



# REQUEST FOR PROPOSAL

1-Year Technical Support and Maintenance Contract for

AL-SEEF, AL-ROUDATAIN

and

AL-MIRQAB

OB Truck

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# 1 INTRODUCTION

## 1.1 Purpose and Scope

Ministry of Information invites bidders to submit their best offers for providing the best technical support SLA to cover the 14Camera HD-OB AL-SEEF, AL-ROUDATAIN and AL-MIRQAB for a duration of 1 year and maintenance of any equipment belonging to the same OB Vans except trailer head.

# 2 GENERAL TERMS

## 2.1 Site Visit:

All tenderers wishing to participate in this tender must visit the OB's to gain a thorough understanding of all works involved before submitting their offers, as "no-variation" claims will not be accepted.

- General conditions, specifications, bill of quantities (BOQ) and other tender documents complete each other; The contractor should consider the whole as one document.
- The contractor shall ensure that all maintenance works shall be supervised by experienced and qualified personnel and with MOI approval of engineers of the respected specialization.
- MOI reserves the right to call any or all the contractor's technical personnel for interviews and to accept or reject any of them if they are found to be incompetent or unqualified without providing any explanation to the contractor.
- The contractor must submit to MOI for approval educational certificates and work experience certificates for each of his technical personnel.
- The contractor should submit engineers' resume along with necessary certificates from the manufacture.

The contractor shall submit with his offer evidence that he had previously supplied similar OBs (double sided expandable) and further maintenance contracts. Offer which do not include such evidence or where evidence is unsatisfactory will be rejected.

# 3 DETAILED DESCRIPTION

## 3.1 Support SLA Description

### Technical Support:

- Technical support must be available 24/7 days.
- Critical issues must be addressed within 1 to 2 hours with higher priority and provider must support via phone if needed.
- Presence of Contractor Engineer at major live events

### Software Patches and Upgrades:

- Service provider must fully support all the software needed for optimum performance of the system, in the scope of the existing hardware.

#### **Replacement of Hardware:**

- After receiving the replacement spare parts from Ministry store/OB department, contractor should replace and make functioning as per the existing workflow and handed over the faulty items to the Ministry store/OB department.
- Inventory preparation of spare parts for all devices and equipment in the OBVAN involved in this Mumarasa in terms of arrangement, classification, inventory, dispensing, monitoring, preparation of required lists, preparation of monthly lists of spare parts that were dispensed from the spare parts store, as well as notifying the Ministry of the required and necessary spare parts before their quantities run out, as explained later.
- The Contractor's responsibility is to provide and repair any faulty accessories. These accessories encompass a range of items, including cables, connectors, camera hybrid cables along with LEMO connectors, BNC cables, audio-video cables, and audio-video and network CTP/VTP connectors, among others.
- The contractor should provide all spare parts of high quality, ensuring they are genuine products from the original manufacturer.

#### **Planned Preventive Maintenance Schedules for CAMERAS, Lenses, A/C and Hydraulic Systems**

- Every 3 months Air Conditioners must be serviced and fill the gas if necessary.
- Every 3 months hydraulic (internal & external) greasing/oil check and refill if necessary.
- The Contractor should maintain all the doors and alignments if necessary.
- The Contractor should maintain all UPS associated in OBs with spare parts.
- The Contractor should provide replacement/repair for the mechanical/hydraulic faulty parts.
- The Contractor should provide the support and maintenance for hydraulic & infrastructure such as (double sided expansion) used in both AL-SEEF, AL-ROUDATAIN and AL-MIRQAB.
- The Contractor is responsible for facilitating the maintenance of CANON Lenses directly with the manufacturer. This entails coordinating and ensuring that scheduled maintenance, repairs, and any necessary servicing of the CANON Lenses are promptly organized and carried out by the manufacturer.
- The Contractor is responsible for facilitating the maintenance of Ikegami Cameras directly with the manufacturer. This entails coordinating and ensuring that scheduled maintenance, repairs, and any necessary servicing of the Ikegami Cameras are promptly organized and carried out by the manufacturer.
- The Contractor's responsibilities encompass ensuring the availability of replacements for faulty connectors, which includes connectors like camera hybrid LEMO, BNC, XLR, Network, among others. Additionally, the Contractor should facilitate the repair of defective cables, such as Fiber hybrid, BNC, XLR, Network, and any other cables utilized within the specific OB van setup.
- The Contractor must repair any faulty accessories, provided they can be repaired locally. These accessories encompass a range of items, including camera hybrid cables, BNC cables, audio-video cables, audio-video and network CTP panels, among others.

- In cases where defects are identified during the diagnostic process, it is crucial for the contractor to promptly notify the Ministry. Additionally, the Contractor is expected to make necessary arrangements for the repair or replacement of the identified faulty items.

By adhering to this approach, the Contractor ensures that any potential disruptions caused by defective accessories are swiftly addressed, contributing to the seamless functionality of the equipment and the uninterrupted execution of broadcasting operations.

- The Contractor is responsible for making the necessary arrangements to ensure the availability of tools required to address any potential issues with faulty accessories. These tools should be capable of effectively addressing various needs, including tasks such as fiber splicing, utilizing audio-video crimping tools, and working with all types of connectors commonly used in the specific outside broadcast setups (OBs).
- the Contractor must ensure that they have the appropriate tools on hand to handle a range of potential problems related to accessories, including those involving fiber splicing and the use of different connectors commonly encountered in outside broadcast operations. This proactive approach will help guarantee a smooth and efficient troubleshooting process, minimizing any potential disruptions and ensuring the continuous functionality of the equipment.
- The Contractor is required to provide comprehensive monthly reports detailing all activities undertaken during the specified time frame. These reports should offer a clear and detailed overview of the tasks, progress, milestones, and any significant developments that have occurred within the given month.

The reports should encompass a breakdown of completed tasks, ongoing activities, any challenges encountered, resolutions implemented.

- By consistently submitting these reports, the Contractor contributes to a comprehensive understanding of the project's status and helps facilitate informed decision-making. These reports are essential tools for monitoring project health, identifying potential bottlenecks, and making necessary adjustments to ensure the project stays on track and meets its intended outcomes.

#### **4 AL-SEEF, AL-ROUDATAIN and AL-MIRQAB System Overview**

The requested support SLA is expected to cover the complete software update/patches of the system, which consists of:

##### **Camera System**

- Ikegami
- NAC Hi-Motion
- Wireless Camera
- Mini Cam LMP

##### **Vision Mixer**

- Ross Acuity

##### **Audio Mixer**

- Calrec Summa

##### **Video Server**

- EVS XT -3
- EVS LSM Control

##### **Video Router**

- Grass valley Nvision

- Imagine

#### **Monitoring System**

- Kaleido
- Imagine

#### **Control System**

- LAWVO VSM
- TSL

#### **Graphics**

- Inscriber G8
- Chyron Hego

#### **Glues**

- Axon
- Imagine

#### **Intercom System**

- Riedel – BOLERO
- Trilogy Communications
- Clear-Com

#### **SPG and WFM**

- Tektronix

#### **Air conditioner**

- Daikin

Note: The Contractor is responsible for overseeing potential repairs, provided the equipment listed above is deemed repairable, in addition to any other installed equipment within the OB Van. In the event of identifying any defective items during the diagnostic process, it is of utmost importance for the contractor to promptly communicate this discovery to the Ministry, while furnishing the necessary accompanying reports.

Furthermore, the Contractor is must make provisions for the repair or replacement of faulty cables, connectors, and other relevant components associated with the mentioned OB van setup. This comprehensive approach ensures swift resolution and continuous functionality of the equipment, reinforcing the seamless operations of the OB van and the successful execution of broadcasting activities.

## 5 Bill of Quantity

SN	DESCRIPTION	QTY	Unit Price in KD	Total Price in KD
1	Support and maintenance services for AL-SEEF, AL-ROUDATAIN and AL-MIRQAB without spare parts	3		
2	Air Condition Maintenance Service in every three months for AL-SEEF	LS		
3	Air Condition Maintenance Service in every three months for AL-ROUDATAIN	LS		
4	Air Condition Maintenance Service in every three months for AL-MIRQAB	LS		
4	Hydraulic Systems Maintenance Service in every three months for AL-SEEF	LS		
5	Hydraulic Systems Maintenance Service in every three months for AL-ROUDATAIN	LS		
6	Hydraulic Systems Maintenance Service in every three months for AL-MIRQAB	LS		
<b>Grand Total in KD</b>				

NOTE: The bidder shall submit a compliance table indicating whether he is complying or not to each paragraph and sub-paragraph using the same numerical order. In case of not complying, detailed explanation shall be given.