



**STATE OF KUWAIT
MINISTRY OF INFORMATION**

Kuwait Radio Broadcast Engineering

RFP

**Maintenance of Radio Studios
& Radio Master Control Room
(Period: 1 Year)**

SPECIFICATIONS

SECTION -1

Introduction:

1. General Conditions

The Ministry of Information (MOI) invites *only specialized* bidders to quote for Maintenance service of Radio Broadcasting Studios and Radio Master Control Room (MCR) as per details mentioned thereafter for the **Duration of one year** and shall cover repairs, maintenance of all studios and other editing facilities and Master Control Room in the MOI Complex, and Emergency Studio's at transmission sites.

1.1 Site Visit:

All tenderer wishing to participate in this tender must visit the site/s to have a full idea about all works involved in it, before submitting their offers as "no-variation" claims shall be entertained.

1.2 General conditions, specifications, bill of quantities (BOQ) and other tender documents complete each other, the contractor should consider the whole as one document.

1.3 The contractor shall ensure that all maintenance works shall be supervised by *experienced and qualified personnel* and with MOI approval of engineers and technicians of the respected specialization.

1.4 MOI reserves the right to call all of the contractor's technical personnel for interview and shall *accept or reject* any of them if found incompetent and not qualified without giving any explanation to the contractor.

1.5 The contractor shall *submit educational certificates and work experience certificates for each of* his technical personnel to the MOI for approval. *Once the technical personnel are accepted by the MOI, they shall not be terminated or changed without taking permission from MOI.*

1.6 Evidence of capability:

The Tenderer shall submit with his offer evidence that he had previously worked in broadcast maintenance contracts, *at least two contracts* are required as evidence for the previous experience. Offers which do not include such evidence or where evidence is unsatisfactory will be rejected.

The evidence submitted with the Tender shall consist of the following ***but not limited to:***

- Capacity of the contracts with number and type of equipment maintained.
- Scope of Tenderer's work with details of systems under the contract.
- Any additional descriptive material *the tender would like to include achieving a better understanding* of his experience and capability.

The Tenderer shall also submit with his offer, evidence of his capacity to perform the works under the tender by furnishing realistic information of his technical staff comprising the following: The maintenance Engineers should be of high qualification, depending upon their field of work, and of practical experience of *not less than 5 years* in works which are similar or superior in quality and/or size to the works in this tender.

- 1.7 The Tenderer shall also submit a list of main sub-contractors and evidence of their capacity with identification to their previous experience and maintenance works carried out by them and must obtain an official approval letter from MOI for the sub-contractor.
- 1.8 Tenderers shall submit along with his offer a list of his previous “contracts” in the field of maintenance of the same category.

1.9 Contractor’s Liability:

The Contractor shall be fully responsible for any damage or defect in equipment or part of equipment or in any installations or works caused by error or mishandling or by any act from the Contractor or any one of his employees, and therefore, the Contractor shall repair or replace the said equipment or installations at his own expenses to the entire satisfaction of the MOI Engineers. The liability of the Contractor shall not cease until the affected works are brought back to normal and to the full satisfaction of the MOI Engineers.

1.10 Definitions:

MOI:	Ministry of information (<i>First Party of the contract</i>)
Engineer:	Engineer of the concerned supervising department from the ministry.
Contractor:	Company whose tender has been accepted (<i>Second party of the contract</i>)
Sub-contractor:	The sub-contractor which concerns special system
Works:	All equipment installations, or parts covered under the contract. It shall also mean all maintenance works, periodic maintenance, repairs, modification & operational/maintenance troubleshooting at site to be done by the contractor under this contract
Workmen:	Shall include engineer, working foreman, technician, charge hands of the contractor
Maintenance:	Includes emergency repairs, preventive maintenance routines
Operation:	Presence of Technical staff at work 24 hours a day and 365 days a year
Contractor Staff:	Contractor’s Engineers & Technicians

1.11 Schedule of Minimum Qualification and Experience

The technical staff should possess an Under graduate / diploma from a technical school with an emphasis in Electronics/Communication.

Experience in installation, Application, Networking, maintenance & troubleshooting of electronic equipment is mandatory. Good communication skills (verbal, written, listening) and team work skills are required.

The minimum qualification and experience of the workmen at work is stated below:

<u>Designation</u>	<u>Qualifications & Experience</u>
Site Engineer	B.E/B.Tech. & Min. 5 Yrs.
Asst.Engineer	Diploma in electronics & Min. 5 Yrs.

The contractor will provide the CV & degree/diploma certificate for each of his staff. His qualification will be certified by the Consulate of his Country of Origin & The Ministry of Higher Education, Kuwait which will be further approved by the Director of Radio Studio Eng. Dept. This should be achieved within 30 days after signing the contract.

1.12 *Material Required by Contractor:*

The contractor shall install after Engineer's approval the provided spare parts or material and shall submit a report at the end of each works to MOI after acquiring the approval of the Engineer.

1.13 All workmanship shall comply with Kuwait & International standard, codes of practice and Engineer satisfaction, where applicable. The MOI Engineer has the right to reject any workmanship which is improper or unsatisfactory. Upon such rejection the contractor shall re-execute the rejected work to the satisfaction of the Engineer.

1.14 Contractor Personnel Tools and Equipment:

1.The Contractor will provide all the necessary tools and equipment for his staff to conduct any type of repair or maintenance for the works, and also provide his staff with computer, printer, and all stationary needed during the contract.

2.TEST Equipment (Qty -1) (as an example)

- Digital multimeter DMM
- Dual Channel Audio Analyzer
- Fiber & Copper network tester

All completed log sheets, forms, work order book & work schedules by the contractor are to be approved from the MOI Engineer. All documentation cost shall be borne by the contractor.

SECTION -2

SCOPE OF WORK

The works shall include the repair and maintenance of the Radio Studios and Master Control Routing System and its associated equipment, as well as any future systems that will be added or upgraded, for the Radio Studios and Master Control Room (MCR). The maintenance works shall be 24 hours a day, and 365 days a year.

2.1 Maintenance Service:

1. Include for Maintenance service of equipment, during the Contract period for one year.
2. Provide sufficient personnel for service all year round for the Contract Maintenance period including emergency maintenance and repair work.
3. Keep all records, log books, log sheets, maintenance job cards, etc., in neat order to the satisfaction of the Engineer. All records, log books, and log sheets, charts, maintenance job cards, etc., shall become the property of the Employer.
4. During the Maintenance period maintain, replace and repair any part of equipment or material within the systems which may prove defective due to Contractor's design, operation, performance, or workmanship, or prove defective from any act or omission that may develop from use in the Works or any section thereof.
5. Provide all routine maintenance and full preventive maintenance as recommended by the equipment manufacturers to keep equipment and systems in proper operating condition.
6. The routine maintenance activities and full preventive maintenance procedures relating to the systems specified herein shall be incorporated in the Maintenance log.
7. The contractor shall perform all necessary tests after major repairs to any equipment and those tests required by the M.O.I Engineers on contractor's own expenses.
8. Works, operation and main repair-works required by the MOI Engineers to add or modify the equipment or panel with a view to improve performance and operation.
9. Maintenance technician staff to perform routine and breakdown (emergency) maintenance and the service shall be 24 hrs./day, 7day/week, 365day/year
10. The contractor's staff shall be on 24 hrs. duty by shift. ***Each Shift*** should consist of ***at least one Engineer & one Asst. Engineer*** for any required works.

2.2 Detailed Maintenance Description:

1. Providing maintenance services including troubleshooting, configuration, installation, documentation, checkout, and commissioning of equipment for AUDIO equipment's at the MOI.
2. Accurately documenting equipment maintenance & installation works.
3. Preparing sketches, showing location of equipment and wiring, concealed wiring installed in walls, ceilings and flooring, if not found available.
4. Testing continuity of circuits to ensure electrical compatibility and safety of components, using testing instruments, such as ohmmeter, clamp meter...etc.
5. Observing functioning of installed equipment or systems to determine hazards and need for adjustments, relocation or replacement.
6. Avoiding unsightly, hazardous and unreliable wiring, consistent with specifications and local electrical codes.
7. Planning, prioritizing, and scheduling work based on ministry engineer needs. Managing personal workload to maintain effectiveness and productivity. Communicating progress and status of work orders.

2.3 Staff required for maintenance Works at the MOI:

Personnel	Qty	Qualification	Experience
Engineer	6	B.E / B.tech in Electronics & Com.	Min. 5 Yrs.
Asst. Engineer	3	Diploma in Electronics	Min. 5 Yrs.
Total	9		

2.4 Contractor Staff Duty:

2.4.1 All sites of ministry work 24/7, 365 days a year. Contractor Staff shall work in shifts, in all days without off or holidays.

2.4.2. The working hours per each shift shall be 8 hrs.

2.4.3. The contractor *shall submit schedules* of duty of its staff before 1st of each month to MOI Engineers.

2.5 Duration of Contract

The duration of contract shall be for a period of **one year** and commences from the date on which the contractor has positioned full compliments of maintenance and staff and taken over the site after two weeks from signing the contract.

