

**Request for Proposal (RFP)**  
**for**  
**Establishment of Wi-Fi Setup at Dr. Shyama**  
**Prasad Mukherjee University on Operating**  
**Expenses (OPEX) Mode**

**Ref No: DSPMU/G/.39./22**

**Date of Issue: 21.01.2022**

**Last Date of Submission: 14.02.2022**



**DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY**

**(Following Upgradation of Ranchi College, Ranchi, under RUSA Programme, Component-I)**

**Ranchi, Jharkhand.**



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(Following Upgradation of Ranchi College, Ranchi, under RUSA Programme, Component-I)

**Ranchi, Jharkhand.**

### **TENDER NOTICE**

Dr. Shyama Prasad Mukherjee University, Ranchi-834008, Jharkhand invites Request for Proposal (RFP) under RUSA Scheme, from experienced and reputed Internet Service Providers (ISPs) only for **“Establishment of Wi-Fi Setup at Dr. Shyama Prasad Mukherjee University, Ranchi, Jharkhand on Operating Expenses (OPEX) Mode”**. The detailed information about the tender document can be obtained from the University website using the given URL Link: <http://www.dspmuranchi.ac.in> (w.e.f. 21.01.2022).

*Neeraj Singh*  
21.01.2022

**Registrar  
DSPMU, Ranchi**

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## **DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY**

(Following Upgradation of Ranchi College, Ranchi, under RUSA Programme, Component-I)

**P.O.: Ranchi College, Morabadi, Ranchi – 834008, Jharkhand.**

Email: [registrardspmuranchi@gmail.com](mailto:registrardspmuranchi@gmail.com), Website: [www.dspmuranchi.ac.in](http://www.dspmuranchi.ac.in)

### **SECTION - I**

Ref. No.:DSPMU/G/39/22 Dated:21stJanuary, 2022

### **Expression of Interest (EoI)**

**“Establishment of Wi-Fi Setup at Dr. Shyama Prasad Mukherjee University,Ranchi, Jharkhand on Operating Expenses (OPEX) Mode”**

1. Dr. Shyama Prasad Mukherjee University (DSPMU), Ranchi, Jharkhand invites Tender under Single Stage Two Envelops System (Two Bid System) (Part-I: Technical Bid and Part II: Financial Bid) from experienced and reputed Internet Service Providers(ISPs) for **“Establishment of Wi-Fi Setup at Dr. Shyama Prasad Mukherjee University,Ranchi, Jharkhand on Operating Expenses (OPEX) Mode”**.
2. The interested bidders can visit the university website [www.dspmu.ac.in](http://www.dspmu.ac.in) for details.
3. Interested Internet Service Providers (ISPs)are advised to visit University website [www.dspmu.ac.in](http://www.dspmu.ac.in) regularly till closing date of submission of tender for any corrigendum/addendum/amendment. After closing date, any notice regarding tender will be publishedon University website.

**Sd/-  
Registrar**





## **DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY**

(Following Upgradation of Ranchi College, Ranchi, under RUSA Programme, Component-I)

**P.O.: Ranchi College, Morabadi, Ranchi – 834008, Jharkhand.**

Email: [registrardspmuranchi@gmail.com](mailto:registrardspmuranchi@gmail.com), Website: [www.dspmuranchi.ac.in](http://www.dspmuranchi.ac.in)

### **(A) INVITATION FOR EOI**

Dr. Shyama Prasad Mukherjee University, Ranchi, Jharkhand Invites Expression of Interest (EOI) proposals (Technical Bids) for selection of firms for establishment of Wi-Fi Setup at University Campus from eligible Firms satisfying the eligibility criteria set out in this document.

The purpose of this Expression of Interest (“EOI”) is solely for selection of firms for establishment of Wi-Fi setup at University Campus in Dr. Shyama Prasad Mukherjee University Ranchi Jharkhand. Dr. Shyama Prasad Mukherjee University may modify any / all the terms of this EOI and shall be entitled to invites Expression of Interest (EOI) from select eligible Firms. The RFP will provide the detailed scope of work.

Firm are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

### **(B) IMPORTANT DATES AND INFORMATION REGARDING EOI**

S. No.	Details	Date/Time
1.	EOI Uploading Date	21-01-2022/04:00 PM
2.	EOI Download Start Date	22-01-2022/10:00AM
3.	Last Date & Time for Submission of Proposal	14-02-2022/04:00 PM
4.	Date & Time for Presentation	21-02-2022/04:00 PM
5.	Venue for Presentation	Jacob Hall, Dr. Shyama Prasad Mukherjee University, Ranchi.
6.	Department Contact Person	Registrar, Dr. Shyama Prasad Mukherjee University, Ranchi.

**Note:-***If the tender is not opened on the above date, due to unforeseen circumstances, then the next working day will be considered as tender opening date.*

### **(C) ELIGIBILITY CRITERIA**

<b>S. No.</b>	<b>Clause</b>	<b>Supporting Documents to Be Submitted</b>
1.	Bidder should be a Tier-1 ISP (L1-ISP). In case of consortium lead bidder must be Internet Service Provider registered under Dept. of Telecom.	Authorized documents to be submitted.
2.	<p>The Firm must be a company registered in India under Indian Companies Act 1956/ Indian Companies Act 2013.</p> <p style="text-align: center;"><b>OR</b></p> <p>A partnership firm registered under Indian Partnership Act, 1932.</p> <p style="text-align: center;"><b>OR</b></p> <p>A Limited Liability Partnership (LLP) firm registered under Limited Liability Partnership Act 2008. and in operation for at least 5 years as on proposal submission date and should have their registered offices in India. It must be registered with appropriate authorities for all applicable statutory registration and Taxes.</p>	<p>Valid documentary proof of: Certificate of incorporation/ Registration, Certificate of Commencement of business, Certificate consequent to change of name if applicable.</p> <p>Copy of Memorandum and Articles of Association or Partnership deed.</p> <p>Valid documentary proof of GST/ Income Tax registration/ PAN number Income Tax returns for the last three years.</p>
3.	The bidder should have valid GST Registration Certificate & PAN.	Copy of PAN Card and valid GST Certificate in the name of the Company.
4.	<p>The companies can also participate with their Consortium partner; however, consortium shall have maximum 3 partners only.</p> <p>In case of consortium, one of the partners must be declared as the lead bidder to whom all communication will be addressed and who shall have the sole power to sue or to be sued in cases of conflict with the promoter of this project.</p>	Consortium Agreement indicating roles and responsibilities of the partners.
5.	<p>The average annual turnover of the Firm during the last 3 financial years (i.e., 2018-19, 2019-20 and 2020-21) shall not be less than Rs 5 Crores from similar Services.</p> <p>In case of consortium, the combined turnover shall be calculated subject to the condition that lead-bidder must fulfil the 60% of the turnover Requirement. If Lead Bidder is in operation for lesser period than</p>	Copy of Audited Balance sheets along with Profit and loss statements with highlighted relevant figures (in case the audited financial statements do not reflect the above, original Statutory Auditors' certificate on the actual relevant figures). The Firm must submit Turnover certificate from the statutory auditor/CA as proof.



	three years, then he/she must comply for total turnover of Rs 5 Crores.	
6.	The Firm should have the experience of successfully having installation of Wi-Fi Setup for any State Department/Central/PSUs or enterprise in India (not own enterprise) in last 5 years. Must have implemented at least 300 APs in every year (FY 18-19, FY 19-20 & FY 20-21), Or 1000 APs total during last three years i.e., (FY 18-19, FY 19-20 & FY 20-21). Out of above at least 250 AP's must be installed and commissioned in Govt (Central/State/PSUs) premises. In case of consortium, at least one partner must fulfil these criteria.	Purchase order copy and completion certificate/certificates of all ongoing projects from the concerned authorities of customer. Copy of work/purchase order & Client's completion certificates or the running Bill submitted to the Client's needs to be submitted.
7.	The Firm should not have been blacklisted by the Government of India or any state government or any of its agencies/organizations for any reasons whatsoever and the Firm should not have been blacklisted by Central/any other State/UT Government or its agencies/organizations for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on the date of Publication of this EOI	A declaration on company's letter head duly signed by authorized signatory.

