

**Request for Proposal (RFP)
For Internet Access Services**

Issued by:



Issued on:

November 20, 2018

Reference: RFP-2018-004

A. General Details:

1. Delivery Site:

International Technical Male College at Makkah (NC Makkah)
5365 Ibrahim Al Khalil Rd, Waly Al Ahd, Makkah 24369
Number of Gates: 2
Number of Students: 1,000
The space of the college in square meters is approximately: 35,000.
Google Maps Location: <https://goo.gl/maps/w2PL2NtPREm>

International Tourism and Hospitality College at Al-Taif (NC Al-Taif)
267, Al Faisaliyyah, Taif 26526
Number of Gates: 1
Number of Students: 450
The space of the college in square meters is approximately: 20,000.
Google Maps Location: <https://goo.gl/maps/WPcxVPjpwN2>
GPS coordinates: 21°18'27.8"N 40°25'50.1"E <https://goo.gl/PR3Jej>

International Technical Female College at Al Majma'ah (NC Al-Majmaah)
King Khalid Rd, Prince Thanyan Bin Street, Al Majma'ah 15368
Number of Gates: 2
Number of Students: 350
The space of the college in square meters is approximately: 40,000.
Google Maps Location: <https://goo.gl/maps/x466WaiG6zL2>
GPS coordinates: 25°53'56.0"N 45°23'27.0"E <https://goo.gl/jrnWZR>

International Technical Female College at Al-Ihsaa (NC Al-Ihsaa)
King Khalid Rd, Prince Thanyan Bin Street, Al-Ihsaa 15368
Number of Gates: 2
Number of Students: 2,000
The space of the college in square meters is approximately: 40,000.
Google Maps Location: <https://goo.gl/maps/bepKW5MT8rv>
GPS coordinates: 25°28'53.0"N 49°32'51.4"E <https://goo.gl/YVmPs8>

Niagara College KSA Corporate office (NC Riyadh)
Office Location: 6644 Riba, Qurtubah, Riyadh 13244 3733
The space of the Building in square meters is approximately: 540.
Google Maps Location: <https://goo.gl/maps/cxXSpsfUQyo>
GPS coordinates: [24.798481, 46.731280](https://goo.gl/maps/53gsezmgftF2) <https://goo.gl/maps/53gsezmgftF2>

2. Scope of Services: Internet bandwidth for the campus.
3. Term of Services:

- a. January 01, 2019 to December 31, 2019
 - b. Option to renew for additional years with same terms and condition.
4. Key RFP dates:
- a. RFP Launch: November 20, 2018
 - b. Deadline to submit questions: December 06, 2018 by 4:30PM KSA Time
 - i. Note: Questions will be answered in the order they are received within two (2) business days of receipt. Questions submitted after deadline will not be answered.
 - c. Deadline to conduct site visits: December 06, 2018.
 - i. Note: Site visits will be arranged upon request by the bidder at mutually agreed times. No site visits will be arranged after deadline.
 - d. Deadline to submit proposal: December 10, 2018
 - e. RFP Award: December 16, 2018
 - f. Contract signing: December 18, 2018

5. Key Contact:

- a. Direct any questions, requests for site visits, or any queries to the following contact only:

Mr. Hassan Alsalman
Manager, Strategic Procurement
Email: procurement@ncksa.com
Cell: 054-100-8500

6. RFP Submission Process:

- a. The proposal should be submitted in hard or Soft copy with two identical sets of the following for the hard copy:
 - i. Envelope one: two copies of the technical proposal
 - ii. Envelope two: two copies of the financial (Pricing) proposal
 - iii. Envelope three: two copies of the company profile
- b. All submissions must be sent to:

Mr. Hassan Alsalman
Manager, Strategic Procurement
Office Location: 6644 Riba, Qurtubah, Riyadh 13244 3733
Google Maps Location: <https://goo.gl/maps/cxXSpsfUQyo>

B. Background:

About Us:

In 2012, the Saudi Arabian Technical Vocational Training Corporation (TVTC) launched the largest education reform program in global TVET history, seeking to scale up the quality and industrial-efficacy of skills-driven education delivered through private-public partnerships with International Training Providers.

In the spring of 2014, after a successful global tendering process, Niagara College KSA LLC (NC KSA) was established with the guiding principle of providing outstanding applied learning to prepare graduates for successful employment by building on a proven track record of entrepreneurship and innovation and recognized best practices.

Since 2014, NC KSA has operated technical and vocational training colleges throughout the Kingdom of Saudi Arabia in support of the Vision 2030 initiative and in partnership with the Colleges of Excellence (CoE). Headquartered in Riyadh, Saudi Arabia, NC KSA provides community and customized training based on Niagara College Canada's expertise and international track records as one of Canada's most innovative and enterprising applied learning post-secondary institutions. With a strong focus on developing 'world-' and 'work-' ready graduates, NC KSA specializes in delivering a number of quality programs designed to prepare young men and women for successful entry into the workforce in the areas of Business, Event Management, Occupational Health & Safety, Information Technology and Graphic Design. All NC KSA campuses also offer a foundation program for English language development.

