



# Knowledge Consortium of Gujarat

Department of Education, Government of Gujarat

નં. કેસીજી/૨૦૧૮-૧૯/૧૨૨

તા. ૧૨/૦૫/૨૦૧૮

પ્રતિ,

આચાર્યશ્રી,

યાદી અનુસારની ટ્રસ્ટ/કોલેજો

ગુજરાત રાજ્ય

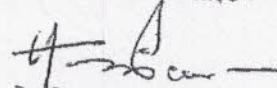
વિષય:- NAMO WIFI પ્રોજેક્ટની કામગીરી અંતર્ગત

શ્રીમાન/શ્રીમતી,

ઉપરોક્ત વિષયનાં અનુસંધાને જણાવવાનું કે, સરકારશ્રી દ્વારા ૧૧૦ P1ન્ટ ઇન એઇડ કોલેજોમાં નમો વાઈફાઈની સુવિધા ઉપલબ્ધ કરવાની કામગીરી કેસીજી, એડવાઈઝરશ્રી દ્વારા BSNLને સોંપવામાં આવેલ છે. જે અંતર્ગત આપની કોલેજનો આ પ્રોજેક્ટમાં સમાવેશ કરવામાં આવેલ છે. BSNLને આપવામાં આવેલ વર્ક ઓર્ડર આ સાથે બીડાણમાં સામેલ છે. જે અનુસાર સંસ્થા ટીક એક હોટ-સ્પોટ, આનુસંગિક હાર્ડવેર તથા ઇન્ટરનેટની લીઝ લાઈન સાથે 100 MBPS સ્પીડ પેટે પ્રથમ વર્ષે રૂ. ૩.૯૧ લાખ અને ત્યાર પછીના ચાર વર્ષ માટે ઇન્ટરનેટ લીઝ લાઈનના રૂ.૮.૬૪ લાખ મળી પાંચ વર્ષ માટે કુલ રૂ. ૧૨.૫૫ લાખના ખર્ચે NAMO-WIFIની સુવિધા આપની કોલેજમાં ઉપલબ્ધ કરાવવામાં આવશે.

કોલેજ કરવાની કામગીરી:

- ૧) આપની કોલેજમાં અનુકૂળ જગ્યા (i.e. કોરીડોર, ક્લાસરૂમ, લાઈબ્રેરી) પસંદ કરવાની રહેશે કે જ્યાંથી કોલેજના વિદ્યાર્થીઓ NAMO WIFIનો મહત્તમ ઉપયોગ કરી શકે. આ જગ્યાએ BSNL દ્વારા NAMO WIFIનું હોટસ્પોટ ઇન્ટોલ કરવામાં આવશે. સ્ટાફરૂમ કે પ્રિન્સીપાલ ઓફીસ જેવી જગ્યાએ નમો વાઈફાઈ ઇન્ટોલ કરવામાં નહીં આવે.
- ૨) ઉક્ત કામગીરીનાં ભાગરૂપે કોલેજ કક્ષાએ એક નોડલ ઓફિસરની નિયુક્તિ કરવાની રહેશે. આ નોડલ ઓફિસરના KYC ડોક્યુમેન્ટ્સ self-attested (પોતાની સહી) કરીને તાત્કાલિક કેસીજીને આ [namowifkcg@gmail.com](mailto:namowifkcg@gmail.com) ઈમેઈલ પર તેમજ ૦૨ હાર્ડ કોપી રૂપે કેસીજી ખાતે મોકલી આપવાના રહેશે. KYC ડોક્યુમેન્ટ્સમાં: ૧. આધારકાર્ડ ૨. મોબાઇલ નંબર મોકલવાના રહેશે.
- ૩) આ નોડલ ઓફિસરે કોલેજના તમામ અધ્યાપકો અને વિદ્યાર્થીઓના KYC ડોક્યુમેન્ટ્સના ભેગા કરી તેના આધારે અધ્યાપકો અને વિદ્યાર્થીઓના યુઝર આઈડી અને પાસવર્ડ જનરેટ કરવાના રહેશે. ઉપરાંત તેની સોફ્ટ કોપી કેસીજી કચેરી ખાતે મોકલવાની રહેશે.