2.6 Penalties:

- A. The ministry reserves the right to claim the following penalties conditions which shall be fully confirmed and complied with by the successful contractor (*if the failure is the responsibility of the contractor*)
- 200KD. Per minute fine if ONAIR studio failure not more than 5 minutes.
 - 300KD. Per minute fine if ONAIR studio failure not more than 10 minutes.
 - 500KD. Per minute fine if ONAIR studio failure more than 15 minutes.
- B. In case of **absence of any employee** from the **contractor staff** for any reason, the contractor shall be responsible for arranging another one with the same experience and qualification, and should get approval by MOI engineer.
- An amount of KD 30 per day shall be deducted in case of absence of the engineer.
 - An amount of KD 20 per day shall be deducted in case of absence of the Asst. Engineer.
- C. The contractor shall maintain in / out daily record for all maintenance operations verified by contractor & MOI engineers.

2.7 Dress Code for Contractor Employees:

The contractor shall supply a uniform dress to each of his employees which shall carry an ID card bearing the following:

1. Company name.
2. Name & profession.
3. Contract Name.

2.8 List of Specialist Sub-Contractors:

The tenderer must submit with his offer the names of specialist sub-contractors *if any*, together with their offers, supporting documents which provide evidence of their experience in maintaining, repairing & programming.

The following details of the sub-contractor *if any* has to be provided in the offer:

- **Name & Address**
- **Description of Services**
- **Detailed of experience of Sub-Contractor in similar field.**

2.9 Compliance statement

The tenderer must submit along with his offer *compliance statement for each clause/paragraph* in these tender documents.

3.1 Daily Services

The Contractor Staff shall make sure that all the equipment's are functioning normally.

3.2 Emergency Repairs/ Maintenance

The successful contractor shall attend to execute the required emergency repair/ maintenance with all possible speed and efficiency, as economically as possible consistent with good workmanship and to the satisfaction of the Engineer, as per the contract requirement, 7day/week 365day/year.

In case of failure to any equipment, the contractor should arrange his technical staff to rectify the fault and not to interrupt the operation of the studio or Radio transmission.

In the event of the contractor failing to do so within a mutually agreed time, MOI shall be at liberty to employ persons other than the contractor to perform the required work without any prior notice to the contractor and such costs incurred thereby plus 10% administrative charges shall be charged to the contractor cost.

3.3 Maintenance Schedules

- a. Schedule classified as Monthly (M), 3- month (3M), 6-month (6M), Annually (A)
- b. The **contractor** shall also include those routine based on completed running hours of the equipment and manufacturer recommendation. The **contractor** shall submit its own schedule of routine maintenance with respect of each type of equipment for MOI Engineer approval

3.4 Work Records**Maintenance Schedule**

Within two weeks from the of signing the contract, the contractor shall finalize the schedule in consultation with the Engineer.

The contractor shall prepare the Schedule, Break down, and History table in respect of each equipment/system. And shall contain the equipment details for each type of equipment showing details of breakdown & date of maintenance, spare part used/recommended, number & location of each equipment and in accordance to the latest maintenance programs record.

Report on Outstanding maintenance routine

The contractor shall prepare a quarterly report on outstanding routines and submit to the Engineer on or before the 10th day of the month, beginning the quarter. All such outstanding routines shall be discussed between the contractor and the Engineers and nearest possible convenient dates shall be planned for their implementation.

Record of Emergency Repairs/ Maintenance

The contractor shall maintain separate record for those works which are not covered by the schedule; this shall include all emergency repair/maintenance and additional or major works carried out.

These works must be recorded on 2-copies signed by the complainer and MOI site supervisor before sending to Engineer.

3.5 Spare Parts

Generally, the required spare parts will be provided by the MOI.

In case of unavailability, the contractor may arrange to procure the spare locally or import it.

MOI Engineer will approve and confirm the spare parts or material local cost provided with original invoices submitted by the contractor. MOI engineer shall have the upper hand to decide the local medium cost and contractor should concern with no objection and claims.

3.6 Work Order

The work-order format shall be finalized by the Engineer.

Each work-order shall be signed before & after execution of work by the Engineer. The contractor shall commence the work only after obtaining approval from Engineer or his representative.

3.7 Inspection of records

The contractor shall maintain all above records up to date. The Engineer shall have the right to inspect any of the above records at any time during working days.

SECTION – 4

General Description of the Sites and Services

The Contractor and his sub-contractor shall be responsible to perform maintenance of all works described, at the following sites:

Premise: Radio Block - Ministry of Information

S/No	Description	Location / Floor	
1	Maintenance	ON Air Studios	1 st Floor Radio building
2	Maintenance	Editing Studios	GF Radio building
3	Maintenance	Drama studio	GF Radio building
4	Maintenance	Simple Editing Rooms	2 nd Floor Radio building
5	Maintenance	All Music Studios	GF Radio building
6	Maintenance	Emergency Studio's	transmission sites
7	Maintenance	Radio Master Control Room (MCR)	1 st Floor Radio building

SECTION-4**Bill of Quantity**

SN	DESCRIPTION	QTY	Unit Price in KD (Monthly)	Total Price in KD (Yearly)
1	Engineer	6		
2	<i>Assistant engineer</i>	3		
Grand Total in KD				