

Wairarapa Smart Region Incorporated

Request for Information

Whole of Community Broadband Network Service for Wairarapa



July 2002

OVERVIEW

1. Objective

The major objective of Wairarapa Smart Region Incorporated (WSRI) is "to facilitate and encourage the take-up and usage of information and communication technology for the greater Wairarapa Region.

The purpose of this RFI is to seek registrations of interest from Providers who wish to participate in the supply of a "whole of community" broadband network service throughout the Wairarapa region.

The WSRI wishes to initially ensure all schools and educational facilities, local territorial authorities, hospitals and medical services and farms throughout the community are capable of connecting through a broadband network. We envisage that the network will be created with the capability to be extended to allow any Wairarapa resident the possibility of broadband access within a period of 2 to 3 years.

This document is not an offer to supply services to any specific customer.

2. Background

The WSRI has been meeting for more than 12 months, and has undertaken surveys to assess regional demand, with the results available at www.ewairarapa.com/pdfs/index.html

Part of the WSRI project has been advice and advocacy with Industry New Zealand, the Ministry of Economic Development, and elected Government representatives.

The WSRI believes that broadband solutions for the region may involve some form of public and private ownership model, and definitely will require any selected Provider to show a strong commitment to the local community.

Some broadband deployment has already occurred within the region, mostly concentrated within Masterton, especially to schools, by a local ISP offering wireless technologies, and through several suppliers using Jetstream/ADSL.

3. The Region

The Wairarapa Region includes four Territorial Local Authorities, namely the Tararua, Masterton, Carterton and South Wairarapa District Councils.

This area is bounded by Norsewood to Herbertville in the north, the Ruahine and Tararua Ranges to the west, the Pacific coast to the east and Palliser Bay to the south.

This area includes a main valley plain containing most of the towns and therefore most of the population, but also steeper hill country outside of this main valley, the hills containing small pockets of

population and more scattered farms. The valley system, includes the towns of Norsewood, Dannevirke, Woodville, Pahiatua, Eketahuna, Masterton, Carterton, Greytown and Featherston. Martinborough township lies east of the main valley system.

Beach settlements occur at Herbertville, Akitio, Castlepoint, Riversdale, Flatpoint, Tora, Lake Ferry and Ngawi.

There are a numerous small villages and many farms that are geographically isolated.

4. Acknowledgement

The WSRI gratefully acknowledges the support of Venture Southland in the preparation of this RFI.

General Specifications

1. Responding to RFI

In responding to this RFI the Provider acknowledges that both the General and Technical Specifications referred to within this document have been read and understood.

2. Proposal Contents

Providers shall outline the technology they propose using, with some broad estimates or indications of costs, both for the provision of infrastructure, and ongoing user charges, and a draft rollout timetable.

Each Provider shall:

- (a) complete the Cover Sheet as set out in Schedule 1.
- (b) make suggestions of possible solutions to the questions included in the Technical Specification.
- (c) provide the outline of a draft contract which, without limiting the scope of the Provider's Proposal, demonstrates the terms on which the Provider delivers, supports and maintains similar services, and represents terms on which the Provider is prepared to contract for the whole of community broadband network services with WSRI.
- (d) demonstrate competence by describing staffing resources, similar projects undertaken and/or service provision, and scheduling customers who have purchased similar solutions from the Provider along with details of the solution(s) provided.
- (e) any other information the Provider feels may be useful to WSRI in evaluating its Proposal.

3. Evaluation of Proposals

Selection of a shortlist of Providers to participate in an RFP process will be determined by how well the Providers' proposal matches the requirements outlined in the Technical Specification. The criteria listed below will be considered by WSRI in assessing Proposals. The criteria are not ranked in any particular order:

- (a) The technical, operational and financial resources of the Provider.
- (b) The fit of the information supplied with the Project PROBE requirements.
- (c) The capital re-investment strategy set out by the Provider, in particular with respect to upgrading and augmenting the proposed technology deployment.
- (d) Previous experience.
- (e) The technology to be deployed.
- (f) Guaranteed service quality, including bandwidth, reliability and support.

- (g) Ability to manage the service, including subscriber bandwidth use.
- (h) The ability to subsequently increase bandwidth and provide features to subscribers.
- (i) The extent to which the "Whole of Community" concept is endorsed.
- (j) Billing regime.
- (k) Pricing.
- (l) Commercial viability.
- (m) Warranty.

4. Timetable

It is expected that the delivery of Service will be completely operational by 2004. Key dates in this RFI process are shown in Table 1 below. At the discretion of WSRI these dates may be altered.

	Activity	Timing
1.	Distribution of RFI to potential Providers	20 July 2002
2.	RFI close-off date	4 pm 16 August 2002
3.	Shortlist selection for RFP	by 31 August 2002
4.	RFP closes	27 September 2002
5.	Provider presentations	7 - 11 October 2002
6.	Initial recommendation	18 October 2002
7.	Proof of concept period	21 October - 30 November 2002
8.	Final recommendation	6 December 2002

Table 1. Wairarapa RFI timetable

5. Definitions

In this RFI the following words have these meanings:

Provider - each person or persons (whether corporate or not) who submits a proposal, or forms part of a joint proposal, in accordance with these terms and conditions.

Closing Date - the date and time specified in the RFI as the last day and time for submission of proposals, or any extension to that date and time given by WSRI in its sole discretion.

Proposal - The response to this RFI by the Provider proposing service.

RFI - all documents relating to this Request for Information for the Whole of Community Broadband Network Service, including the covering letter and executive summary.

Service - whole of community broadband network service as described in this RFI.

Subscriber - a user subscribing to the broadband network service.

Wairarapa Smart Region Incorporated (WSRI). - a group comprising broad community representation seeking to enable broadband network services to the entire Wairarapa region as part of its overall objectives.

6. Point of Contact

All communication with respect to this RFI shall be referred to either:

Geoff Copps
Coordinator
Go Wairarapa
110 Dixon Street
PO Box 674
Masterton

Phone: (06) 378 8010
Fax: (06) 378 8451
Email: mbe@wairarapa.gen.nz

Peter McNeur
Community Education
Wairarapa REAP
340 Queen Street
P.O. Box 442
Masterton

Phone: (06) 377 1379
Fax: (06) 377 1378
Email: peter.mcneur@waireap.org.nz

Providers seeking clarification of any matter addressed in the RFI may request in writing from the WSRI contacts above, who will be obliged to provide answers in writing. Where WSRI considers it appropriate, WSRI may provide any response to all Providers, with such responses forming part of the RFI.

Upon receipt of this RFI, Providers intending to submit a Proposal shall return to the WSRI's contact - the Providers Contact Person contact details. This shall be provided in both written and email form. Responses by WSRI to clarification and explanation notices issued prior to receipt of contact details cannot be guaranteed.

Any canvassing, lobbying or otherwise seeking support of WSRI personnel or agents will entitle WSRI to exclude that Provider's proposal from consideration.

7. Format and Number of Copies

To enable WSRI to evaluate all the replies fairly and completely, each Provider shall complete and send their Proposal to WSRI as one submission.

It is suggested that Providers provide a Covering Letter and an Executive Summary with their Proposal which briefly explains the Proposal.

Providers are asked to provide the following number and types of copies of their Proposal:

- (a) Six copies on single sided A4 paper. The use of colour should be avoided if possible.
- (b) One copy on a virus scanned IBM compatible format 3.5" diskette, or CD-ROM. Files shall be in Microsoft Word and Microsoft Excel format, as applicable.
- (c) Providers shall sign and date hard copy information they send.
- (d) Any additional information or supporting documents, such as brochures and technical specifications should be added in the form of appendices.

8. Lodgement of proposal

Proposals are to be either mailed or delivered to:

Geoff Copps
Wairarapa Smart Region Incorporated
110 Dixon Street
PO Box 674
Masterton

9. Closing Date

The deadline for lodgement of Proposals is **4:00 pm, Friday 16 August 2002.**

It is the responsibility of the Provider to ensure the Proposal is lodged before the closing time. Proposals lodged after the stipulated closing time will be deemed late, and may not be accepted. WSRI reserves the right to extend the deadline for Proposals and subsequent deadlines and will notify all Providers of any extension if so granted.

10. Evaluation

WSRI reserves the right to use whatever method it deems appropriate to evaluate the Proposals.

11. No Offer to Contract

This RFI is not an offer to contract by WSRI It is an invitation to provide detailed information to enable WSRI to make a decision on whether, or how best to proceed with a whole of community broadband network solution. No Provider is obliged to respond to this RFI or participate in the evaluation or RFP process. No contractual obligation will arise until a properly authorised contract has been documented and signed between the Provider(s) and WSRI.

12. RFI Process

WSRI may decide to proceed with the whole or any part of any Proposal and reserves the right to obtain any of the nominated products and services from any party, whether or not that party has submitted a Proposal.

WSRI, without any explanation:

- (a) may proceed with any one or more preferred Providers and/or network service providers for further negotiations;
- (b) may proceed with any number of Proposals for any single item;
- (c) need not proceed with the lowest cost Proposal;
- (d) need not proceed with any Proposal;
- (e) may re-advertise for Proposals;
- (f) may consider any alternative or non-conforming Proposal;
- (g) may waive any minor irregularities or informalities in this RFI process;

- (h) may amend the RFI or any associated documents by the issue of a written amendment notice to all or any Providers;
- (i) may at any time request supplementary information or clarification of any Provider's Proposal; and
- (j) may do any other act or thing WSRI thinks necessary in relation to this RFI.

WSRI reserves the right not to proceed with the whole or any part of any Proposal. WSRI reserves the right to proceed to final selection with or without any further detailed evaluations. Where a part of the proposal is selected for further negotiation, all the conditions of the RFI will still apply.

13. Provider's Proposal

The Provider's Proposal, and any amendments to it, may become part of the contractual agreement between WSRI and the selected Provider.

14. Period of Validity

All submitted Proposals and accompanying documentation shall remain valid for a minimum period of twelve (12) months from the closing date of the RFI.

15. Costs of Proposal

All costs associated with the preparation of Proposals, including costs arising from the evaluation process such as demonstrations and site visits, shall be met by the Provider.

16. Liability

The Provider agrees that WSRI, and anyone that WSRI is responsible for, is not liable to the Provider at law, by statute, in equity or otherwise for any loss, damage or injury incurred by the Provider arising directly or indirectly from the relationship, if any, created between the Provider and WSRI by the RFI process.

WSRI makes no representation, gives no warranty and, to the maximum extent permitted by law, have no liability to the Provider as to the accuracy or sufficiency of the RFI.

17. Ownership of Proposal

All Proposals and accompanying documentation will become the property of WSRI.

18. Investigations

The Provider is responsible for carrying out all investigations the Provider considers necessary before submitting its Proposal.

19. Information

Except to the extent required by law, WSRI may withhold any information from any person for any reason and will not be responsible or liable (in contract or tort, including negligence or otherwise) to any person in relation to any information.

20. Errors

WSRI is under no obligation to check any Proposal for errors. If a Proposal contains any error and WSRI becomes aware of the error then WSRI may draw the error to the Provider's attention.

21. Consortiums

It is recognised that the Proposals may be a combination of products and services on a consortium basis from more than one Provider. These are acceptable but shall be submitted as one Proposal.

22. Public Statements

Providers shall not be permitted to make any public statement without prior written approval from the Contact Person for WSRI.

Technical Specification

1. Scope

WSRI wishes to encourage a "whole of community" broadband network service throughout the Wairarapa region. In the first instance service is to be provided to local territorial authority sites, schools and farming sector subscribers distributed throughout the region, businesses and residences, and other special sites, as set out in Schedule 2.

WSRI or its agent(s) will also encourage further subscribers to enhance the economic viability of the service in the region.

2. Resources for Providers

Providers are referred to the report prepared by WSRI, as a resource to assist in bid preparation. This is available on www.ewairarapa.com/pdfs/index.html

3. Whole of Community

The Service offered must be capable of providing broadband network service to all potential subscribers in the region that have road access. Service connection fees and fault repair costs shall be distance independent to subscribers.

4. Management Structure

Providers should indicate a preferred management structure for the service. Attention is drawn to page 60 of Venture Southland's "Blazing A Trail To the Information Highway".

5. Regional commitment

Providers are expected to establish local offices in the region and shall outline the expected numbers, skill types and locations of their and/or their contractors' employees to be deployed in Wairarapa to establish and operate the Service.

Providers shall outline the education and training effort they anticipate would be undertaken within the region for staff development.

6. Implementation

Providers shall provide a potential timetable for the roll-out of Service into Wairarapa.

7. Technology proposed

Providers shall describe the technology proposed, including Subscriber network equipment, data protocols supported, and network topology including radio sites if used.

The network shall include redundancy where applicable.

Where wireless technology is proposed, Providers are to specify the frequency band(s) to be used. If unlicensed bands are to be used, precautions against, and remediation of interference are to be stated. Leasees of licensed bands to be used shall be listed together with the duration of the lease.

Providers are advised that WSRI is presently negotiating for management of blocks 1 and 2 of the 3.4 - 3.6 GHz band for potential use by the successful Provider in Wairarapa, should it be required.

8. Standards

The Service shall comply with all appropriate ITU, IEEE, and/or other internationally recognised standards.

9. Service provision

Backhaul circuits and circuit concentration equipment need only be dimensioned for initial subscriber demand, but must be easily upgraded to meet demand growth at the average marginal cost.

Subscriber reticulation circuits shall be provisioned for the potential of all subscribers, but need only be equipped or installed to meet actual required demands.

Providers shall indicate initial traffic loadings. Present and future bottle-necks should be identified.

Describe how future "adds, moves and changes" to the network will be managed and implemented.

10. Marketing

Providers shall indicate the level of commitment to marketing and service promotion in the region, including numbers of sales staff and budget. WSRI will participate actively in marketing the service.

11. Subscriber bandwidth

The bandwidth provided should be symmetrical, i.e. up-link and down-link bandwidths to the Subscriber are the same.

The anticipated requirement is that schools with rolls in excess of 400 students will require a minimum of 2 Mbps, and all other schools a minimum of 1 Mbps. All other subscribers should be extended various options, from 128 Kbps through to 10 Mbps. Some Subscribers may wish to purchase differing bandwidth levels for different parts of a day or week, and may require temporary increases in bandwidth.

Pricing for future subscriber bandwidth upgrades should be quoted.

12. Bandwidth management

Describe how bandwidth could be managed so that different grades of service can be provided to data packets of differing priority.

Explain how service quality could be dynamically managed, including how "spamming" traffic will be dealt with.

13. Quality of Service

WSRI believes it possible that Providers could supply a 24 hours x 7 days service, with 99.95% reliability.

Providers shall specify the proposed and maximum concentration or over-subscription ratios for all network equipment, including the subscriber multiplex equipment.

14. Billing

Describe how billing will be carried out, including payment methods available. Email billing to subscribers would be considered favourably. It is anticipated that subscribers would be able to view account and billing details on the Web.

15. Internet interconnection

Describe how Internet interconnection with existing local, national and international suppliers may be accommodated, and what data transfer rates would apply.

16. Subscriber terminal

Subscriber equipment shall consist of all aerials and feeders (where used), network devices, firewall appliances and ethernet hubs and switches. Appropriate software may be substituted for the firewall appliance provided that it provides the same or better functionality.

Subscriber terminals may be owned by the successful Provider and leased to subscribers, or purchased outright by subscribers. Providers should indicate the terminal equipment purchase cost price together with the amortisation rate and expected life.

Providers shall identify if Subscriber equipment software can be upgraded from a centralised management centre, or if site visits would be required.

17. Roaming

The Service could possibly allow for roaming access, where Subscribers who are normally resident in one part of Wairarapa can operate their accounts from other parts of Wairarapa. A desirable but not compulsory requirement would be that roaming is able to be extended throughout New Zealand and offshore.

18. Security

Describe what precautions shall be taken to protect the security of Subscribers' networks and data.

19. Subscriber support

Describe the proposed support offered to subscribers, including help-desk facilities and the cost of using and accessing such support.

Response times for connection to an operator for telephone calls, and time taken to reply to e-mail inquiries shall be provided.

20. Fault logging and tracking

The successful Provider shall maintain an effective fault logging and resolution service. It is desirable that a web-based application is made available to allow Subscribers to track fault resolution progress.

Objective and guaranteed fault restoration times shall be provided.

An indication of how fault restoration would be managed under disaster conditions, an in particular serious flooding, shall be provided.

21. Value-added services

Describe any value-added services that can or will be provided by the Service, including television programme broadcasts, television narrowcasts, radio station streaming, tourist information channels, provision of ISPs, email mailbox aliasing and local archival data storage.

Providers are encouraged to liaise with established local ISPs and service providers with view to forging potential partnerships.

22. IP telephony

The proposed Service should support VoIP telephony and toll-free telephony between subscribers throughout the region.

Any such solution must interconnect with the public switched telephone network, including cellular telephone networks. Providers shall describe the interconnection arrangements proposed, including interconnect points and emergency life-line service connection. Line-side, as opposed to trunk-side, interconnection arrangements will be considered providing that appropriate transmission standards are met.

Describe any subscriber number portability issues that may need to be resolved.

23. Intranet

The Service shall include provision for groups of Subscribers to form intranets, extranets or Virtual Private Networks for or by subscribers.

24. Micro-cellular telephone service

It may be desirable to provide micro-cellular sites into those parts of the region which do not currently have adequate cellular mobile telephone coverage. The Provider shall indicate if cellular coverage can be provided and if the Service can be used for back-haul and interconnection purpose.

Providers shall specify the cellular technology to be deployed.

25. Proposed tariff structure

Providers are to propose a draft tariff structure, which would include all operating costs, a reasonable allowance for profit, amortisation of equipment including customer premises equipment, actual interconnection costs, Internet access and usage.

By providing aggregation of demand, WSRI is minimising commercial risk to the successful Provider. Providers shall indicate the extent of discounts provided through reduction of commercial risk through WSRI's efforts and to what extent further discounts could be anticipated for other risk reductions. Remaining risks shall be itemised.

Proposed tariffs should include rates for Internet access and data transfers by Subscribers within the Wairarapa region, standard PSTN and cellular telephony calls, guaranteed bandwidth capacity, peak bandwidth capacity, network terminal and firewall equipment rentals or purchases.

A two-tier data transfer rate shall be implemented: an "inter-network" rate, where data is transferred between Subscribers in the region, and an "external" rate, which is for connection to the Internet, PSTN or other networks.

It is expected that rural/urban cross-subsidisation would be implemented in the Provider's proposed tariff structure so that for a given service level, installation, fault repair and monthly usage charges would be independent of where in Wairarapa the subscriber is located.

It is envisaged that different tariffs would be applied to different types of users, for example charging different rates for different levels of peak available bandwidth. Proposals that include "time of day" tariffs will be considered, especially for Internet access.

Providers are urged to consider subscriber elasticity of demand and barriers to subscriber uptake when striking tariffs, noting that most farmers are currently paying residential telephone line rental rates, and that the residential uptake of Telecom New Zealand's urban ADSL service is reportedly very low, indicating that it is over-priced.

26. Subsidisation

Providers shall specify what, if any, underwriting, community funding, Kiwi Share contribution if applicable, guaranteed service take-up, subsidy or other financial mechanisms would be required to provide a "Whole of Community" service with a distance-independent tariff structure.

27. Capital Reinvestment

It is recognized that the equipment deployed to provide the Service will have a limited economic life after which time it will become obsolete through continuing technological advances and increasing Subscriber bandwidth requirements.

Providers shall advise the expected economic life of the equipment proposed to be deployed and outline how they plan to re-invest in the network in order to ensure that the Service remains world-class in a self-sustainable manner.

Schedule 1. Registration Cover Sheet

WHOLE OF COMMUNITY BROADBAND NETWORK SERVICE FOR WAIRARAPA

CLOSING DATE: 4 pm 16 August 2002.

WSRI CONTACT PERSON:

Geoff Copps
Coordinator
Go Wairarapa
110 Dixon Street
PO Box 674
Masterton

Phone: (06) 378 8010
Fax: (06) 378 8451
Email: mbe@wairarapa.gen.nz

These details to be sent to WSRI on receipt of this RFI

PROVIDER:
Full legal name Trading name(s)

CONTACT PERSON

Name:
Title:
Physical address:
Postal Address:
Phone:
Cellphone:
Fax:
Email:

Note: The contact person shall have the authority to receive further correspondence regarding this RFI and subsequent processes on behalf of the Provider.

PROVIDER'S GST REGISTRATION No.:

PROFILE OF PROVIDER:

- (a) Limited liability company: YES/NO
- (b) Size:
Number of personnel:
Locations:
Offshore offices:
- (c) Legal Advisors:
- (d) Subsidiaries:
- (e) Subcontractors:

(Provide details of all subcontractors the Provider proposes to engage in this project.)

REFERENCE SITES:

(Include contact details)

INSURANCE

- (a) Types of cover held and extent of cover:
- (b) Relevant limitations:
- (c) Insurers name(s):

COMPLIANCE

Does the proposal comply with the specifications? YES/NO

If no, provide a separate compliance schedule.

The Provider declares to the best of its knowledge and belief that all information contained in this Proposal Form is true and correct, and PROPOSES AND OFFERS to WSRI to supply the Whole of Community Broadband Network Services on the basis of the RFI (as those terms are described in the attached conditions of tender).

Signed Authorised person for and on behalf of the Provider:

By: _____

Position: _____

Date: _____

Witness:

Occupation:

Address:

Schedule 2. Initial Sites

The broad geographic location of District Council offices and councillors' homes, schools follow.

The sites listed below present best endeavours by WSRI to provide accurate locations for the purpose of preparing the RFI. Actual sites and requirements may vary and will need to be confirmed before providing service. ***This is not an offer of customers. Some of the following listed endeavours already have broadband network access and may be contracted or willing to continue with their existing suppliers.***

Maps may be available at a later date with detailed location of Fonterra farms, schools and council offices.

Wairarapa District Council Offices and Libraries

Tararua District Council - Dannevirke + Library

Tararua District Council - Woodville + Library

Tararua District Council - Pahiatua + Library

Tararua District Council - Eketahuna Service Centre + Library

Masterton District Council - Masterton + Library + Archive

Carterton District Council + Library

South Wairarapa District Council - Martinborough Service Centre+ Library

South Wairarapa District Council Library - Featherston

South Wairarapa District Council- Greytown Service Centre + Library

Local Territorial Authority Offices

Horizon's Manawatu (Eketahuna + Dannevirke)

Wellington Regional Council

District Councillors

Tararua District Council Councillors

Masterton District Council Councillors

Carterton District Council Councillors

South Wairarapa District Council Councillors

Schools

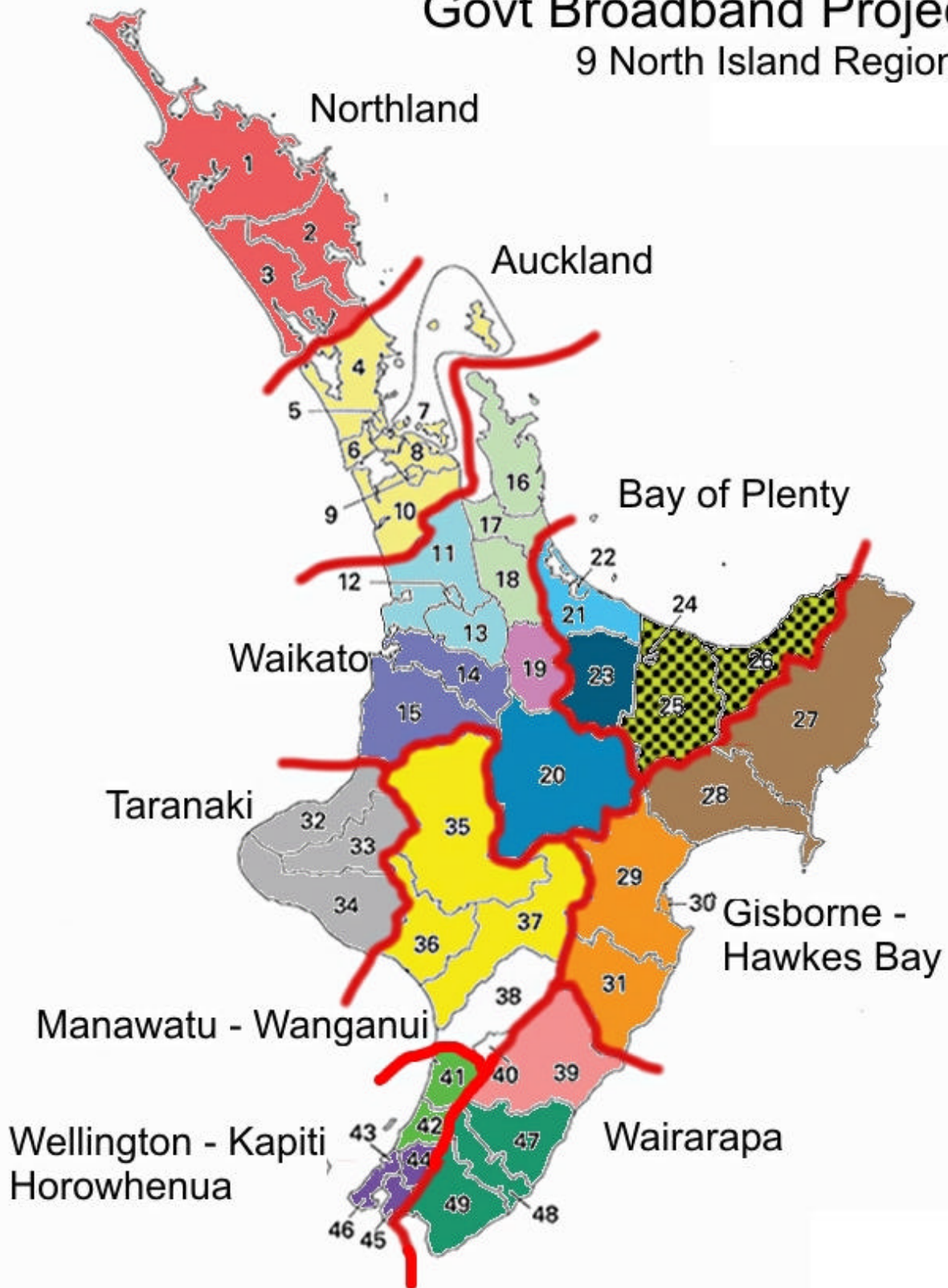
Schools throughout the Wairarapa region (listed below)

Hospitals and Medical Centres

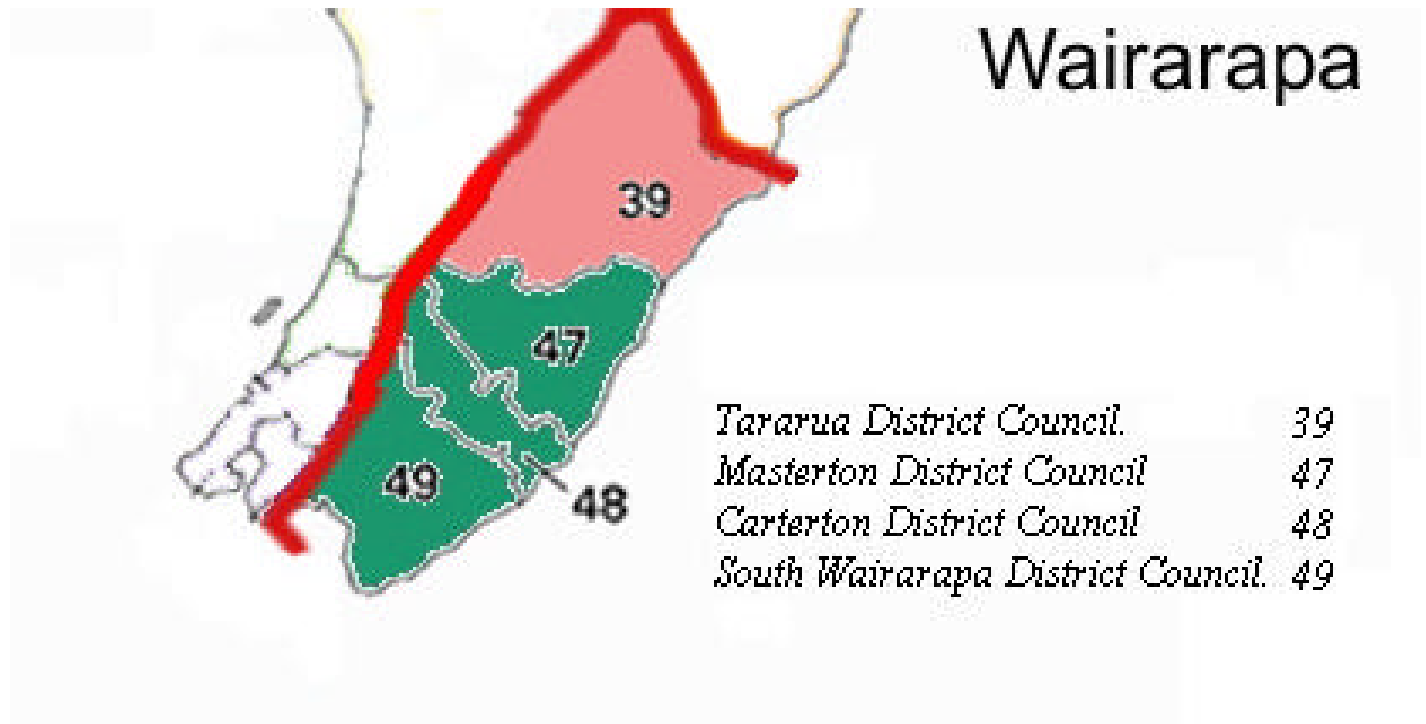
Dannevirke, Woodville, Pahiatua, Eketahuna, Wairarapa District Hospital, Masterton, Carterton, Greytown, Featherston, Martinborough.

Regions Map:

Govt Broadband Project 9 North Island Regions



Wairarapa Region Enlarged:



Schools in the Wairarapa region include:

Colleges labelled *

<p>Tararua District</p> <p>Akitio School Alfredton School Awariki School Ballance School Dannevirke High School * Dannevirke North School Dannevirke South School Eketahuna School Hillcrest Dannevirke School Hillcrest Pahiatua School Kumeroa-Hopelands School Kohinui School Makuri School Mangamaire School Mangatainoka School Matamau School Norsewood School Ormondville School Pahiatua School Papatawa School Rua Roa School Ruahine School Pongaroa School St. Anthony's School St Joseph's School Te Kura Kaupapa Maori Tamaki Nui a Rua Totara College of Accelerated Learning * Tararua College * Tiraumea School Weber School Woodville School</p>	<p>Masterton District</p> <p>Bideford School Chanel College * Cornwall Street School Fernridge School Hadlow Preparatory School Harley Street School Hiona Intermediate Homeleigh Christian School Kura Kaupa Maori Lansdowne School Makoura College * Masterton Central School Masterton Intermediate Masterton West School Mauriceville School Miki Miki School Opaki School Rathkeale College * Solway School Solway College * St. Matthews Collegiate * St. Patricks School Tinui School Totara Drive School Wainuioru School Wairarapa College * Whareama School</p>
<p>Carterton District</p> <p>Carterton School Dalefield School Gladstone School Ponatahi Christian School South End School St Mary's School</p>	<p>South Wairarapa</p> <p>Featherston School Greytown School Kahutara School Kuranui College * Martinborough School Pirinoa School South Featherston School St. Teresa's School Tututurumuri School</p>