## **(D) ACCEPTANCE CRITERIA**

- The project would be deemed complete and accepted once all the Access points provides the quality of service.
- The Wi-Fi hotspots installed at all the locations should provide smooth, uninterrupted services for the 36 months, otherwise, penalty will be imposed as per clause (Penalty for Downtime).

## **E) SCOPE OF WORK**

- Dr. Shyama Prasad Mukherjee University provides opportunities to the youth for Higher Education according to the requirements and demands. In current the scenario, where everything is getting digitized and the availability of online content related to education, always being connected to the Internet with regards to content has become the need of the hour. This is the state university of Jharkhand which have student strength of 15000.
- The department is planning to enable university campus with Wi-Fi Services so that students and teachers can avail the benefits and utilize the Wi-Fi services for their day-to-day education related work.

- To ensure that latest and best technologies are used in effective and efficient way for establishment of Wi-Fi setup, Dr. Shyama Prasad Mukherjee University is inviting Expression of Interest (EOI) from eligible firms to establish centrally managed Wi-Fi Setup at University Campus.
- To provide a turn-key solution (hardware, software, operations, maintenance & support, etc.) enabling public Wi-Fi hotspots, for providing wireless internet (Wi-Fi) access to the students & teacher's using any Wi-Fi enabled devices (laptops, mobile devices, tablets etc.).
- The participating vendors shall propose a complete solution including provisioning of bandwidth, design, supply, installation, configuration, activation, operations, maintenance, monitoring, support etc. of the Wi- Fi project including the requisite manpower as well as for the management of the project. The vendor shall be responsible for payment of costs of all other associated services like security of the Wi-Fi equipment etc.
- University/College may broadcast Official Advertisement/Feedback forms of 10 sec during the free period. Bidder should have facility to do this without any extra cost.
- Bidders need to design Customizable Home Page that can be changed at any time. It should also be designed to incorporate different Captive Portal for different Locations so that the User sees this page during every session for Good User Views and recall for the latest initiatives.
- The Bidder shall design all the logos, symbols, trademark etc. for the Wi-Fi project in consultation with University/College.
- The broad scope of work for the forms would include providing Internet Connectivity to Students and teachers through Wi-Fi network at university area as per list mentioned in Annexure 01. This EoI is on OPEX mode hence bidder or its service provider should have following services/facilities (as per section-A) working as on the date of issue of the tender. (Details and literature of facilities & services along with installed equipment's and its capacity to be provide along with bid).

## **F) FUNCTIONAL REQUIREMENT SPECIFICATIONS**

The overall system should meet (but not limited to) the following functional requirements:

1. No of AP's will be decided based on the load/traffic at the time of installation.
2. The AP's being deployed must be of a carrier grade and ANTENNA to be Dual polarized. With minimum 2x2 MIMO.
3. The selected vendor must be able to manage, monitor, control and optimize the bandwidth allocation/distribution across all the proposed hotspots as per the requirements.
4. At each Wi-Fi AP, at least 150 concurrent users should be able to access Wi-Fi internet facility at the same time and bandwidth allocation should be dynamic enough to utilize full backhaul.
5. The Wi-Fi solution proposed by the vendors shall not be based on any restrictive technology that prevents other service providers to setup similar services in the area. (No Jammers allowed)



