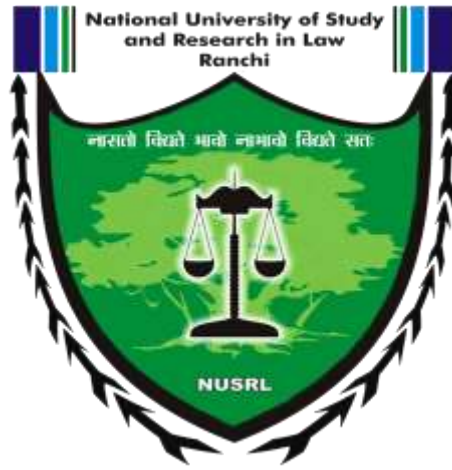


Tender Reference No: NUSRL/RNC/2025/

Date: 06-08-2025



Request for Proposal (RFP)

Managed Wi-Fi Solution

at

National University of Study and Research in Law, Ranchi

1. Introduction

National University of Study and Research in Law, Ranchi invites proposals from qualified vendors for the deployment, management, and maintenance of a Managed Wi-Fi solution that meets advanced enterprise-grade requirements.

2. Objectives

- Provide secure, high-speed wireless connectivity with seamless roaming.
- Be centrally managed with a unified dashboard and advanced analytics.
- Offer robust user authentication and access control mechanisms.
- Include comprehensive reporting, APIs, and compliance with regulatory obligations.

3. Scope of Work

The Managed Wi-Fi solution must deliver centralized management, secure connectivity, scalability, and end-to-end monitoring. The scope includes full deployment, management, and maintenance by the vendor.

4. Functional Requirements

4.1 Authentication & Captive Portal

- OTP-based, Voucher-based, MAC-based, PSK, 802.1x, AD integration, OAuth, SAML (SSO)
- Captive portal with white label landing page, campaigns, surveys

4.2 Access Plans & Policy Management

- Quota-based access, time-based access, speed policy, seamless roaming across multiple locations

4.3 Security

- Plug and play onboarding via DHCP/AP MAC/Certificate
- WPA3 personal and enterprise support
- Compliance with IPDR and lawful interception obligations

4.4 SSID & Wireless Configuration

- Up to 8 SSIDs, hidden SSID support

4.5 User Analytics & Reporting

- Granular reporting by user/site
- Location heatmaps, exportable data, rich API support

5. Hardware Specifications

5.1 Access Points

- Wi-Fi 6, dual band, 2x2 MIMO, cloud managed

5.2 L2 PoE Switches

- 8-port and 24-port PoE/PoE+, cloud managed

6. Support & Managed Service

- 24x7 NOC support, SLA: response ≤ 20 minutes, repair ≤ 4 hours (metro). Vendor manages design, installation, monitoring, troubleshooting, and reporting.

7. Bid Submission

Quotations must be submitted in a sealed envelope by **3:00 p.m. on 14-08-2025** to:

The Registrar,

At Nagri, PO Bukru

Ranchi Pithoria Road,

Ranchi - 834006

Envelopes should clearly mention “RFQ for **Managed Wi-Fi Solution**”.

8. Proposal Submission Requirements

- Solution architecture and deployment plan
- SLA metrics and escalation matrix
- Functional compliance statement
- Pricing model (CAPEX/OPEX)
- Three references of similar deployments
- Company profile and certifications

9. Exclusive Technical & Compliance Clauses (Mandatory)

- ****Participation Eligibility: ****
 - Bids may be submitted by:
 1. ISP directly
 2. Authorized channel partner (must attach valid authorization letter)
- ****Important:**** Technical & compliance specs must be met by the ISP itself. Channel partners must provide authorization and ISP remains responsible for delivery and SLA adherence.
- ISP must own backbone and cloud management platform; no third-party dependency allowed
- Unified native dashboard for APs and switches is mandatory
- Data and logs must reside in India; IPDR and lawful interception compliance required
- Must support WPA3-Enterprise, 802.1x, SAML (SSO), AD/OAuth integration natively
- 99.5% uptime SLA (quarterly); MTTR ≤ 4 hours (metro), ≤ 6 hours (non-metro); penalty: 3x pro-rata rental refund for SLA breach
- Solution must scale to 5000+ users and 1000+ APs on single portal
- Rich API support and advanced analytics (heatmaps, campaign analytics, user behavior)
- Hardware must be Wi-Fi Alliance certified, BIS certified, DoT approved with Wi-Fi 6E roadmap

10. Evaluation Criteria

- 70% Technical compliance (ownership, SLA, security, scalability, API)
- 30% Commercial proposal (TCO, pricing)
- Note: Vendors failing with mandatory technical criteria will be disqualified

Annexure 1: SLA Compliance Sheet

SLA Parameter	Requirement	Compliance (Y/N)
Cloud-controlled AP	Mandatory	
Zero-touch provisioning	Mandatory	
WPA3 enterprise	Mandatory	
IPDR compliance	Mandatory	
8 SSID support	Mandatory	
Heatmap analytics	Mandatory	
API integration	Mandatory	
Response ≤ 20 min	Mandatory	
Repair ≤ 4 hrs (metro)	Mandatory	

Annexure 2: Customer References

Customer Name	Location	No. of APs	Contact Person & Number

Financial Bid

Sr. No.	Description	Qty.	Period	Monthly Rate	Annual Amount	Tax Amount (with %age)	Total Amount (Rs.)
	The Managed Wi-Fi solution must deliver centralized management, secure connectivity, scalability, and end-to-end monitoring. The scope includes full deployment, management, and maintenance by the vendor		12 Months				
Total (INR)							

(Amount in words: Rupees _____)

Note: The above rates should be inclusive of all taxes and duties.

Signature with Stamp of Authorized Person

Date:

Full Name:

Place:

Company's Seal: