REQUEST FOR PROPOSAL

CAMPUS WI-FI THROUGH OPEX MODEL

I. IMPORTANT DATES

Date of Issue of RFP	**: 1st October 2016**
Last date for submission of Pre-Bid queries	**: 6th October 2016**
Pre-Bid Conference date	**: 7th October 2016**
Last date for submission of Bids	**: 17th October 2016**
Date of opening of Bids	**: 18th October 2016**

II. INTRODUCTION

With a view to providing campus connectivity with high speed internet, the Ministry of Human Resource Development (MHRD) has partnered with the Ministry of Electronics and IT for creating and utilizing the National Knowledge Network (NKN). So far, about 600 of the Universities/Institutions for Higher Education have been connected with the NKN. With a view to provide the last mile connectivity to the end-users in these institutions, it is now proposed to provide internet/intranet though WiFi services. The purpose of this Request for Proposals (RFP) is to invite the broadband service provides to participate in this effort by providing the WiFi services on a operational expenses (OPEX) model as per the details that follows.

III. OBJECTIVE

The objective of this exercise is to provide Campus wide Wi-Fi so that the students, faculty and administrative staff of the university can access NKN and thus get connected to the internal resources such as MOOCs courses, NDL and Internet. The Bandwidth for accessing the internal resources and Internet would be provided by the NKN.

IV. MODALITIES:

The identified Service Provider (SP) who shall be authorised/licensed to provide broadband services and having been in the business of providing broadband services, shall build and operate the WiFi system that would distribute the bandwidth provided by the NKN to the end users. The service fee is chargeable on per head per month basis, payable by the institution.
The following details guide the process of selection:

1. Eligibility:

Only such Service Providers (SPs) who have the following qualifications can apply:
   a) Shall be already providing Broadband services (Wireline or Wireless) to at least 100,000 subscribers and
   b) Have demonstrated capability to execute and operationalise the WiFi system within 6 weeks from the date of order

2. **Service levels:**

   a) **Coverage**: The WiFi services shall be covered in all 'hot spots' which shall include all academic, administrative blocks, labs, libraries, hostels, canteens and any such areas which are frequented by the students. There shall be one Wireless Access Point for every 50 students.
   b) **Unlimited data usage**: There shall be no limits on the data downloads and uploads. Each user shall be allowed to log-in two devices (laptop and mobile). However, there can be a Fair Usage Policy (FUP) i.e, after a specified data download, the data speed can be reduced. For this purpose, the limit per student per month should be 10GB.
   c) **Data speeds**: The data speed during FUP should not be less than 4Mbps; and after FUP should not be less than 512 Kbps.
   d) **Installation and maintenance**: The entire capital for providing the campus Wi-Fi service has to be invested by the Service Provider (SP). The maintenance of the system shall be the responsibility of the SP. The Authorization, authentication and maintenance of users should be implemented as specified by the university.
   e) **Compliance to international standards**: The offered Wi-Fi hotspot equipment at the Core NW and at the campus shall conform to relevant international IEEE and ITU-T standards and shall be state-of-the-art.
   f) **Portal:** The SP shall create a portal and provide read-only access for viewing Wi-Fi usage statistics to authorized personnel at the universities.
   g) **Help Desk:** SP shall have a 24*7 Call Center for dealing with user requests/complaints related to Wi-Fi services.
   h) **Downtime**: The maximum unscheduled downtime of the system shall be 15 minutes in a day. In case of scheduled maintenance, the same shall be intimated in advance to the institution and downtime in such cases shall not be more than 48 hours in 6 months.

3. **Service charges**: The SP shall state in the bid the monthly service charges payable per user (student/faculty/staff) in advance which cannot be altered without the concurrence of the institution for 5 years.

The service charge shall not include the bandwidth cost, cost of space/electricity/such other conveniences which are provided by the institution free of cost.

4. **Role of the institution**:
   a) The institution would permit the SP to install the equipment necessary for providing the campus Wi-Fi service within the campus.
   b) The installed equipment would be provided security like any other university equipment.
   c) The SP would be given the Right of Way (RoW) permissions within the campus for laying of cables. No charges would be levied for the same. However the SP would be responsible for reinstating the surface at their own cost.
   d) The electricity for operating the equipment within the campus would be provided by the university without any charges.
   e) The charges for the basic Wi-Fi service for all users would be collected by the university and paid to the SP on monthly basis, and subject to satisfactory performance of the system.

5. **Penalties**:
In case of failure of the SP for providing the service in the manner specified above, the institution can levy a penalty not exceeding 5% of the monthly fee payable for the coming month.
In case of continuing failure to maintain the service levels, the institution can cancel the contract after giving adequate opportunity to the SP to explain the failures.

V. FORMAT FOR SUBMITTING THE BID

The bid proposals may be submitted by the firms which are eligible and agree to the service levels stated above, in sealed covers on or before **5 p.m. on 17th October 2016** addressed to "Under Secretary (TEL) Department of Higher Education, Ministry of Human Resource Development, Govt of India", Shastri Bhawan, New Delhi.

NO EXTENSION OF TIME WOULD BE GIVEN FOR SUBMISSION OF BIDS.

The proposal shall be consisting of the following:

   A. Capability statement
   i. Strength of the company to execute the project: Balance Sheet for the last 3 years, P/L statement and technical competence
   ii. Experience in providing broadband services along with the evidence of the user base (as per TRAI published report essential)

      iii. Details of the past projects done within the 6 weeks period from the date of the order.

B. **Financial Bid**:

Category of the institution	No. of users	Monthly charges per user for FUP-10GB	Preferred area of operation (State/whole country)
Small	< 1000		
Medium	1000 - 3000		
Large	> 3000		

VI. PRE-BID CONFERENCE

A pre-bid conference with prospective bidders would be held at **11 am on 7th October at Room 112-C Shastri Bhawan, Ministry of HRD, New Delhi**. The pre-bid queries may be sent by email to rajusrini@hotmail.com on or before 6th October 2016. The pre-bid queries received by the due date would be addressed during the pre bid conference.

VII. SELECTION OF BIDDERS

a) The bidder who offers the lowest cost would be the selected (L1) and he would be offered centrally funded higher educational institutions as per his choice subject to a maximum project size 2 times of the company's best performance in the last 3 years, measured in terms of the number of users.

b) After exhausting the capability of the L1 bidder, the L2 bidder at the L1 rates. The L2 bidder can choose centrally funded higher educational institutions as per his choice, subject to a maximum project size 2 times of the company's best performance in the last 3 years, measured in terms of the number of users.

c) The above process would be continued till al the Centrally Funded Higher Educational Institutions are completely allotted at the L1 rates.

(CONTACT DETAILS: For any further clarifications please contact Mr. Raju Srinivasan, Director (TE) at email rajusrini@hotmail.com or telephone no 011-23070989)

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