  
પ્રો. એ.યુ.પટેલ 12-6-18

એડવાઈઝરશ્રી

કેસીજી, અમદાવાદ

નકલ રવાના:

મેનેજીંગ ટ્રસ્ટીશ્રી,

યાદી અનુસારની ટ્રસ્ટ/કોલેજો

Pragna Puram, Opp. PRL, Near L D College of Engineering, Ahmedabad-380 015.

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# Knowledge Consortium of Gujarat

Department of Education, Government of Gujarat

No. KCG/2018-19/ 889

Date: 06/06/2018

To,

General Manager (EB),

Bharat Sanchar Nigam Limited,

Ahmedabad Telecome District

Sub: Work order for Providing Wi-Fi services (Design, Built, and Operations & Management) in various Government Colleges and Universities.

Dear Sir,

With reference to the above-mentioned subject, we are pleased to award you the Work providing WiFi services (Design, Built, and Operations & Management) in various Government Colleges and Universities as mentioned in **Annexure A** for and on behalf of **Knowledge Consortium of Gujarat** at 110 Campuses across the state as per following unit rate:

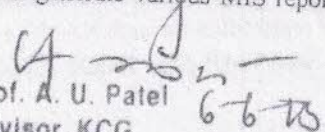
Unit Hot- Spot at one Building Location:

Access Points	ILL BW Mbps	Fixed CAPEX in RS.	Base ILL rate per annum in Rs.	Total For five years for 1 Hot spot in Rs.	Total WO Value for 5 years.
7	100	1,75,000/-	2,16,000/-	12,55,000/-	13,80,50,000/-

(Excluding Taxes)

### Terms & Conditions:

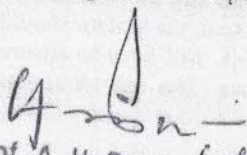
1. BSNL has to setup Wi-Fi infrastructure at 110 locations such as Government Educational Institutes, State Universities through deployment of wireless Access Point's (APs) for providing internet access.
2. The WiFi setup should cover classrooms, corridor, library, laboratories, common rooms etc., in each institute as decided by a committee headed by the principal and two student representative and a representative of faculty.
3. The execution shall be based on the service model wherein the BSNL will have to provide Wi-Fi Services through such Hotspots which shall include all required Hardware, software and internet bandwidth.
4. To monitor the services, BSNL will appoint a Third-party agency which shall monitor the day to day operations of the project, to enable the same, the BSNL will have to provide the access to its NMS with admin rights at the State Data Center to monitor, check and generate various MIS reports like quantum of traffic, Bandwidth availability & utilization etc.
5. Contract Period : Five Years
6. Design parameters:

  
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- d) For logging into the AP at client end, BSNL will make a mobile app (Android, ios, windows platform) to allow signing into the network through mobile app.
- e) It should allow customization like branding, Publication of information, payment options, user manual & FAQ etc. on captive portal/Mobile App throughout the contract period.
14. The WiFi solutions should be capable to categories the users, as and when required by the KCG.
15. The proposed solution should be capable of generating various MIS reports on a dashboard in graphical/ pictorial representation such as:
- No. of Users with details: IP details, MAC ID, Access Point, Channel Wise etc.
  - Internet Usage: User wise/ Access Point/ Location wise etc.
  - Total Bandwidth Available on each AP/Hotspot and its Usage
  - All Reports related to SLA & project Monitoring.
  - Change management reports: Configuration, firmware, patches, upgrades etc.
  - Data usage and billing details
  - Geography based grouping of all the reports i.e. Per Hotspot, Per City, Per Zone, Per District, Per Cluster, State etc.
  - Any other reports that may be required from time to time
16. Proposed wireless solution is intended to provide 24x7 wireless Internet access at all Site(s).
17. The BSNL is responsible to ensure that the device is protected against any electrical surge/spikes. In order to achieve the same BSNL may install surge protector, have earthing, etc. if required.
18. **Internet Bandwidth Provisioning:**
- Internet bandwidth is to be provided as per the Annexure A
  - The solution must be designed by the BSNL in such a way that the user gets download internet speed of at least thrice than the Upload Speed.
  - The bandwidth provided in annexure refers to the download bandwidth.
  - Last Mile:** The internet Bandwidth has to be provided on fibre only.
  - The Third-party agency appointed by the KCG/GIL will randomly check the availability of the required bandwidth at any of the institute, in case if it is found to be less than the ordered bandwidth more than 3 times in any Quarter, the KCG may terminate the contract and forfeit the PBG.
19. Proposed wireless solution should conform to applicable WPC regulations for use of license-free spectrums in terms of EIRP. A declaration to this effect must be submitted which must be supplemented by periodic compliance reports during the project period.
20. The number of Site/locations mentioned in this RFP may increase during the duration of the project, therefore for the future orders, the BSNL may supply Access Points of any make and model from the OEM featured in Gartner Magic Quadrant for wired and wireless LAN, 2016 complying to the technical specification of the RFP at the discovered prices only. The BSNL shall adhere to all the technical as well as commercial terms irrespective of the location of the Site.
21. The BSNL will have to carry out an initial assessment of the site locations. The tentative list of locations is mentioned in **Annexure A**.
- BSNL will survey different locations of NAMO Wi Fi Project and maintain the **Annexure B**.
22. **Wi-Fi Zone Signage's:** The BSNL will have to provide and install and maintain Wi-Fi Hotspot/ Zone Signage/Banner at each AP/Hotspot as the case may be confirming minimum specifications mentioned below:

  
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- mobile number and email. SMS push to the telecom service provider should happen in less than 5 seconds.
- d) The solution should have integrated security capabilities such as content filtering, blocking of malicious attacks, etc. to provide security to the overall network infrastructure.
  - e) Solution should allow policy level blocking i.e. initial policies to begin with should be to block pornography, torrents, pirated, poker/casino related website and contents.

#### 24.3 Role and Responsibilities

##### Of BSNL

- a) End-to-End creation of Wi-Fi Infrastructure Design, Supply, Installation, testing, Commissioning and O&M of the WiFi solution
- b) Detailed Survey/feasibility study report
- c) Provisioning of Internet Bandwidth at all the Institutes
- d) Provisioning of required and necessary manpower for The running of the project
- e) Obtain necessary clearances/ approvals from appropriate authorities
- f) Provisioning of WLAN Controller, User management system, SMS & Payment Gateway and other required infrastructure
- g) Adherence to the regulatory requirements like keeping log of end user of Wi-Fi services
- h) Adherence and compliance to the defined SLA, Submission of MIS reports.
- i) Providing dashboard for the network monitoring and real-time status of the project.

##### Of KCG

- a) To provide the requisite access permission, space and raw power to the BSNL for installation of equipment's at site location's.
- b) Approval of feasibility study report for implementation of Wi-Fi infrastructure
- c) Payment to successful BSNL as per the payment schedule
- d) To help and coordinate with The BSNL to obtain necessary clearances/approvals from appropriate authorities
- e) KCG shall have exclusive right to monitor entire work done by BSNL to check quality of work, material etc. In case if required KCG will issue instructions to improve or correct deficiency in work completed.

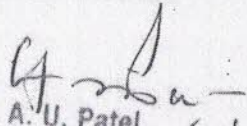
#### 24.4 Deliverables:

##### Wi-Fi Infrastructure:

- a) The BSNL shall provide an end-to-end solution including Design, built, operate and maintain all Infrastructures related to the provisioning of the Wi-Fi services under the project.
- b) The KCG shall not pay any extra cost for any other component/service required for successful running of the proposed solution other than those mentioned in the Work order.
- c) The Overall Ownership of the field assets (Access Point's, Switch, Router, UPS etc.) shall remain with the KCG even after the project completion.
- d) In case of default/un-timely exit, the KCG may appoint/bring onboard another agency for the completion of the project.

##### Standards and policies:

- a) The BSNL shall ensure a secure Internet connection and access through OTP to all the subscribers with centralized authentication mechanism.

  
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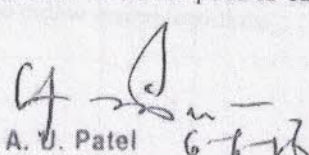
- the NMS has to be provided to the KCG with full admin Rights for monitoring of the Wi-Fi Infrastructure
- ii. The NMS system shall be configured to automatically discover all manageable elements through IP/SNMP at regular intervals in order to determine their status and working
  - iii. System generated Reports by NMS:
    - o Network Device Performance Report.
    - o New Location Connectivity Report
    - o Location wise Asset Report
    - o Network and Bandwidth Utilization Report (s)
    - o Successful BSNL would generate and provide Reports as stated above periodically. BSNL shall also be under obligation to provide any other reports as asked by the KCG or its user departments.

**Manpower Requirement:**

BSNL will make available the following manpower. The minimum requirement of manpower, their qualification and responsibility of each resource is given below:

S/N	Designation	Nos	Locations	Educational Qualification	Professional Qualification
1	Project Manager	1	KCG Ahmedabad	BE/ B. Tech (EC/CS/IT) / MCA/MBA	Minimum 8-10 years of experience with handling and managing Large scale WAN/MAN/Wi-Fi Project having Min 50 multiple locations as a Project Manager
2	Network Cum Operation Manager	1	KCG Ahmedabad	BE/ B. Tech (EC/CS/IT) / MCA	Minimum 5 years of experience with handling operations and managing Large scale WAN/MAN/Wi-Fi Project
3	Call Center Coordinator	1	KCG, Ahmedabad	Graduate (10+2+3)	Minimum 2 years of experience of helpdesk/call center in client interaction and Liaisoning and coordination's role

- a) The BSNL has to ensure that appropriate qualified manpower with requisite skill sets is deputed at the locations defined in the above table. The BSNL shall depute the resources as per the requirements for carrying out the O&M Activity and maintaining the SLA.
- b) This is minimum indicative list of resources and based on actual requirements, the BSNL may deploy any number of resources to meet the SLA. The KCG shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the BSNL is required to provide the alternative personnel with same or higher technical capabilities of the non-available personnel.
- c) The BSNL shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs / charges in connection thereof.
- d) The BSNL shall provide and deploy "dedicated on site manpower" for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.
- e) The BSNL shall maintain backup personnel and shall promptly provide replacement of every person removed pursuant to this section with an equally competent substitute from the pool of backup personnel

  
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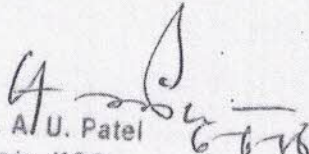
25. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges. Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. Quoted prices shall be without VAT. The BSNL will have to supply/provide goods with an Invoice from a place located within State of Gujarat
26. The BSNL should provide Bill of Material with installation and setup charges, (exclusive of taxes). Any arithmetical errors in these calculations will be on BSNLs account.
27. Offered price is exclusive of GST as applicable.
28. **Contract Period:** The contract will be valid for a period of 5 Years. KCG may consider extending the contract on completion of 5 years for further duration of 2 years based on the performance of the BSNL with no upward revision in the prices.
29. The contract Performance guarantee has to be submitted within 15 calendar days of receipt of Work Order. The Performance Bank guarantee shall be equal to 10% of the contract value valid for duration of 180 days beyond the expiry of contract. The Performance Guarantee shall be discharged by KCG and returned to the BSNL within 30 calendar days from the date of expiry of the Performance Bank Guarantee.
30. The KCG right to vary requirements at time of award: KCG reserves the right at the time of award to decrease (max 10%) or increase quantity for the requirements originally specified in the document without any change in rate or other terms and conditions.
31. Termination Clause:

KCG reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 30 days' notice in writing if: -

- a) The BSNL becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings;
- b) In case BSNL finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project;
- c) In case the BSNL fails to deliver the required services as per the scope of work within the prescribed time lines defined in this RFP and extension granted, if any. In such scenario, KCG reserves the right to procure the same from other channels at the risk, cost and responsibility of the selected agency.

BSNL reserves the right to suspend any of the Services and/or terminate the Agreement at any time with 30 days' notice if the payment due to the BSNL for the services rendered is due for more than 2 (two) consecutive quarters.

- a) Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default, and give the other party an opportunity to correct the default.
- b) Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.
- c) During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavor to remedy the default which gave rise to the commencement of such notice period.
- d) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

  
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34. Penalty Clause:

**PENALTY FOR DELAY**

Activity	Timeline	Penalty
Delay in Installation, Commissioning and Go-Live of Institutes	As per clause no. 24(VI) of this work order	2.5% of Contract value of delayed item per week or part thereof for delay in delivery (Delay beyond 4 weeks, KCG may terminate the contract and Forfeit the PBG):

Note: Maximum Penalty cap of 20% of contract value for Penalty for Delay.

BSNL shall be paid Quarterly Payment (QP) as per the services provided to KCG. The overall penalty would be generally capped at 20% of QP amount and will be recovered against the quarterly payment invoice submitted by the selected agency. Availability will be calculated on a quarterly basis.

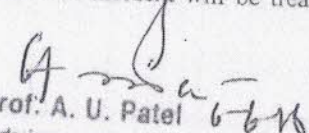
S/n	Activity	Target	Penalty
1	Availability of Wi-Fi Services	99%	a) 99% or Better = NIL b) 98.99% to 98.50% = 3.0% of QP c) 98.49% to 97.00% = 7.5% of QP d) less than 97% = 20.0% of QP
2	Successful Generation of OTP and user authentication	Per 1000 Instance of Failure	a) Less than 1000 = NIL b) 1001-2000 = 0.25% of QP c) 2001-3000 = 0.50% of QP d) Greater than 3001 = 0.75% of QP

If the KCG fails to provide space and related clearances to carry out the job as per the agreement terms, as a result of which the installation of the equipment is delayed and The Bidder is not able to adhere to the schedule for completing the Acceptance Tests. Delay solely on account on above will not be included while ascertaining actual delay.

**PENALTY FOR DELAY IN REPAIR/REPLACEMENT OF FAULTY MATERIAL:**

The Bidder shall be responsible for repair/ replace all faulty material within the shortest possible time thus ensuring minimum downtime.

- i. The Bidder shall be responsible for maintaining the desired performance and availability of the system/services. Successful Bidder should ensure the prompt service support for the entire project duration. If any complain is made or auto alarm/instances is generated by the system for non-availability of the items., then it has to resolved within 48 hours from the time of complaint raised/auto alarm or instance generated by the system/NMS.
- ii. The Downtime/service failure shall mean "AP not having a connection during the cycle of 2 Hours any time during the day time i.e. from 8 AM to 10 PM)
- iii. Natural Calamity: if there are more than 5 locations are effected at the same time in a City or more than 10 locations are effected at the same time in a district, such an incident will be treated as

  
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37. Third-Party Agency

GIL or any other Third Party agency appointed by KCG for IT Infrastructure projects, would monitor the project during implementation, commissioning and operation. The Third Party will also conduct required Final Acceptance Test as per the technical requirement of the Agreement and will issue the Certificate of Completion of the proposed Site(s). Third Party Agency will verify the services provided by The BSNL under the agreement. The BSNL will have to co-operate with such Third-Party agency or its representatives during the entire contract duration.

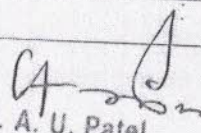
38. Fraudulent and Corrupt Practice

- a) Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among BSNLs (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the KCG of the benefits of free and open competition.
- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.
- c) KCG will reject a proposal for award and may forfeit the Performance Bank Guarantee if it determines that the BSNL recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

39. MIS Report

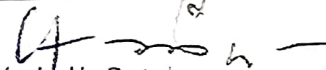
BSNL is required to submit/enable the access to various MIS reports in electronic form and over the email to KCG in support of SLA compliance along with its quarterly invoice and as and when asked by the KCG. Following is the minimum indicative list of types of MIS reports to be submitted by BSNL:

