MISSOURI WESTERN STATE UNIVERSITY

REQUEST FOR PROPOSAL #17-001

FOR

TELEVISION SERVICES, INTERNET BANDWIDTH OR MANAGED RESNET SERVICE, AND OTHER TELEVISION RELATED SERVICES FOR RESIDENCE HALLS

Bid specifications and instructions for bidding:

1) Television services,

2) Internet Bandwidth services,

3) Managed Residential Network services,

4) Local Television broadcast services,

5) Other and miscellaneous TV and network services that may improve the experience of students residing in the MWSU Residence Halls.

Submission Deadline: April 13, 2016, 2:00 p.m. CDT

On-Site Visit Days: March 24 – April 8, 8:00 a.m. to 4:30 p.m., Hearnes Bldg., Room 110

Questions concerning this solicitation may be emailed to Kelly Sloan (sloan@missouriwestern.edu).Please reference the RFP# on all correspondence. Questions will be received until April 8 and will be e-mailed to each vendor as an addendum to this solicitation. It is the responsibility of all interested parties to read this information and return it as part of the RFP confirming receipt.

Vendors will have the opportunity to visit MWSU from March 24 through April 8 during normal business hours (8:00 a.m. to 4:30 p.m.) to view the Residence Halls, cable plant, etc. Please schedule your visit as soon as possible during that time frame by contacting Mark Mabe, Director of ITS at 816-271-4261 or mabe@missouriwestern.edu.

|  |  |
| --- | --- |
| **RFP TIMELINE** | |
| RFP Issued | March 16, 2016 |
|  |  |
| Scheduled Site Visits | March 24 thru April 8, 2016 |
|  |  |
| Deadline for Submission of Questions | April 8, 2016 |
|  |  |
| RFP Due/Open Date | April 13, 2016 |
|  |  |
| Onsite Presentations by Finalists | April 18 thru April 22, 2016 |
|  |  |
| RFP Awarded | April 29, 2016 |
|  |  |
| Services Operational | August 1, 2016 |

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**1.0 - INTRODUCTION**

**1.1. Purpose**

Missouri Western State University, a public higher education institution, is seeking proposals from a technology partner(s) for a comprehensive, turn-key solution to provide 1) television services (required), and 2) Internet Bandwidth (required), and 3) a Residential Network (ResNet) Managed Service for our Residence Halls located on the MWSU campus (optional), and 4) local television broadcast services (optional), and 5) other and miscellaneous TV and network services that may improve the experience of students residing in the MWSU Residence Halls (optional).

**1.2 Site Visit Opportunities**

Vendors are invited to schedule a **mandatory** on-campus visit from March 24 through April 8 during our business hours of 8:00 a.m. to 4:30 p.m. A tour of the Residence Halls will be provided so that vendors may familiarize themselves with the cable distribution systems and the aspects of our current operation.

**1.3. School Overview**

Detailed information regarding Missouri Western State University may be found at <http://www.missouriwestern.edu/about/>.

**1.4. Current Cable TV, Movies, & Internet Services Overview**

At present, residential students are provided the following services:

* Cable TV is currently provided by SuddenLink, the local Cable TV provider. Channels currently received from SuddenLink include the Basic and Family Packages. Additionally, a contracted movie service “Residence Life Cinema” from SWANK Motion Pictures is injected as a television channel. Local St. Joseph television stations FOX and KQTV and local Kanas City television stations ABC, NBC, CBS, and FOX are included.
* Cable TV is currently distributed to the general campus in offices, hallways, and common areas. The drop count is approximately 40.
* Internet bandwidth service is currently provided by SuddenLink at 500Mbps.

The physical wired and wireless network in the Residence Halls is currently managed by the MWSU ITS department.

* The current contract with SuddenLink will expire June 30, 2016.
* SuddenLink provides MWSU with a broadcast Channel 39 for MWSU original programming that is distributed throughout the local viewing area to SuddenLink Cable TV subscribers.

Residence Halls have a total of 1350 beds. Wireless is available today throughout the Residence Halls but is a low-density offering. Students currently experience limited Wi-Fi access depending upon their location in the Residence Halls.

A goal of any ResNet option that is submitted in response to this RFP is to provide comprehensive Wi-Fi access in all areas of residential housing with high-density bandwidth provisioning.

The current distribution system and cable plant is comprised of coax, CAT5, and wireless access points. It is the responsibility of the Vendor to identify and resolve issues with the distribution system and cable plant regarding the distribution of the television services.

The current bed count per Residence Hall is as follows:

**Logan 86**

**Beshears 99**

**Judah 99**

**Leaverton 212**

**Vasalakos 212**

**Scanlon 400**

**Griffon 242**

**Commons (administrative building, offices, conference rooms, reception area,**

**etc.) 9 CATV connections**

**1.5. Scope of Services Requested**

There are five focal areas of this Request for Proposal (RFP):

1) Television Service offerings (required),

2) Internet Bandwidth offerings (required),

3) ResNet Managed Service offerings (optional),

4) Local Television Channel broadcast service (optional),

5) Other and miscellaneous TV and network services (such as the ability to upgrade TV and Internet services on an individual customer basis) that may improve the experience of students residing in the MWSU Residence Halls (optional).

1) We seek options regarding Television Services to be offered to our Residence Hall students. We are interested in each vendors packaged channel line-up, on-demand programming, DVR capabilities, injection of third-party movie services, injection of local channels, and IPTV (local and remote) options. **REQUIRED**

2) We seek options for vendor provided Internet Bandwidth service. We currently use 500 Mbps and are interested in costs for current and higher tiered services. With this option, MWSU would continue to manage the physical network throughout the Residence Halls. Vendors are required to supply at a minimum a /24 sized set of public IP addresses. Vendor must state their policy and procedures on handling and resolving security and DMCA/RIAA related network issues. **REQUIRED**

3) We seek options for a vendor to provide a comprehensive managed ResNet solution for both wired and wireless network connectivity throughout the Residence Halls. MWSU is seeking a technology partner that will provide and manage a state of the art, comprehensive, turnkey technology environment, providing both wired and high-density wireless (Wi-Fi) access. Any network data cable installs/replacements that must be addressed for your proposed solution to be fully functional must be included within your bid. **OPTIONAL**

4) We seek options for the vendor to provide a local TV channel that MWSU could use to provide content to the local cable TV subscribers throughout the St. Joseph community. **OPTIONAL**

5) We will consider other TV and network service offerings that each vendor can offer that may enhance the life experience of our students that reside on campus. MWSU is seeking predictable costs and higher student satisfaction. An additional desire is to provide the potential for increased service selection for students, basically allowing students to pick and choose additional enhanced services as they desire (“opt-in”) beyond the TV & Internet services purchased for them by this RFP process. **OPTIONAL**

1.6. Term of Contract

MWSU is seeking a 3 – 5 year contract with the option for two, one-year extensions. The length of the term will be dictated by the types of service that we choose to implement. For example, if we choose to contract Internet bandwidth with TV services we may choose a 3-year term with two, one-year extensions. If we choose a managed ResNet solution with TV services we may seek a 5-year term with two, one-year extensions. Either of these options should align with our fiscal year which is July 1 to June 30. Proration of payment is acceptable to align with our fiscal year.

1.7. Who Should Respond

MWSU prefers to contract with a single vendor with a proven record of delivering communications services as described in this RFP to on-campus residential students. The vendor will be the sole provider of the services and will be a reflection of MWSU in the eyes of the students and their parents. The vendor must have a broad understanding of the higher education environment and student expectations and needs in particular. **However, MWSU will consider vendors that partner with other vendors in order to provide a comprehensive solution for the stated requirements. For bids that represent a vendor partnership, the vendor that provides each service must be emphatically stated as the provider of that service in the bid response.**

**2. INSTRUCTIONS TO BIDDERS**

2.1. Instructions and Notifications

This document constitutes a Request for Proposal (RFP) for:

1) Television services,

2) Internet Bandwidth services,

3) Managed Residential Network services,

4) Local Television broadcast services, and

5) Other and miscellaneous TV and network services that may improve the experience of students residing in the MWSU Residence Halls.

2.1.1. General Conditions

1) Proposals may not be accepted if the bid designation name and number is not on the outside of the envelope.

2) Proposal must be prepared in accordance with Submission Material Requirement 2.1.12. Those proposals, which are not in compliance, may be deemed non-responsive.

3) The last day for questions regarding this RFP is 2:00 p.m. CST, Friday, April 8, 2016. These should be submitted to [purchase@misssouriwestern.edu](mailto:purchase@misssouriwestern.edu).

4) RFP should be submitted no later than Wednesday, April 13, 2016, 2:00 p.m. CST to:

**Purchasing**

**Missouri Western State University**

**Popplewell Hall 221**

**4525 Downs Drive**

**Saint Joseph, Missouri 64507**

2.2 Submission Materials

Invitation to Bid Page: Complete the required vendor contact information for RFP # 17-001.

Introduction: Briefly introduce your company, indicating whether the company is local, regional, national or international. Provide a profile of the company including, but not limited to, the approximate number of professional staff employed. Indicate the name of the person(s) who will be authorized to make representation for and to bind the company, their titles, addresses and phone numbers.

Pricing: Include the pricing page to provide a brief overview of your proposal pricing. Appendix A

Addendum: Include any addendums for verification of receipt.

Include one original and 4 copies of all proposal submission materials.

**3. PROPOSAL & PRICING**

MWSU seeks to partner with a single vendor that offers the best service package at the greatest value based upon our needs. Vendors may partner with other vendors in order to provide a complete package of the required responses.

Please provide proposals and associated pricing for the following areas and indicate the name of the vendor that will provide and support each service:

1) Television Service offerings (**required**).

Please describe Television Services packages and provide pricing for each on a per bed/per month basis. At a minimum, please accommodate the channel lineup currently in use at MWSU (see Current Channel Lineup in **Table 1** below). Additional packages may be bid with their associated cost quotations. If there will be a separate cost for the Cable TV drops across campus (approximately 40 drops), please identify as a separate cost item.

2) Internet Bandwidth offerings (**required**).

Please describe your Internet Service Provider services (including a /24 sized set of public IP addresses) and provide a cost matrix for Internet Bandwidth offerings for the following connection speeds; a) 500 Mbps, b) 1Gbps, and c) 2Gbps. Cost should be presented on an annual cost basis for each of the bandwidth speed offerings.

3) ResNet Managed Service offerings (**optional**).

Please describe your ResNet Managed Service offering(s) and your ability to provide maintenance and management of the system. Please describe what services are provided, your guaranteed service levels of bandwidth availability, the density and speeds of the ResNet service, and the associated cost on a per bed/per month basis. Please provide a comprehensive description of this service including the base service plus any add-on services and associated costs that may be available.

4) Local Television Channel broadcast service (**optional**).

Please describe your capability to broadcast MWSU content over the local Cable TV system to SuddenLink Cable TV subscribers. Please indicate the cost of the service on an annual basis. Please consider bundling this service with your responses in Items 1 and 2 and/or 3 from above.

5) Other and miscellaneous TV and/or network services that may improve the experience of students residing in the MWSU Residence Halls (**optional**).

Examples include the ability to upgrade TV and Internet services on an individual customer basis, set-top boxes, DVR capability, local only IPTV, anywhere/remote IPTV, movies on demand, etc. Please price any services on a per student/per month basis. Please note any of these services in Item 1 if they are included in your service offerings contained in Item 1 above. Please describe each additional service that you may offer and the associated costs.

* Vendor may include appendices containing drawings, planning documents, etc.
* The Vendor will provide a cost proposal with enough detail to give the Selection Review Committee a clear understanding of all costs involved.
* Any and all costs must be fully disclosed and described within the bid response.
* Vendor is responsible for identifying any deficiencies in the MWSU cable plant and the associated costs to correct the deficiencies.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Table 1**  **EIA** | **Carrier Type** | **Virt Channel** | **Service** | **Type** | **NOTE** |
| **2 -- (57MHz)** | **Analog-Pilot** | **2** | **USA** | **Analog** | **FAT BASIC-Pilot** |
| **3 -- (63MHz)** | **Analog-Basic** | **3** | **News Press 3 NOW** | **Analog** | **FAT BASIC** |
| **4 -- (69MHz)** | **Analog-Basic** | **4** | **KNPN-Fox St. Joseph, MO** | **Analog** | **FAT BASIC** |
| **5 -- (79MHz)** | **Analog-Basic** | **5** | **KCTV-CBS Kansas City, MO (s-M)** | **Analog** | **FAT BASIC** |
| **6 -- (85MHz)** | **Analog-Basic** | **6** | **WBJO-CW St. Joseph, MO** | **Analog** | **FAT BASIC** |
| **95 -- (93MHz)** | **Open** | **UN-USEABLE** |  |  |  |
| **96 -- (99MHz)** | **Open** | **UN-USEABLE** |  |  |  |
| **97 -- (105MHz)** | **Open** | **UN-USEABLE** |  |  |  |
| **98 -- (111MHz)** | **Digital-256Q** | **2** | **USA** | **SD** | **SIMULCAST** |
|  |  | **3** | **News Press 3 NOW** | **SD** | **SIMULCAST** |
|  |  | **4** | **KNPN-Fox St. Joseph, MO** | **SD** | **SIMULCAST** |
|  |  | **5** | **KCTV-CBS Kansas City, MO (s-M)** | **SD** | **SIMULCAST** |
|  |  | **6** | **WBJO-CW St. Joseph, MO** | **SD** | **SIMULCAST** |
|  |  | **7** | **OPEN** | **SD** | **SIMULCAST** |
|  |  | **8** | **KSHB-NBC Kansas City, MO (s-M)** | **SD** | **SIMULCAST** |
|  |  | **9** | **KMBC-ABC Kansas City, MO (s-M)** | **SD** | **SIMULCAST** |
|  |  | **10** | **KQTV-ABC St. Joseph, MO** | **SD** | **SIMULCAST** |
|  |  | **11** | **KTWU-PBS Topeka, KS** | **SD** | **SIMULCAST** |
|  |  | **12** | **CNN** | **SD** | **SIMULCAST** |
| **99 -- (117MHz)** | **Digital-256Q** | **13** | **ESPN** | **SD** | **SIMULCAST** |
|  |  | **14** | **TNT** | **SD** | **SIMULCAST** |
|  |  | **15** | **Sprout** | **SD** | **SIMULCAST** |
|  |  | **16** | **Headline News** | **SD** | **SIMULCAST** |
|  |  | **17** | **Lifetime Television** | **SD** | **SIMULCAST** |
|  |  | **18** | **Lifetime Movie Network** | **SD** | **SIMULCAST** |
|  |  | **19** | **Local Government** | **SD** | **SIMULCAST** |
|  |  | **20** | **Cable Marketplace** | **SD** | **SIMULCAST** |
|  |  | **21** | **KCPT-PBS Kansas City, MO** | **SD** | **SIMULCAST** |
|  |  | **22** | **TBS Superstation** | **SD** | **SIMULCAST** |
| **7 -- (177MHz)** | **Open** |  |  |  |  |
| **8 -- (183MHz)** | **Analog-Basic** | **8** | **KSHB-NBC Kansas City, MO (s-M)** | **Analog** | **FAT BASIC** |
| **9 -- (189MHz)** | **Analog-Basic** | **9** | **KMBC-ABC Kansas City, MO (s-M)** | **Analog** | **FAT BASIC** |
| **10 -- (195MHz)** | **Analog-Basic** | **10** | **KQTV-ABC St. Joseph, MO** | **Analog** | **FAT BASIC** |
| **11 -- (201MHz)** | **Analog-Basic** | **11** | **KTWU-PBS Topeka, KS** | **Analog** | **FAT BASIC** |
| **12 -- (207MHz)** | **Analog-Basic** | **12** | **CNN** | **Analog** | **FAT BASIC** |
| **13 -- (213MHz)** | **Analog-Basic** | **13** | **ESPN** | **Analog** | **FAT BASIC** |
| **14 -- (123MHz)** | **Analog-Basic** | **14** | **TNT** | **Analog** | **FAT BASIC** |
| **15 -- (129MHz)** | **Analog-Basic** | **15** | **Spout** | **Analog** | **FAT BASIC** |
| **16 -- (135MHz)** | **Analog-CLI** | **16** | **Headline News** | **Analog** | **FAT BASIC-CLI** |
| **17 -- (141MHz)** | **Analog-Basic** | **17** | **Lifetime Television** | **Analog** | **FAT BASIC** |
| **18 -- (147MHz)** | **Analog-Basic** | **18** | **Lifetime Movie Network** | **Analog** | **FAT BASIC** |
| **19 -- (153MHz)** | **Analog-Basic** | **19** | **Local Government** | **Analog** | **FAT BASIC** |
| **20 -- (159MHz)** | **Analog-Basic** | **20** | **Cable Marketplace** | **Analog** | **FAT BASIC** |
| **21 -- (165MHz)** | **Analog-Basic** | **21** | **KCPT-PBS Kansas City, MO** | **Analog** | **FAT BASIC** |
| **22 -- (171MHz)** | **Analog-Basic** | **22** | **TBS Superstation** | **Analog** | **FAT BASIC** |
| **23 -- (219MHz)** | **Analog-Basic** | **23** | **Blaze** | **Analog** | **FAT BASIC** |
| **24 -- (225MHz)** | **Analog-Basic** | **24** | **ESPN 2** | **Analog** | **FAT BASIC** |
| **25 -- (231MHz)** | **Analog-Basic** | **25** | **Fox Sports Kansas City** | **Analog** | **FAT BASIC** |
| **26 -- (237MHz)** | **Analog-Basic** | **26** | **Fox News Channel** | **Analog** | **FAT BASIC** |
| **27 -- (243MHz)** | **Analog-Basic** | **27** | **Home & Garden Television** | **Analog** | **FAT BASIC** |
| **28 -- (249MHz)** | **Analog-Basic** | **28** | **Disney** | **Analog** | **FAT BASIC** |
| **29 -- (255MHz)** | **Analog-Basic** | **29** | **The Learning Channel** | **Analog** | **FAT BASIC** |
| **30 -- (261MHz)** | **Analog-Basic** | **30** | **CNBC** | **Analog** | **FAT BASIC** |
| **31 -- (267MHz)** | **Analog-Basic** | **31** | **The Weather Channel** | **Analog** | **FAT BASIC** |
| **32 -- (273MHz)** | **Analog-Basic** | **32** | **ABC Family** | **Analog** | **FAT BASIC** |
| **33 -- (279MHz)** | **Analog-Basic** | **33** | **UP!** | **Analog** | **FAT BASIC** |
| **34 -- (285MHz)** | **Analog-Basic** | **34** | **PIVOT** | **Analog** | **FAT BASIC** |
| **35 -- (291MHz)** | **Analog-Basic** | **35** | **Discovery Channel** | **Analog** | **FAT BASIC** |
| **36 -- (297MHz)** | **Analog-Basic** | **36** | **Home Shopping Network** | **Analog** | **FAT BASIC** |
| **37 -- (303MHz)** | **Analog-Basic** | **37** | **QVC** | **Analog** | **FAT BASIC** |
| **38 -- (309MHz)** | **Analog-Basic** | **38** | **E! Entertainment** | **Analog** | **FAT BASIC** |
| **39 -- (315MHz)** | **Analog-Basic** | **39** | **Missouri Western State University** | **Analog** | **FAT BASIC** |
| **40 -- (321MHz)** | **Analog-Basic** | **40** | **National Geographic** | **Analog** | **FAT BASIC** |
| **41 -- (327MHz)** | **Analog-Basic** | **41** | **St Joseph School District Channel** | **Analog** | **FAT BASIC** |
| **42 -- (333MHz)** | **Analog-Basic** | **42** | **C-SPAN 2** | **Analog** | **FAT BASIC** |
| **43 -- (339MHz)** | **Analog-Basic** | **43** | **C-SPAN** | **Analog** | **FAT BASIC** |
| **44 -- (345MHz)** | **Analog-Basic** | **44** | **KTAJ-TBN St. Joseph, MO** | **Analog** | **FAT BASIC** |
| **45 -- (351MHz)** | **Analog-Basic** | **45** | **TV ONE** | **Analog** | **FAT BASIC** |
| **46 -- (357MHz)** | **Analog-Basic** | **46** | **WGN America** | **Analog** | **FAT BASIC** |
| **47 -- (363MHz)** | **Analog-Basic** | **47** | **HMM** | **Analog** | **FAT BASIC** |
| **48 -- (369MHz)** | **Analog-Basic** | **48** | **Great American Country** | **Analog** | **FAT BASIC** |
| **49 -- (375MHz)** | **Analog-Basic** | **49** | **WE TV** | **Analog** | **FAT BASIC** |
| **50 -- (381MHz)** | **Analog-Basic** | **50** | **ID** | **Analog** | **FAT BASIC** |
| **51 -- (387MHz)** | **Analog-Basic** | **51** | **FXX** | **Analog** | **FAT BASIC** |
| **52 -- (393MHz)** | **Analog-Basic** | **52** | **History Channel** | **Analog** | **FAT BASIC** |
| **53 -- (399MHz)** | **Analog-Basic** | **53** | **FX** | **Analog** | **FAT BASIC** |
| **54 -- (405MHz)** | **Analog-Basic** | **54** | **NBC Sports Network** | **Analog** | **FAT BASIC** |
| **55 -- (411MHz)** | **Digital-256Q** | **23** | **Blaze** | **SD** | **SIMULCAST** |
|  |  | **24** | **ESPN 2** | **SD** | **SIMULCAST** |
|  |  | **25** | **Fox Sports Kansas City** | **SD** | **SIMULCAST** |
|  |  | **26** | **Fox News Channel** | **SD** | **SIMULCAST** |
|  |  | **27** | **Home & Garden Television** | **SD** | **SIMULCAST** |
|  |  | **28** | **Disney** | **SD** | **SIMULCAST** |
|  |  | **29** | **The Learning Channel** | **SD** | **SIMULCAST** |
|  |  | **30** | **CNBC** | **SD** | **SIMULCAST** |
|  |  | **31** | **The Weather Channel** | **SD** | **SIMULCAST** |
|  |  | **32** | **ABC Family** | **SD** | **SIMULCAST** |
| **56 -- (417MHz)** | **Digital-256Q** | **33** | **UP!** | **SD** | **SIMULCAST** |
|  |  | **34** | **PIVOT** | **SD** | **SIMULCAST** |
|  |  | **35** | **Discovery Channel** | **SD** | **SIMULCAST** |
|  |  | **36** | **Home Shopping Network** | **SD** | **SIMULCAST** |
|  |  | **37** | **QVC** | **SD** | **SIMULCAST** |
|  |  | **38** | **E! Entertainment** | **SD** | **SIMULCAST** |
|  |  | **39** | **Missouri Western State University** | **SD** | **SIMULCAST** |
|  |  | **40** | **National Geographic** | **SD** | **SIMULCAST** |
|  |  | **41** | **St Joseph School District Channel** | **SD** | **SIMULCAST** |
|  |  | **42** | **C-SPAN 2** | **SD** | **SIMULCAST** |
| **57 -- (423MHz)** | **Digital-256Q** | **43** | **C-SPAN** | **SD** | **SIMULCAST** |
|  |  | **44** | **KTAJ-TBN St. Joseph, MO** | **SD** | **SIMULCAST** |
|  |  | **45** | **TV ONE** | **SD** | **SIMULCAST** |
|  |  | **46** | **WGN America** | **SD** | **SIMULCAST** |
|  |  | **47** | **HALLMARK MOVIE** | **SD** | **SIMULCAST** |
|  |  | **48** | **Great American Country** | **SD** | **SIMULCAST** |
|  |  | **49** | **WE TV** | **SD** | **SIMULCAST** |
|  |  | **50** | **ID** | **SD** | **SIMULCAST** |
|  |  | **51** | **FXX** | **SD** | **SIMULCAST** |
|  |  | **52** | **History Channel** | **SD** | **SIMULCAST** |
| **58 -- (429MHz)** | **Digital-256Q** | **53** | **FX** | **SD** | **SIMULCAST** |
|  |  | **54** | **NBC Sports Network** | **SD** | **SIMULCAST** |
|  |  | **61** | **SEC SD** | **SD** | **SIMULCAST** |
|  |  | **62** | **FS1** | **SD** | **SIMULCAST** |
|  |  | **63** | **The Golf Channel** | **SD** | **SIMULCAST** |
|  |  | **64** | **Fox Sports Plus** | **SD** | **SIMULCAST** |
|  |  | **65** | **MSNBC** | **SD** | **SIMULCAST** |
|  |  | **66** | **Animal Planet** | **SD** | **SIMULCAST** |
|  |  | **67** | **American Movie Classics** | **SD** | **SIMULCAST** |
|  |  | **68** | **Bravo** | **SD** | **SIMULCAST** |
| **59 -- (435MHz)** | **Digital-256Q** | **69** | **Syfy** | **SD** | **SIMULCAST** |
|  |  | **70** | **OWN** | **SD** | **SIMULCAST** |
|  |  | **71** | **truTV** | **SD** | **SIMULCAST** |
|  |  | **72** | **LOCAL-GOVERNMENT ACCESS-Savannah** | **SD** | **SIMULCAST ONLY** |
|  |  | **73** | **Cartoon Network** | **SD** | **SIMULCAST** |
|  |  | **74** | **Hallmark Channel** | **SD** | **SIMULCAST** |
|  |  | **75** | **The Travel Channel** | **SD** | **SIMULCAST** |
|  |  | **76** | **Arts & Entertainment** | **SD** | **SIMULCAST** |
|  |  | **77** | **Food Network** | **SD** | **SIMULCAST** |
|  |  | **78** | **Sec Overflow** | **SD** | **SIMULCAST** |
|  |  | **83** | **Turner Classic Movies SD** |  |  |
|  |  |  |  |  |  |
| **60 -- (441MHz)** | **Digital-256Q** | **335** | **ShopNBC   - ShopHQ / EVINE Live** | **SD** | **SIMULCAST** |
|  |  | **392** | **KNPN-DT Telemundo St. Joseph, MO** | **SD** | **SIMULCAST** |
|  |  | **398** | **Three Angels Broadcasting** | **SD** | **SIMULCAST** |
|  |  | **423** | **KTWU-2 Mhz World View Topeka, KS** | **SD** | **SIMULCAST** |
|  |  | **424** | **KCPT 2 Kansas City, MO** | **SD** | **SIMULCAST** |
|  |  | **425** | **KCPT 3 Create Kansas City, MO** | **SD** | **SIMULCAST** |
|  |  | **426** | **KMBC-DT MeTV Kansas City, MO** | **SD** | **SIMULCAST** |
|  |  | **428** | **KMCI-DT Live Well/Bounce Kansas City, MO** | **SD** | **SIMULCAST** |
|  |  | **429** | **KMCI-IND Lawrence, KS** | **SD** | **SIMULCAST** |
|  |  | **911** | **EAS** | **SD** | **SIMULCAST** |
| **61 -- (447MHz)** | **Analog-Pilot** | **61** | **SEC SD** | **Analog** | **FAT BASIC-Pilot** |
| **62 -- (453MHz)** | **Analog-Basic** | **62** | **FS1** | **Analog** | **FAT BASIC** |
| **63 -- (459MHz)** | **Analog-Basic** | **63** | **The Golf Channel** | **Analog** | **FAT BASIC** |
| **64 -- (465MHz)** | **Analog-Basic** | **64** | **Fox Sports Plus** | **Analog** | **FAT BASIC** |
| **65 -- (471MHz)** | **Analog-Basic** | **65** | **MSNBC** | **Analog** | **FAT BASIC** |
| **66 -- (477MHz)** | **Analog-Basic** | **66** | **Animal Planet** | **Analog** | **FAT BASIC** |
| **67 -- (483MHz)** | **Analog-Basic** | **67** | **American Movie Classics** | **Analog** | **FAT BASIC** |
| **68 -- (489MHz)** | **Analog-Basic** | **68** | **Bravo** | **Analog** | **FAT BASIC** |
| **69 -- (495MHz)** | **Analog-Basic** | **69** | **Syfy** | **Analog** | **FAT BASIC** |
| **70 -- (501MHz)** | **Analog-Basic** | **70** | **OWN** | **Analog** | **FAT BASIC** |
| **71 -- (507MHz)** | **Analog-Basic** | **71** | **truTV** | **Analog** | **FAT BASIC** |
|  |  | **80** | **EWTN** |  |  |
|  |  | **701** | **MC-HIT LIST** | **SD** | **LOCAL** |
|  |  | **702** | **MC-POP RHYTHMIC** | **SD** | **LOCAL** |
|  |  | **703** | **MC-DANCE/EDM** | **SD** | **LOCAL** |
|  |  | **704** | **MC-MCU / MC-INDIE** | **SD** | **LOCAL** |
|  |  | **705** | **MC-HIP HOP AND R&B** | **SD** | **LOCAL** |
|  |  | **706** | **MC-RAP** | **SD** | **LOCAL** |
|  |  | **707** | **MC-HIP HOP CLASSICS** | **SD** | **LOCAL** |
|  |  | **708** | **MC-THROWBACK JAMZ** | **SD** | **LOCAL** |
|  |  | **709** | **MC-R&B CLASSICS** | **SD** | **LOCAL** |
|  |  | **710** | **MC-R&B SOUL** | **SD** | **LOCAL** |
|  |  | **711** | **MC-GOSPEL** | **SD** | **LOCAL** |
|  |  | **712** | **MC-RAGGAE** | **SD** | **LOCAL** |
|  |  | **713** | **MC-ROCK** | **SD** | **LOCAL** |
|  |  | **714** | **MC-METAL** | **SD** | **LOCAL** |
|  |  | **715** | **MC-ALTERNATIVE** | **SD** | **LOCAL** |
|  |  | **716** | **MC-AUDLT ALTERNATIVE** | **SD** | **LOCAL** |
|  |  | **717** | **MC-ROCK HITS** | **SD** | **LOCAL** |
|  |  | **718** | **MC-CLASSIC ROCK** | **SD** | **LOCAL** |
|  |  | **719** | **MC-SOFT ROCK** | **SD** | **LOCAL** |
|  |  | **720** | **MC-LOVE SONGS** | **SD** | **LOCAL** |
|  |  | **721** | **MC-POP HITS** | **SD** | **LOCAL** |
|  |  | **722** | **MC-PARTY FAVORITES** | **SD** | **LOCAL** |
|  |  | **723** | **MC-TEEN MC** | **SD** | **LOCAL** |
|  |  | **724** | **MC-KIDZ ONLY!** | **SD** | **LOCAL** |
|  |  | **725** | **MC-TODDLER TUNES** | **SD** | **LOCAL** |
|  |  | **726** | **MC-Y2K** | **SD** | **LOCAL** |
|  |  | **727** | **MC-90'S** | **SD** | **LOCAL** |
|  |  | **728** | **MC-80'S** | **SD** | **LOCAL** |
|  |  | **729** | **MC-70'S** | **SD** | **LOCAL** |
|  |  | **730** | **MC-SOLID GOLD OLDIES** | **SD** | **LOCAL** |
|  |  | **731** | **MC-POP COUNTRY** | **SD** | **LOCAL** |
|  |  | **732** | **MC-TODAY'S COUNTRY** | **SD** | **LOCAL** |
|  |  | **733** | **MC-COUNTRY HITS** | **SD** | **LOCAL** |
|  |  | **734** | **MC-CLASSIC COUNTRY** | **SD** | **LOCAL** |
|  |  | **735** | **MC-CONTEMPORARY CHRISTIAN** | **SD** | **LOCAL** |
|  |  | **736** | **MC-POP LATINO** | **SD** | **LOCAL** |
|  |  | **737** | **MC-MUSICA URBANA** | **SD** | **LOCAL** |
|  |  | **738** | **MC-MEXICANA** | **SD** | **LOCAL** |
|  |  | **739** | **MC-TROPICALES** | **SD** | **LOCAL** |
|  |  | **740** | **MC-ROMANCES** | **SD** | **LOCAL** |
|  |  | **741** | **MC-SOUNDS OF THE SEASON** | **SD** | **LOCAL** |
|  |  | **742** | **MC-STAGE & SCREEN** | **SD** | **LOCAL** |
|  |  | **743** | **MC-SOUNDSCAPES** | **SD** | **LOCAL** |
|  |  | **744** | **MC-SMOOTH JAZZ** | **SD** | **LOCAL** |
|  |  | **745** | **MC-SINGERS &SWING** | **SD** | **LOCAL** |
|  |  | **746** | **MC-BLUES** | **SD** | **LOCAL** |
|  |  | **747** | **MC-SINGERS &SWING** | **SD** | **LOCAL** |
|  |  | **748** | **MC-EASY LISTENING** | **SD** | **LOCAL** |
|  |  | **749** | **MC-CLASSICAL MASTERPIECES** | **SD** | **LOCAL** |
|  |  | **750** | **MC- LIGHT CLASSICAL** | **SD** | **LOCAL** |
|  |  | **602** | **KNPN TELEMUNDO HD** | **HD** | **LOCAL** |
|  |  | **603** | **NEWS PRESS 3 NOW HD** | **HD** | **LOCAL** |
|  |  | **610** | **KQTV-ABC HD** | **HD** | **LOCAL** |
|  |  | **611** | **KTWU-PBS HD** | **HD** | **LOCAL** |
|  |  | **604** | **KNPN-FOX HD** | **HD** | **LOCAL** |
|  |  | **609** | **KMBC-ABC HD** | **HD** | **LOCAL** |
|  |  | **606** | **KBJO-CW HD** | **HD** | **LOCAL** |
|  |  | **607** | **KCPT-PBS HD** | **HD** | **LOCAL** |
|  |  | **605** | **KCTV-CBS HD** | **HD** | **LOCAL** |
|  |  | **608** | **KSHB-NBC HD** | **HD** | **LOCAL** |