About the Sites (Campus):

- The International Technical Male College at Makkah (NC Makkah) has been operated by NC KSA since 2015. It is located in the city of Makkah. NC Makkah offers training to male students from Makkah and surrounding areas.
- The International Tourism and Hospitality College at Al-Taif (NC Al-Taif) has been operated by NC KSA since 2014. It is located in the city of Al-Taif. NC Al-Taif offers training to male students from Al-Taif and surrounding areas.
- The International Technical Female College at Al Majma'ah (NC Majma'ah) has been operated by NC KSA since 2016. It is located in the city of Almajma'ah at King Khaled Rd, Al Mustaqbal district. NC Majma'ah offers training to female students from Majma'ah and surrounding areas.
- The International Technical Female College at Al-Ihsaa (NC Al-Ihsaa) has been operated by NC KSA since 2016. It is located in the city of Al-Hofuf at Al-Ghassaniya, Alhasa, Saudi Arabia. Next to Male Technical College. NC Al-Ihsaa offers training to female students from Al-Ihsaa and surrounding areas.
- The Head Office for Niagara College KSA in Saudi Arabia in Riyadh

C. General Scope of Services:

Purpose of RFP Request: The purpose of this solicitation is the provision of Internet bandwidth for the NC campuses and offices:

- Makkah
- Al Taif

- Al Majma'ah
- Al-Ihsaa Camps).
- Riyadh

1. Scope of Service:

The Contractor needs to be capable of:

- Performing stable internet service 24 hours per day during the contract period.
- Securing in-advance approval from NC KSA's IT Management before changing the internet services system.
- Providing an Escalation Procedure as well as a Service Level Agreement (SLA).
- Providing temporary solution to cover any long disconnection during the contract.
- Providing all the internet equipment's, tools and required services to install the internet and consider them including the annual rate for the internet.
- Providing continuous internet services to meet the scope of required service level established by NC KSA as follows:
 - During Regular School Session (January 2019 to April 2019 and September 2019 to December, 2019):
 - During School Summer Breaks (June 2019 to August 2019): A reduced speed of up to 100% of the internet lines.
- The ability to provide additional personnel on a short-term basis upon request by NC KSA and adjust the working schedule to suit our needs.

Table 1 Scope A – Regular School Session – Expected Minimum Requirements

NO	Location	1 st Line (Shared)	2 nd Line (Dedicated)	Comments
1	Makkah	0	20 Mbps	The 20Mbps start from January,30.2019
2	Taif	80 Mbps	10 Mbps	The 10Mbps start from January,30.2019
3	Majma'ah	50 Mbps	20 Mbps	
4	Alhasa	100 Mbps	100 Mbps	
5	Riyadh	100 Mbps	10 Mbps	

2. Specialized Tasks:

- Regularly inspect for the equipment, cables and tools in the buildings in terms of quality and providing official report for any problems need to be consider at the location.
- Be familiar with the college’s internet bandwidth services.
- Dedicate a hot line number available to be called anytime for emergency cases.

D. Requirements for Proposal Submission:

In the technical proposal, please answer the following questions:

1. Experience: what experience does your company bring to this work?
 - a. Please specifically describe your company’s history, leadership, organization structure, and experience in Saudi Arabia.
2. Services: Please outline your approach for providing the services noted in the scope of services (section C).
 - a. How will you plan to ramp up and begin the work effective January 01, 2019?
3. A description of your company’s Escalation Procedure in case customers face issues, downtime and/or faults.
4. Include a softcopy of your company’s Service Level Agreement (SLA)

In the financial proposal:

1. Price proposal to clearly show the daily, monthly, and annual rate for each worker.
2. Confirmation of your ability to have the service available based on our scope of work by January 1, 2019.

In the company profile:

1. Please list three references that can be verified and be available to be contacted by NC KSA who we might contact to further evaluate your services.
2. A copy of the Company Commercial Registration (CR), VAT Certificate if possible.

Note: each proposal must be signed and stamped by the authorized company representative.

E. Special Contract Requirements:

1. Indemnification and Hold Harmless:

The contractor shall hold NC KSA from any payment for the service that not provided due to any to any disconnect from the contractor side. The contractor will also assume liability for any damages, penalties

and additional cost arising from any action or failure of the contractor and/or contractor's employees to NC KSA or its propriety, staff and students (including its sub or independent contractors).

NC KSA will not pay any claim arising from any failure on the part of the contractor to perform its obligations. The contractor shall reimburse NC KSA any expenses incurred as a result of the contractor's failure to fulfill any obligation in a professional and timely manner under the scope of services.

2. If material damages occur, NC KSA shall have the right to immediately terminate the agreement; such termination shall not relieve the contractor of any liability to NC KSA for damages sustained by virtue of any default by the contractor.
3. The contractor agrees that, in the event NC KSA deems it necessary to take legal action to enforce any provision of the agreement, the contractor shall pay all expenses of such action including NC KSA's attorney fees and cost at all stages of the litigation.
4. The parties may mutually terminate the agreement at any time by providing sixty (60) days' notice to the other party in writing without any penalty of whatsoever nature, other than accrued services-.
5. Payments in connection to the agreement must be in the form of open credit account with a minimum of 30 days credit after services have been rendered (upon submission of an invoice at the end of each month).
6. Contract Period: This agreement shall become effective on January 1, 2019, and shall terminate on December 31, 2019, unless an extension is agreed to by both parties.
7. Contract Extension: Pursuant to applicable regulations, any extensions of awarded contracts shall be executed prior to expiration of the preceding contract period. Any such extensions shall not extend the contract period more than one year beyond the original contract period.

F. Internet requirements

- Reliability and Stability during the contract period for the agreed bandwidth.

G. Rule for Award & Selection Criteria

NC KSA will award the contract after internal evaluation considering all aspects of the submitted proposals and will consider the RFP part of the contract. NC KSA reserves the right not to publish the notes from the evaluation. At NC KSA's discretion, limited feedback may be provided to bidders not awarded the contract.

Selection Criteria

The selection of the winning proposal will be based upon the following criteria and based on the information submitted in compliance with the RFP scope of services:

1. Proven ability to provide timely, quality and efficient custodial services;
2. Knowledge and experience in the industry;
3. An excellent reputation in the industry;
4. Adequacy of client references;
5. Adequacy of required corporate documentation;
6. Proposed cost should be in SAR (the lawful currency of the Kingdom of Saudi Arabia).