Slr	Activity	Periodicity
1.	Internet Bandwidth Available at each Institute	Daily
2.	Bandwidth utilization: Per AP and Per Hotspot wise, Total City & State wise	
3.	Total No. of users connected: Per AP and Per Hotspot wise, Total City & State wise	
4.	Availability of Access Points	
5.	Ageing Report of issues/Complaints/Incidents	
6.	Bandwidth Utilization over last 7 days: Per AP and Per Institute wise, Total City & State wise	Weekly
7.	SLA compliance reports	Quarterly
8.	Preventive maintenance reports	
9.	Configuration change reports	
10.	Inventory reports	
11.	Group and location/site wise service utilization and Uptime Report	
12.	Link Availability, Downtime, Usage/Utilisation, Fault & rectification, Performance statistics-AP & Network both, Log of Network parameters along with Service downtime and % uptime achieved	
13.	Any other reports- As and when required by KCG	

  
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**Annexure A**  
**LIST OF INSTITUTES WHERE WIFI HOTSPOT TO BE IMPLEMENTED**

Sr. No.	College Name	University	No. of Access Points	No. of Hotspot
1	Faculty Of Engg. & Tech Maharaja Sayajirao University Of Baroda, Vadodara	MSU	7	1
2	D N P Arts & Commerce College	HNGU, Patan	7	1
3	Sadguru Mahila Homesci.& M.J.K.Eng. Medium Mahila Commerce & B.B.A. College-Rajkot	SU, Rajkot	7	1
4	J. Z. Shah Arts & H. P. Desai Commerce College	VNSGU	7	1
5	Shri & Smt P K Kotawala Arts College, Patan	HNGU, Patan	7	1
6	Rrm College Of Sci & Clp College Of Commerce	HNGU, Patan	7	1
7	M B Patel Science College, Anand	SPU, Vvnagar	7	1
8	Shree S S Mehta Arts & M M Patel Commerce College	HNGU, Patan	7	1
9	Municipal Arts & Urban Bank Science College	HNGU, Patan	7	1
10	Virani Sci. & Shri Yogiji Maharaj Arts, Commerce & Science - Rajkot	SU, Rajkot	7	1
11	Mahamandleshwar Shri Krishnanandji College Of Commerce	VNSGU	7	1
12	Shree Trikamjibhai Chatwani Arts & J V Gokal Trust Commerce College - Radhanpur	HNGU, Patan	7	1
13	Tolani Commerce College	KSKVKU, Kachchh	7	1

  
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49	Shri P. N. Pandya Arts, Shri M. P. Pandya Science & D. P. Pandya Commerce College	SGGU	7	1
50	Shri Jyendrapuri Arts & Science College	VNSGU	7	1
51	Sir P.T. Science College Modasa	HNGU, Patan	7	1
52	Birla Vishvakarma Maha Vidhyalaya(Gia), V.V.Nagar 007	GTU	7	1
53	R. H. Patel Arts & Comm. College	GU, Ahmedabad	7	1
54	Cp Patel & Fh Shah Commerce College, Anand	SPU, Vvnagar	7	1
55	J.J.Kundaliya Commerce College-Rajkot	SU, Rajkot	7	1
56	Shri J S Bhakta And Shri K M Bhakta Arts And Shri A N Shah Science And Shri N F Shah Commerce College	VNSGU	7	1
57	Shri B P B Arts & M H Guru Commerce College	HNGU, Patan	7	1
58	Shri Morarji Ranchhodji Desai Arts College	VNSGU	7	1
59	Muni.Mahila Arts & Comm. & Homesci College, Gondal	SU, Rajkot	7	1
60	Bhavan's R. A. College Of Arts & Commerce	GU, Ahmedabad	7	1
61	G.K.& C.K.Boshimiya Arts & Comm.Jetpur	SU, Rajkot	7	1
62	Sheth T. C. Kapadia Arts & Commerce College	SGGU	7	1
63	Shri S.K Shah & Shri Krishna O M Arts Colege	HNGU, Patan	7	1
64	K.K.Parekh Comm.. College -Amreli	SU, Rajkot	7	1

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