

الشركة الكويتية للصناعات البترولية المتكاملة (KIPIC)  
إحدى شركات مؤسسة البترول الكويتية

تعلن الشركة الكويتية للصناعات البترولية المتكاملة عن ملحق رقم (3) للخطة السنوية للمناقصات المزمع طرحها خلال السنة المالية (2024/2023)

S. No.	Subject	Expected				(Scope of Work) Brief Description
		Works Duration	Issuance date	Contracting Method (lumpsum - Re-measured ....etc)	Tendring Method (Tender - Momarasah) (Split/ Non Spilt ....etc)	
1	ITSM - BMC Helix Software Implementation & Support	3 years	Dec-23	Lumpsum	Tender	The Solution enables [Company] to transition current IT operations from reactive to proactive, which will operate more efficiently and effectively, preventing incidents from occurring and optimizing the use of IT assets. Further, it will help to understand the impact of changes on the end-user state, enable complete end-to-end visibility to all user devices and improve user experience. It will increase end-user satisfaction and enhance productivity. It shall help to review current IT and Service Desk operations, third-party managed service delivery, and enable proactive problem management (eliminating repetitive L1 incidents and faster resolution of L2 and L3 incidents. It shall allow the Company application instance to be provisioned on advanced multi-instance architecture to maintain further High Availability in compliance with the Company Disaster Recovery and Business Continuity Plan.