



# REQUEST FOR QUOTATION (RFQ)

RFQ #: L&I-WF01/23	TO BE SUBMITTED TO: Kouga Windfarm Community Development Trust (KWFCDT) ON EMAIL BELOW
DATE REQUESTED: 06/10/2023	
CLOSING DATE: 21/10/2023 BY 12H00	<a href="mailto:INFO@KWFTRUST.CO.ZA">INFO@KWFTRUST.CO.ZA</a>
<b>PROJECT: Wi-Fi CONNECTIVITY</b>	<b>OPERATE AND MAINTAIN A COMMUNITY Wi-Fi INFRASTRUCTURE</b>
PERIOD FOR WHICH QUOTATION IS REQUIRED TO REMAIN OPEN FOR ACCEPTANCE	120 Days

**RFQ DESCRIPTION****1. PURPOSE**

The purpose of this Request for Quotation (RFQ) is to invite suitable service providers to quote on delivering an operations and maintenance service to Kouga Wind Farm Community Development Trust. This is a recently built Wi-Fi backbone platform currently in operation and at the stage of being handed over by the infrastructure engineers. This forms part of the Trust's objective to provide free Wi-Fi connectivity for the four beneficiary communities in the Kouga Local Municipality named below.

**2. BACKGROUND**

The Kouga Wind Farm Community Development Trust (KWFCDT) was founded by the investors of Kouga Wind Farm, a renewable energy project based in Oysterbay, as a part of the latter's commitment to community development in its beneficiary communities.

KWFCDT is guided by its vision, mission statement and trust deed in its pursuance of meaningful development within the communities it serves, namely, Umzamoewethu, Sea Vista, KwaNomzamo, and Kruisfontein.

**SCOPE OF WORK**

Experienced service providers are required to submit detailed quotations with the minimum specifications as provided. Where any wording in specifications alludes to a specific brand, the equivalent of such specification may be accepted. The onus is on the service provider to provide proof of equivalence and compliance with the specifications provided.

**2.1 Operation and Maintenance:** Ensure the day-to-day operation and maintenance of the Wi-Fi infrastructure, including hardware and software components on an initial one (1) year contract renewable on satisfactory performance.

**2.2 Expand Coverage:** Ensure all beneficiary communities receive adequate internet coverage.

**2.3 Internet Connectivity:** Provide reliable acceptable speed internet connectivity to the beneficiary communities:

- a. A single common SSID for access to the wireless zone should be maintained.
- b. All Access Points should be centrally managed.
- c. The Wi-Fi Zone should allow Wi-Fi enabled devices to connect via multiple hotspots securely.
- d. Ensure the Wi-Fi zone should support a minimum of 2000 devices for each KWFCDT community.
- e. Ensure the Wi-Fi zone should cater for a minimum of 200 clients/devices simultaneously whilst ensuring the following performance:
  - 10 Mbps download speed.
  - 4 Mbs upload speed.

**2.4 User Support:** Offer technical support and assistance to users in the beneficiary communities. In case of a technical problem, it is expected that the Supplier will include in their proposal the following information and ensure compliance with it:

- a. The Capability to Support the Wi-Fi zone during the following cases:
  - I. Typical Working Hours (TWH - Monday to Friday 09.00-17.00, excluding public holidays);

II. Extended Working Hours (EWH - Monday to Friday 17.00-20.00, excluding public holidays);

III. Weekends and Public Holidays (WPH); required only in case of serious problems, that seriously affect the community operations, migrations, or upgrades.

b. Describe a support structure (ServiceDesk) in-house, engineer qualifications and escalation path.

c. Capability to support the relevant systems remotely, and physically.

d. The commercial offer from supplier shall include the cost per hour, for remote support and on-premises support.

**2.5 Network Security:** Implement robust security measures to protect the network and users' data.

**2.6 Capped Internet Access:** Implement and manage a system for capping and monitoring internet usage within the defined limits of 500mb per day.

**2.7 Monitoring and Reporting:** Regularly monitor the performance of the Wi-Fi network and provide reports to KWFCDT on a weekly basis.

**2.8 Penalties applicable to non-performance of KPIs.**

### 3. Deliverables and Key Performance Indicators (KPIs)

3.1 Monthly uptime of the Wi-Fi network exceeding a specified amount @ 99%

3.2 Reliable and high-speed internet access to beneficiary communities (200Mbps). Additionally, the SP should provide of software applications that will fulfil the following role:

a. Track and monitor usage of each individual connection to the network.

b. Track and monitor simultaneous connections to the wireless zone and each individual access point and monitor download & upload speeds.

c. Monitor the load on each access point.

d. Limit each individual connection by time or data consumed the connection should be able to reconnect as user request.

e. Ensure Clients/Users are presented with Terms of Service (ToS) before making use of the Internet service.

f. Content filtering (e.g., filtering of adult content);

g. All software's & licensing required to setup and operate the wireless zone.

3.3 Timely resolution of technical issues and user complaints. The following KPIs will apply in case of corrective action, response to technical problem:

a. Response time via telephone support and/or remote connection: 1 hour for TWH or 1h30min for EWH for initial assessment.

b. On-site maintenance: 24 to 48 hours of call being logged.

c. Equipment replacement: 24 hours.

3.4 Penalties: in case of not achieving the Repair time the Supplier will pay the relevant penalty per working hour (Monday to Friday, 09:00 to 17:00, excluding holidays) until all is restored as defined above.

3.5 Implementation and management of a fair usage policy to ensure equitable access to the Wi-Fi network while complying with the POPIA.

3.6 Installation of an effective firewall to limit access to illicit websites. The Wi-Fi zone should allow for all KWFCDT approved content and material, whilst blocking any viruses, malware and inappropriate content (e.g., adult content); Ensure uncapped access to educational websites.

3.7 Quarterly performance reports including network statistics, user engagement, and customer satisfaction. For Monitoring, reporting & communications purposes the supplier will produce reports monthly to KWFCDT on progress made in the support and maintenance of the Free Wi-Fi Programme. Each report shall be composed of different sections covering the below:

- a. General overview of the project
- b. Calls logged and Resolution statistics.
- c. General health of wi-fi infrastructure
- d. Tracking for the mobile usage of the Free Wi-Fi for each user
- e. Monitoring the most popular portals accessed
- f. The number of logins per month and the demographics of the users
- g. Feedback from the users on the benefits and unintended consequences of the projects and the difference it has brought into their individual lives.

3.7 Proactive Technical Support: The Supplier shall offer the following proactive support services; a service report with the performed tasks and outcomes shall be delivered and signed at the end of the procedure:

- a. Quarterly review of hardware health and ensure that no alerts or failed parts are present. The supplier proposal shall define these tests.
- b. Quarterly review and check for security of the network.
- c. Quarterly review of the proper usage of data.

#### 4. Selection criteria

The KWFCDT has a rigorous evaluation criterion that it applies to all proposals received for funding which it will apply to this RFQ but in addition the following will be considered:

- Proven experience in managing and operating community Wi-Fi networks.
- Technical expertise in network management and security.
- Proven ability to provide reliable and high-speed internet connectivity.
- Financial stability and ability to sustain the project.
- Understanding of community development and engagement.
- BBBEE compliance
- Local capacity building approach will be advantageous.

5. **Disclaimer:** while the contract is for a duration of one (1) year renewable, the KWFCDT reserves the right not to renew it should a new model be deemed necessary by the Trust.

Contacts for enquiries: [info@kwftrust.co.za](mailto:info@kwftrust.co.za) and closing date and time for enquiries is 10h00 21/10/2023.

ATTACHMENTS:	
SUBMITTED BY: [NAME, TITLE, COMPANY]	
<b>RESPONSE TO RFQ</b>	
RESPONSE BY: [NAME, TITLE, COMPANY]	DATE: