICES, includes:

- a) provisioning of new cable/satellite TV complete access link (with decoder and configuration)\*\*;
- b) Management of existent cable/satellite TV access links (e.g. monitoring, contact provider in case of link problems or failure, etc.);
- c) Consultant activity (e.g. follow on-the-field jobs, etc.);
- d) Payment of the above services fees. Depending on Provider, it could be required to manage anticipated payments.

Note (\*\*): In case Provider will not provide the decoder, CONTRACTOR shall provide it with installation, configuration and all accessories for working properly (power strip, etc.).

When requested, CONTRACTOR will present to COMPANY a selection of pro-forma invoices from different Providers, so that COMPANY will select the most appropriate one for the requested SERVICES.

4.1.2.2 Extra activities not foreseen in Article 6.1.2.1. above shall be managed on the basis of time spent, and could include market research to evaluate new utilities Providers or analysis over new possible solutions to be adopted.

#### **4.1.3 Subscription for Mobile services and Satellite Phones**

4.1.3.1 CONTRACTOR shall provide to COMPANY the required products and services related to the contracts for mobile devices (phones, smart phone, tablets, etc.) and Satellite Phones.

A possible, but not exhaustive list of SERVICES, includes:

- a) Provisioning of new contracts with mobile telephone operators;
- b) Provisioning of new rechargers for Satellite phones;
- c) Provisioning of mobile phones associated to mobile operators contracts (both locked or unlocked depending on the offer);
- d) Provisioning of original spare parts and accessories (batteries, headphones, etc.);

- e) Management of existent and new contracts (SIM) with mobile telephone operators (e.g. configuring phones, smart phones and tablets, monitoring devices and lines, contact provider in case of lines problems or failure, supply reporting periodically or on request, etc.);
- f) Management and maintenance of mobile phones and tablets (replace devices if broken, etc.)
- g) Payment of the above services fees, licensing fees and cellular lines bills.

When requested, CONTRACTOR shall present to COMPANY a selection of pro-forma invoices from different suppliers, so that COMPANY will select the most appropriate one for the requested SERVICES.

CONTRACTOR shall monthly provide to COMPANY the complete traffic detail for every single voice or data SIM contracted.

4.1.3.2 Extra activities not foreseen in Article 6.1.3.1. above shall be managed on the basis of time spent, and could include market research to evaluate new utilities Providers or analysis over new possible solutions to be adopted.

4.2 LICENSING FOR SOFTWARE OR APPLICATIONS

20	Licensing for Software or Applications
20.1	Packaged software
20.2	Collaborative software
20.3	Enabling and management tools

4.2.1 Software as a Service (SaaS)

4.2.1.1 CONTRACTOR shall provide to COMPANY the required products and services related to the contracts for Software as a Service.

A possible, but not exhaustive list of SERVICES, includes:

- a) **Packaged software** which includes customer relationship management, supply chain management, financial management and human resources (example: LinkedIn Premium, BamboHR, Basecamp, RecruiterFlow and other online subscription services)
- b) **Collaborative software** which includes collaborative efforts including Web conferencing, document collaboration, project planning, instant messaging and even email (MS Forms, , Dropbox Business, MS Teams and others )
- c) **Enabling and management tools** which includes tools testing, monitoring, and measuring different aspects of COMPANY business such as service delivery and infrastructure performance (Bizagi, Signavio, MS Flow, Servicedesk Plus and other)





## 5. TECHNICAL MINIMUM REQUIREMENTS

- Acceptance of Scope of Work;
- Description of the proposed solution including the following aspects; The length, level and quality of the proposed solution with warranty, maintenance and support plan in line with industry standards;
- Approach and Methodology proposed to run the project;
- Evidence of Background & Experience in conducting similar work and magnitude as the scope of work;
- Provide at least minimum 5 years providing similar services (provide evidence, contracts, letter of recommendation, etc.);



**6. TECHNICAL EVALUATION**

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below.

Criteria	Sub-criteria	Maximum Points
<b>Technical Approach</b>		
	<b>Technical know-how</b> – Does the proposal clearly explain, understand and respond to the objectives of the project as stated in the <b>Scope of Work</b> ?	15 Points
	<b>Approach and Methodology</b> – Does the proposed approach and detailed activities and timeline fulfil the requirements of executing the <b>Scope of Work</b> effectively and efficiently?	15 Points
	Are the length, level and quality of service offered within warranty, maintenance and support in line with industry standards?	20 Points
<b>Subtotal Points – Technical Approach</b>		<b>50 Points</b>
<b>Corporate Capabilities and Past Performance</b>		
	<b>Background and Experience</b> – Does the organization have a good track record in conducting similar work and magnitude as the scope of work?	50 Points
<b>Subtotal Points – Corporate Capabilities and Past Performance</b>		<b>50 Points</b>
<b>Total Points</b>		
		<b>100 Points</b>