

Constantia Fibre Initiative – Request for Proposal.

Proposed Start Date	April 2015
Period of Rollout	<p>April 2015 - Week 14 Site analysis commences. Conclude week 18</p> <p>April 2015 – Week 14 Commence Roll out plan</p> <p>May 2015 – Week 18 Commence building Transmission apparatus. Conclude week 20.</p> <p>May 2015 - Begin process of backbone cabling.</p> <p>May 2015 – Roll out plan published.</p> <p>June 2015 – Live testing of all Transmission equipment begins. Week 24.</p> <p>June 2015 – Stress test begins week 25. Concludes week 26.</p> <p>July 2015 – Roll out begins. Week 28</p> <p>July 2015 – Week 31 first 200 homes installed</p> <p>August 2015 – Week 31 First customer live. Week 52</p> <p>December 2015 – First 1000 homes connected.</p> <p>May 2016 – Second 1000 homes connected</p> <p>October 2016 – Third 1000 homes connected</p>
Proposed life date	July 2015
Proposed life time	<p>July 2015 – Week 31 first 200 homes installed</p> <p>August 2015 – Week 31 First customer live.</p> <p>December 2015 – First 1000 Homes connected.</p> <p>May 2016 – Second 1000 homes connected</p> <p>October 2016 – Third 1000 homes connected</p>
Specification Cable	All cable to be buried.
Open Access	Complete “open access” policy will be adhered to. An ISP will be contracted to give initial services but residents will be able to choose an ISP at will. The ISP will be expected to bring services to the transmission room.
Pricing and Quality	<p>The minimum base package will be priced at R499,00 pm</p> <p>This will include the following: 2 Mbps connection with a 10Gig soft cap, Access to the DVBT and CATV networks. A telephone service with free “on-network” calls, itemised billing and an email address.</p> <p>Various other service packages are available including the following:</p> <p>10Mbps (50 Gig cap) priced at R699,00</p> <p>100 Mbps (100 Gig cap) priced at R999,00.</p> <p>Other packages in capped or uncapped variations are available. The architecture allows for packages to be designed specifically for individual users.</p>
Symmetric Product	The network will be designed using a point to point (ptp) and point to multipoint architecture. This allows for symmetrical communications on the network and will require VLAN networking to be employed. The internet service will be based on a broadband (24/7) standard with the contention ratio being held as low as possible. Below 10:1. Different ISP’s may employ varying contention ratios but as the required service will be completely fibre based this contention will be held as low as possible.
Price Stability	The ISP provider will be contracted on a fixed price contract for two years and this will be passed on to the customers. Any price increase or service interruption will be advertised on the intranet and community television channel. An ongoing process of negotiation will be entered into with all relevant service providers to ensure a market related pricing is always achieved or bettered throughout the duration of the contract.
Profitability	Yes

Funding	We will self-fund the network.
QoS	The SLA will include the following: Network uptime will be 97% Mean time to respond to outages: Verbal response immediate. (business hours) Technical response (call out) 2 hours during business hours. After hours response will be the next working day.
Redundancy	We propose to act as the primary ISP as per our ICASA licence. All registered ISP's will be invited to install service to the network. The architecture allows for a redundant ring between distribution nodes. Key apparatus such as core switching gear and servers can be replicated at all transmission nodes. It is our policy to retain spare core equipment on site at all times to negate any downtime due to malfunction.
Call Centre	Staff members fluent in English, Afrikaans and Zulu or any language deemed necessary. In the call centre from 8am to 5pm. Staff members from 5pm to 9pm. Staff members at the help desk from 8am to 5pm and 1 from 5pm to 9pm. 1 support technician will be deployed per 100 customers. An online help desk will be available via the intranet and internet.
Upgrades	Servers and core networking and switching equipment will be upgraded on a 2 year cycle and CPE devices on a 5 year cycle or as customer requirements change.
Installation Cost	A once off activation fee of R2499, 00 will be applied upon signed application.
Customer Premise Equipment	The primary CPE device will be the Genexis Hybrid product. http://www.genexis.eu/medialib/649/hybrid-product-brochure.pdf The RF device will be the Foxcom BsmarTV receiver range http://www.foxcom.com/products/multi-family-housing-tv-distribution/foxcom-receivers
Minimum Uptake	500 Individual Households
Collection	The contact centre will be open 6 days a week for cash or credit card payments and account queries. Furthermore a payment portal will be available via the intranet or internet. Itemised bills will be available via email upon request and data usage will be available via intranet portal.
Network Architecture	Point to point (Point to multipoint) PON
Service Delivery Platform	The SDP for the RF network will be RF spectrum over fibre (RFoF) multipolarity 4 L-Band signals. The CATV will be carried on the same fibre. For the voice service we will use sip trunking and an open access PBX. Data delivery is a standard ptp Gigabit Ethernet.
Additional Services	Free "on network calls" via SIP. Access to any current digital television provider via central dish. CATV "Free to air" television service. IPTV, Video on Demand Onsite Technical support (PC and AV) Home Automation sales and support. Network supports IPv6 for home automation integration. Home IT sales and support. Mobile sales and support on intranet. Advertising Radio service on CATV Service. Telemedicine portal. Bouquet of DSTV television services for HOA's and complexes. Least cost call routing for voice providers. Tiered internet access plans. Home wireless networking. Access to CCTV camera feeds on home TV

	<p>Complete DAS system for up to 4 mobile providers (No towers)</p> <p>Dedicated marketing team to investigate all value added services.</p> <p>Community Wi-Fi in public spaces.</p> <p>VOIP services via desired providers</p> <p>VPN and QoS services for individual or business customers.</p> <p>Free community television service.</p>
DAS	We are using a distributed antennae system over the fibre where small antennae can be distributed over the network and even into the home. This supports 4G/LTE and is capable of carrying services from 4 providers.
CCTV	Yes
Control Room	Yes
Coverage	Yes
Wayleave	We will complete all necessary wayleave applications including ICASA and the City of Cape town, Sanral and Eskom will be applied for once the contract is signed. An extensive programme of advertised community meetings with all residents and where necessary, individual appointments will be made with residents to ensure complete adherence and transparency to the wayleave (resident approval) process.
Dependencies and Risk	The rollout process timings given are dependent on the wayleave process. Minimum uptake not reached.