

Technical and Others Support and Maintenance Contract for All OB Vans and Trucks



1. INTRODUCTION:

Ministry of Information invites bidders to submit their best offers for providing the best support and maintenance SLA to cover ALL OB VANS and TRUCKS in Outside Broadcasting department for a duration of **1 year** (to maintain any equipment belonging to those OB Vans and Trucks (4 OB VANS and 6 OB Trucks) including mechanical, hydraulic, Ceiling and doors maintenance and service including cleaning service.)

2. GENERAL CONDITIONS:

All tenderers wishing to participate in this tender must visit the OBs to gain through 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 bidder should consider the whole as one document.
- The bidder shall ensure that all maintenance work shall be supervised by experienced and qualified personnel with MOI approval of engineers of the respected specialization.
- MOI reserves the right to call any or all the bidder's technical personnels 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 bidder.
- The winning bidder should have min. 10 technicians for faster service to cover all OB Vans and Trucks.
- 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 the technicians at major live events when needed.
- The winning bidder must submit to MOI a report of what **was done in detailed every month** for all OB Vans and Trucks.
- The winning bidder must provide Technical, Mechanical, hydraulic, ceiling and door maintenance for all OB Vans and Trucks.
- The winning bidder should provide all tools needed for all maintenance work in this tender (technicians must have their own needed tools).
- The winning bidder is responsible for providing the best technicians for all kinds of maintenance in this tender.
- The winning bidder should provide a time schedule for the maintenance planned after signing the contract with MOI.

3. DETAILED DESCRIPTION:

3.1 Technical maintenance (for 4 OB vans and 6 OB truck):

3.1.1 Software Patches and upgrade service:

- Service provider must fully support all the software needed for optimum performance of the system in the scope of the existing hardware.
- Software Upgrades must be done for the existing devices.
- Opening Licenses and features for the existing devices like inscriber, Ross acuity mixer outputs, OCP color temperature etc...
- Software configurations and sittings adjustments.

Technical and Others Support and Maintenance Contract for All OB Vans and Trucks



3.1.2 Hardware service:

- Hardware maintenance will be on **all devices inside the (4 OB Vans and 6 OB trucks)**.
- The winning bidder shall be responsible for repairing any faulty device in the OB Vans and Trucks systems and their accessories. These accessories encompass a range of items, including cables, connectors, camera hybrid cables, along with LEMO connectors, fiber cable maintenance and cleaning, BNC cables, audio video cables and audio video and network CTP/VTP connectors, among others.
- The winning bidder should replace the faulty parts or repair it as per the existing workflow and hand over the faulty part (when replacing with new part) to the Ministry store/OB department.
- 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 winning bidder is expected to make necessary arrangements for repairing or replacing of the identified faulty items and following up with MOI engineers.
- The winning bidder is responsible for communicating with the device manufacturing company and get the best solution from the specialist following up with MOI engineers until solving the problem.
- In case of difficulties to repair the faulty device or part, the winning bidder is responsible to send those devices or parts to the original manufacturer and make the proper arrangements with MOI engineers to receive them for shipment then hand them over to MOI engineer after the maintenance.
- The winning bidder must provide proof of contact to a manufacturer.

3.2 Mechanical maintenance (for 4 OB vans and 6 OB truck):

3.2.1 Side Expansion mechanical maintenance:

- The winning bidder must provide **the mechanical maintenance needed** for the side expansions for (5 OB Trucks) that includes all mechanical parts for the side expansion in those OB trucks.
- It is the bidder responsibility to provide technicians for the mechanical maintenance .

3.2.2 A/C conditioner Maintenance (for 4 OB vans and 6 Trucks)

- The winning bidder must provide an A/C conditioner maintenance and gas check and refill if needed etc... **(for 4 OB vans and 6 Trucks)** every 3 months

Technical and Others Support and Maintenance Contract for All OB Vans and Trucks



3.3 Hydraulic maintenance (for 4 OB vans and 6 OB truck):

3.3.1 Hydraulic side Expansions:

- The winning bidder must provide the hydraulic maintenance for 5 OB trucks side expansions **including normal service every 3 months (greasing, oil check and etc...)**
- The winning bidder must provide hydraulic maintenance for the side expansions or any oil leaking problems **in the 5 OB trucks whenever needed.**
- It is the bidder responsibility to provide technicians for Hydraulic maintenance.

3.3.2 Hydraulic Jacks:

- The winning bidder must provide hydraulic maintenance for hydraulic jacks covering **4 OB VANS AND 6 OB TRUCKS including normal service every 3 months.**

3.4 Ceilings and doors maintenance (for 4 OB vans and 6 OB truck):

- The winning bidder must provide proper maintenance for the water leaking ceilings in (AL-Rodatain OB and AL-seef OB)
- The winning bidder must provide maintenance for all doors in 4 OB VANS AND 6 OB TRUCKS and make the proper alignments.

3.5 Cleaning service (for 4 OB vans and 6 OB truck):

- The winning bidder should provide cleaning service every 3 months for 4 OB VANS AND 6 OB TRUCKS (including floors, and desks etc...).

4. OB VANS AND TRUCK Systems overview:

Overview of some system in the OB Vans and Truck:

- Camera System: (Ikegami, Grass Valley, Sony, MINI CAM Cerberus 1200 etc...)
- Vision Mixer: (Ross Carbonite and Acuity..., Grass Valley etc...)
- Audio Mixer: (Yamaha DM1000, CL series, Calrec Summa etc...)
- Video Server: (EVS nano, XT3, XFLY, XFILE, EPSIO, Grass Valley T2 etc...)
- Video Router: (NK Ross, Grass Valley miranda NV 8500, Imagine router etc...)
- Monitoring System: (Ikegami, Sony, etc...)
- Control System: (LAWO VSM, TSL, TallyMan etc...)
- Graphics: (Inscriber, Chyron, etc...)
- Glues: (AXION, ROSS, Imagine etc...)
- Intercom System: (Chroma, Riedel, Trilogy etc...)
- SPG and WFM: (Tektronix, Courtyard etc...)
- Multiviewers: (ROSS, Grass Valley Kalido, Imagin etc...)
- Lenses: (Canon, Fujinoun etc...)

Technical and Others Support and Maintenance Contract for All OB Vans and Trucks



5. Bill of Quantity:

SN:	Description:	Qty:	Unite Price in KD:	Total Price in KD:
3.1	Technical maintenance (for 4 OB vans and 6 OB truck): (Software Patches and upgrade service and Hardware service)			
3.2	Mechanical maintenance (for 4 OB vans and 6 OB truck): (Side Expansion mechanical maintenance and A/C conditioner Maintenance)			
3.3	Hydraulic maintenance (for 4 OB vans and 6 OB truck): (Hydraulic side Expansions and Hydraulic Jacks)			
3.4	Ceilings and doors maintenance (for 4 OB vans and 6 OB truck)			
3.5	Cleaning service (for 4 OB vans and 6 OB truck)			
	Total:			