



BERMUDA
**REGULATORY
AUTHORITY**

**Broadband Quality of Service (QOS)
Solution**

Fixed Line & Fixed Wireless Broadband service providers

REQUEST FOR INFORMATION

Date: 14 July 2016

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1 INTRODUCTION AND PURPOSE OF THE RFI

With this RFI, we are request information regarding your company and your products/services. The same information will be gathered from different companies and will be used to evaluate what suppliers we will follow up the sourcing process with a RFQ for the supply of a Quality of Service (QoS) measurement solution for the Fixed Line & Fixed Wireless Broadband service providers.

Once the shortlist is compiled, those successful will be notified of their selection and will promptly be supplied the RFQ. This process should take approximately 142 days, with the potential supplier being notified.

2 SCOPE

The scope of this RFI, is to solicit potential interested parties, to register that interest with the Authority in order for the Authority to consider all respondent submissions and move to the RFQ stage.

3 ABBREVIATION AND TERMINOLOGY

ECA	Electronic Communications Act 2011
QoS	Quality of Service
RFI	Request for Information
RFQ	Request for Quotation
WiMAX	Worldwide Interoperability for Microwave Access

4 RFI PROCEDURE

To answer this RFI please fill in the attached form below in section 6. The Contact Person listed below is available to assistance in cases where such assistance is required. The answers to this RFI will be evaluated by the Authority upon receipt.

1. How to deliver Interest response

1. Send the attached form in word-format (form provided in Part 6) by email to mwells@rab.bm. Correspondence should be clearly marked as the Subject matter "**Broadband Quality of Service Information Request**".

2. Contacts

For questions regarding this RFI, you are welcome to contact:

Michael Wells
Chief Technical Officer – Regulatory Authority
Cumberland House
1 Victoria Street
Hamilton, HM 11
441-474-6035
mwells@rab.bm

3. Indicative Timeframe

This is the timeframe for the RFI and an eventual coming project
7/14/2016 – The RFI is sent out:

[14]/[07]/[2016] – RFI release date

[28]/[07]/[2016] – Last date to receive Questions/Points of Clarification

[11]/[08]/[2016] – Shortlist contacted by the Authority

[18]/[10]/[2016] – RFP or RFQ sent to shortlisted respondents

[01]/[11]/[2016] – Response/s Due

[29]/[11]/[2016] – Final supplier selected

[XX]/[YY]/[ZZZZ] – Testing Period - TBD

[XX]/[YY]/[ZZZZ] – Roll-out - TBD

5 BACKGROUND DESCRIPTION OF WHAT IS REQUESTED

1. The Regulatory Authority

The Authority was established in 22 January 2013 and is the Regulatory Body charged with the oversight of the electronic communications sector.

The Authority is mandated to implement the provisions of the Electronic Communications Act 2011(ECA) and the general policies and regulations made by the Minister responsible for telecommunications, as well as supervise, monitor and regulate the electronic communications sector as well as enforce compliance with the applicable regulatory framework.

More information can be found on www.rab.bm.

2. Context in which the product and/or service will be used

The product/service will be used to provide the Authority with quantifiable data to which will be used to educate the broadband consumer and any other interested body regarding the broadband quality of service as seen across Bermuda.

3. Statement of need

Given the Authority's remit regarding electronic communications, and the long standing perception of consumers regarding broadband services in Bermuda, that they do not on a regular basis receive the down and upload speeds purchased, it is the Authority's position that the general public, once armed with the data captured will be able to make more informed decisions when it comes to broadband services.

4. Requirements

The following solution is what the Authority is looking to implement:

1. The Authority is seeking a solution to that will measure telecommunication customers broadband quality of service. This solution will specifically, look at both Fixed Wired (Copper or Fiber) & Fixed Wireless Access technologies.
2. The solution at a minimum, should encompass the following (but additional functionality would be welcomed separately along with relevant pricing).
 - a) Broadband Data Collection
 - b) Broadband Data Processing; and
 - c) Broadband Data Presentation¹

5. Qualifications

The short listed vendor/s should be able to demonstrate implementing a similar solution in any relevant jurisdiction, or be able to demonstrate similar competence that would be relevant in delivering this solution. This would cover both hardware and software.

6. Exclusion of Liability

The Authority is not liable for any error or omission in this RFI, and may modify any or all of its contents at any time. This includes the proposed timetable.

¹ It is intended that the data collected will be used to support publicly released documentation in association with other Authority's findings.

All respondents should provide the information in section 6. Below to the Regulatory Authority if they are registering an interest.

6 RESPONSE TO THE RFI

Information Required	Respondent Details
Company Name	
Company Address	
Company Web Page	
Main Products/Services	
Main Customers	
Number of years in the market	
Company location(s)	
Contact person and responsible for answering this RFI	
Telephone	
Email	
Deliverables listed in the RFI that can't be met	
Description of products or services that you have already delivered to customers to date, or products/services that could be comparable to what is requested in this RFI	
Reference customers using comparable products or services (including contact information)	
Reference customers using your products or services today, although they are not comparable with what is requested in this RFI (including contact information)	
Locations available for delivery, if not worldwide.	
Availability of spare parts and support worldwide	