6. The system shall be able to provide access to any device which is Wi-Fi enabled, regardless of software (operating system and browser) of the device.
7. The system shall be scalable for future expansion without capacity throughput or other performance constraints. It shall be able to add new Wi-Fi hotspots as per requirement of WTL in a plug-n-play mode.
8. The system shall be able to provide performance monitoring, management, and reporting. The system shall be capable of monitoring each site/location individually.
9. Electrical Power shall be provided by the University/College at the HUB location where ILL shall be terminated. Distribution of power up to the APs through PoE or electrical wiring will be the bidder's responsibility
10. It should be possible to manage the Wi-Fi network from a central location through wired / wireless management system. The management system should support unified wired and wireless network management solution. / Cloud based Management to be made possible.
11. OTP based authentication shall be given to each user accessing Wi-Fi. Data communication between devices should take place in encrypted form to ensure end-to-end security of user information/ data along with implementation of Wireless Security Standards such as WPA and WPA2.
12. The entire Wi-Fi network should be fully secure, and OTP based authentication shall be given to each user accessing Wi-Fi.
13. The system shall comply with all the applicable guidelines, laws and legislative requirements laid down by DoT/TRAI or any other agencies authorized by Govt. of India.
14. The system shall not violate any radiation standards specified by DoT/TRAI or any other agencies authorized by Govt. of India.
15. Security enablement by alphanumeric CAPTCHA followed by visual CAPTCHA if suspicious activity occurs.
16. USER IDs need to be kept in encrypted format where encryption mode should be discussed before application,
17. The Bidder will be bound to provide tailor-made reports in formats as and when required by the University / College e.g., Bandwidth utilization report, availability report, number of users.
18. 24 hours operational NOC along with necessary tools to monitor and manage the entire setup.
19. Provision of Manpower to manage technical support for university / College.
20. Monitoring of the usage, comprehensive maintenance for the period of 3 years post successful Go Live, the firm shall maintain the sufficient spares to ensure defined uptime.
21. During the duration of the contract, the selected agency shall be required to conduct periodic checks of the deployed solution for performance & security.

## **G) RESPONSE TO EOI**

The Response to the EOI should specify following:

### **General Information**

1. Company profile including
  - a. Details of the Agency - Name of contact person, designation, Contact details, office address
  - b. Experience of work for similar kind of Project.
2. Relevant Documents as sought according to Eligibility criteria.
3. Tentative Budgetary Cost for overall solution

### **Technical Proposal**

1. Solution Architecture
2. Detailed Writeup for proposed Methodology for designing, building, Implementing, operating, maintaining, and supporting the Wi-Fi project
3. Proposed Bandwidth to cater the requirement of students and teachers for each college
4. Detail of security features to be incorporated.
5. Details of Helpdesk and SLA Management.
6. Bill of Material including detailed summary of active and passive component
7. Technical details of proposed Hardware/Software like Wi-Fi Controller, Wi-Fi Access Points, Wi-Fi management software, other related infrastructure etc.
8. Proposed implementation plan along with proposed time frame for execution of complete project.

### **H) BILL OF MATERIAL**

<b>S. No.</b>	<b>Item Description</b>	<b>No. of Access Points</b>	<b>Location</b>
1.	100 Mbps (1:1) Internet	20	DSPMU Campus
2.	100 Mbps (1:1) Internet	20	DSPMU Campus
3.	100 Mbps (1:1) Internet	20	DSPMU Campus

**Note:** Extra 10% Access Points may be deployed in the same plan if required.

### **I) EVALUATION PROCESS**

The evaluation process for the Solution will be a two-step process. The proposals will be evaluated based on the eligibility criteria as mentioned above. However, Bidder will also submit Presentation on following points. After this stage of evaluation Successful bidder will be selected based on lowest cost as per financial bid section J.

- i. Background of the Firm
- ii. Supply, installation and commissioning capabilities for the Project.
- iii. Technical Architecture and specifications for equipment's proposed
- iv. Experience in implementing the solution
- v. Implementation methodology



## **J) EOI SUBMISSIONS**

The offers should be made strictly as per the formats enclosed. (All documents should be filed and University may reject the proposal submitted on loose paper. The firm should bear all the costs associated with the preparation and submission of their proposal and University will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the process. Each Firm should submit no more than one EoI. Proposal submitted after the stipulated time will not be accepted.

- a. The EOI should be signed by any person duly authorized to bind the firm to the EOI. The signatory should give a declaration and through authenticated documentary evidence establish that the person is empowered to sign EOI documents and bind the Firm. All pages of the expression of interest documents except brochures if any are to be signed by the authorized signatory.
- b. The EOI should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the Firm. In such cases, the person/s signing the bid should initial such corrections.
- c. The offers submitted to University should not bear any corrections, alterations, over writings and additions in hand writing.
- d. The Firm is expected to examine all instructions, forms, terms and conditions and technical specifications in the EOI Documents. Failure to furnish all information required by the EOI Documents or submission of a bid not substantially responsive to the EOI Documents in every respect will be at the Firm's risk and may result rejection of the bid.
- e. No columns of the expression of interest should be left blank. Offers with insufficient Information and Offers which do not strictly comply with the stipulations given above, are liable for rejection. University may accept or reject, in full or in part, any or all the offers, without assigning any reason whatsoever.
- f. The expressions of interest will be opened in the presence of authorized representatives of the Firms.
- g. All responses should be in English language.
- h. All responses by the Firms to this Request for Expression of Interest document shall be binding on such Firms for a period of 180 days from the date of opening the EOI.
- i. University will not be responsible for any delay due to postal service or any other means.

- j. The offer should be submitted in sealed covers containing the response to the EOI super scribed with EOI Reference No & Name.
- k. There shall be no commercial bid to be provided as a response to the EOI.

## AMENDMENTS TO EOI

- a. Amendments to the EOI Document may be issued by Dr. Shyama Prasad Mukherjee University for any reason, whether at its own initiative or in response to a clarification requested by a prospective Firm, prior to the deadline for the submission of bids.
- b. The amendments will be posted on <http://www.dspmuranchi.ac.in/> website and will be binding on all the Firms.
- c. From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the EOI.

## K) PAYMENT TERMS AND CONDITIONS

1. **Payment Terms:** Payment will be on annual advance basis. Second- & Third-year advance payment will be done within 30 days from submission of demand note/invoice post any SLA adjustment if applicable.
2. Bidder will ensure that each location can be Go-Live within 45 Days from the date of issue of the work order and will take care of end-to-end deployment, O&M activities.
3. All SLA and regulatory & security parameters will be met by service provider on the basis of mentioned parameter. Monthly network tracking report will be shared from service provider for update on this parameter.

S. No.	SLA Parameter	Reporting Frequency
1.	Average monthly uptime > 98%	No Penalty
2.	Average monthly uptime >= 95% & < 98%	5% Deduction
3.	Average monthly uptime >= 90% & < 95%	10% Deduction
4.	Average monthly uptime >= 80% & < 90%	20% Deduction
5.	Average monthly uptime >= 60% & < 80%	50% Deduction
6.	Average monthly uptime < 60%	100% Deduction

4. **Force Majeure:** If at any time the performance in whole or in part under the contract is impacted by force majeure situation for example flood, earthquake, epidemic,



corona etc. the service provider shall not be liable for any penalty provided any such situation is notified to the DSPMU, Ranchi by us within 7 days of occurrence in writing or by mail.

5. Bidder will provide Network Operation Centre (NOC), Customer Support and necessary Reports.
6. Login Page and other interfaces can be customized as per the requirement of the User Organization/Department.
7. Single Point of Contact for both Wi-Fi system & Network shall be the bidder.
8. Escalation Matrix and Contact details shall be shared accordingly.
9. Bidder has its own built & Operated Tier-III Data Centre (DC & DR).
10. **Minimum Contract Period:** The minimum contract period would be for three years which can be extended on mutual agreement basis, subject to satisfactory performance.

**Work Permission for Cable laying at site/necessary Space/Pole etc./24\*7 Uninterrupted Power Supply at site for Equipment/AP, ensuring security of equipment at site shall be the responsibility of the DSPMU, Ranchi.**

## **L) FINANCIAL BID**

S. No.	Item Description	No. of Access Points	Cost per Year (in Rs.) without GST	Total cost for 3 years(in Rs.) without GST	Total Cost in word without GST
1.	100 Mbps (1:1) Internet	20			
2.	100 Mbps (1:1) Internet	20			
3.	100 Mbps (1:1) Internet	20			
<b>Total Cost without GST(S. No. 1+2+3)</b>					
<b>Total Cost with GST 18 % (S. No. 1 + 2 + 3)</b>					