**4. EVALUATION AND SELECTION**

In order to select the Vendor that will be awarded this RFP, the RFP responses will be evaluated in the following manner.

MWSU will convene a Selection Review Committee that will evaluate each response. The response will be evaluated in the following categories.

As past performance is the best predictor of future success, MWSU has established minimum experience qualifications in order for a bidder to be considered. The minimum qualifications to be indicated on the attached minimum qualifications form are:

1. The Service Provider must have experience in providing Television Services, Internet Services, and/or managed Residential Network Services (ResNet) to higher education customers with over 1000 students in a Residential Housing location.
2. Every Service Provider must provide at least three (3) references which reflect a successful implementation of similar size and scope.
3. For ResNet Managed Services bids, the Service Provider must show successful completion of projects of similar scope and size at higher education institutions.
4. For ResNet Managed Services bids, the Service Provider must provide a verifiable customer reference list of at least three (3) ongoing contracts with institutions of higher education, comparable in size, where the ResNet Services (data) offered are similar in scope to the services described in this RFP.

Every Service Provider, at a minimum, must provide the following verifiable information from 3 current customers of similar size and scope:

* Customer name and address.
* Contact person and telephone number.

For each ResNet Managed Services proposal, please use the table on the following page to document verifiable information from 3 current customers:

* Institution name and address.
* Contact person and telephone number.
* Start date of providing ResNet Services to the institution.
* Number of beds on the Residential Network serviced.
* Description of the Project including wired and wireless internet services.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | University/College Name  and Address | Contact Name, Telephone  Number and Address | Number of beds on ResNet vendor provides data service to (must be 1000 or greater) | Date Contract Awarded, plus  Start and Finish Dates | Brief Description of Requirements Undertaken |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |

For ResNet vendors who meet the ResNet qualifications above, MWSU seeks the following additional information with regard to experience in order to fully understand each vendor’s track record.

**Understanding of Higher Education Environment (pertains only to Vendors bidding a ResNet solution)**

Vendor must have a detailed understanding of the higher education environment in general and student technology expectations and needs in particular. Vendor will be the sole provider of the services and will be a reflection of MWSU in the eyes of the students and their parents. In order to do so, Vendor must track and analyze student usage patterns and technology trends in preparation for transition to future technologies. This foresight on the part of prospective vendors should be reflected in past decisions concerning equipment/technology options including robustness and expandability, replacement/upgrade timing, introducing new devices or services to residential students, customers, etc. Please provide at least three (3) examples showing Vendor's ability to track and analyze student usage behavior and showing foresight in evolving the ResNet Services.

**EVALUATION FACTORS:**

For vendors who meet the minimum qualifications each proposal shall be evaluated accordingly:

The value of each proposal will be determined by the Selection Review Committee based upon the features and functionality of the proposal and the related costs. Factors that will be considered during the assessment and decision process include:

Technical Proposal

Support Proposal

Cost Proposal

Optional Services

Comprehensiveness of Response

**5. ADDITIONAL REQUIREMENTS FOR RESNET SERVICES**

**5.1. Provisioning ResNet Services**

5.1.1. Promotion and Communication of ResNet Services

Vendor will work with MWSU to provide a customer-specific ResNet website. This website must contain all information relevant to MWSU's ResNet Services and accessible to MWSU, staff and (prospective) resident students.

Vendor performs at least one (1) customer satisfaction survey per academic year among all resident students and staff members. The results of the survey must be made available to MWSU and resident students.

Vendor is to provide information on how their company will address advertising and promotional media to be distributed to resident students. Vendor will also provide information on how Vendor is able to assist MWSU to publicize information to resident student, leveraging existing communication means within the ResNet.

**5.2 Management and Maintenance Procedures - ResNet Services**

5.2.1 Agreements, Policies and Procedures

MWSU accepts that Vendor has resident students sign a Responsible Use Agreement for the provided ResNet Services, as long as such agreement is not in conflict with MWSU policies and federal and state laws and regulations.

Prior to commencement of ResNet Services, Vendor must provide MWSU its policy and procedures on handling and resolving security and DMCA/RIAA related network issues.

This policy and procedures must also be published on the customer-branded ResNet website.

Vendor is to provide written procedures to MWSU regarding access to the Internet (i.e. Registration page, software used, etc.), prior to commencement of a ResNet Services agreement. For the purpose of the RFP provide a short description of these procedures and optionally provide procedures as appendix to the RFP response.

Vendor is to provide written procedures regarding preventive maintenance procedures, prior to commencement of the ResNet Services agreement. For the purpose of the RFP provide a short description of these procedures and optionally provide procedures as appendix to the RFP response.

5.2.2 Additional and Optional ResNet Services

Vendor must indicate if they market and bill for optional services, above the standard ResNet Services, directly to resident students, staff members and guests in the residence halls. The vendor will be responsible for the billing and collection of any such optional services.

5.2.3. Handling DMCA/CALEA/RIAA

Vendor is responsible for the handling of, compliance, and responding to any DMCA, CALEA, RIAA, etc. complaints originating from a device communication on the ResNet network. If necessary, Vendor will work with the reporting agencies directly regarding DMCA, CALEA, RIAA complaints that involve resident students.

**5.3. Maintenance of ResNet Equipment and Infrastructure**

5.3.1. Replacements and/or Service Calls

Vendor is responsible for the complete maintenance of the equipment making up the ResNet infrastructure and is responsible for the replacement of any equipment in order to ensure the proper functioning of the ResNet infrastructure.

Vendor must provide all technical service support on campus such as network maintenance and individual student service calls at no additional charge to the school or student.

For larger scale replacements and/or upgrades Vendor has to organize such activities as a project.

5.3.2. On-Site Coordinator (OPTIONAL)

If the Vendor plans to assign an On-site Coordinator under this agreement, the On-site Coordinator:

* Is responsible for addressing or coordinating all ResNet-related support and maintenance issues.
* Must remain constant at least for the duration of a semester.
* Vendor must provide MWSU the results of the security background check of the On-site Coordinator or any person performing this function prior to the start of the contract. When Vendor is not able to provide such information MWSU may perform a security background check and Vendor must provide full cooperation.

5.3.3 Subcontractors

Vendor shall provide MWSU a list regarding the identification of all subcontractors and suppliers prior to their arrival on campus. All subcontractors supplying components, labor or other support are the responsibility of the Vendor, but must be approved by MWSU prior to the issuance of any subcontracts.

Subcontractors will be held to the same requirements and qualifications as the Vendor.

5.3.4. Project Manager

It is expected that the Vendor's project manager and supervisory personnel will remain constant throughout the individual projects. Initial assignment and possible subsequent changes in project management personnel must have prior approval from MWSU.

**5.4. Other Vendor Requirements**

5.4.1. Contact list

Provide a list of all Vendor contacts relevant to this RFP.

During the term of the agreement Vendor must provide MWSU with a full and up-to­

date Account Team contact list.

5.4.2. Professional Manner

Work performed under this RFP may be performed while the students live in the residence halls. It is critical that the work does not disrupt normal operations at the MWSU's premises. Vendor personnel are to conduct themselves in a professional manner, so as not to compromise the safety or self-respect of any student, staff member, or guest. MWSU reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP, any individual without a statement of cause. The vendor will comply without compromising schedules and/or any other contract term.

5.4.3 Location Access and Security

For the purpose of access to site locations, Vendor's employees (including those of subcontractor) need to report to the Residential Housing office. For that purpose the Vendor being awarded the RFP will provide (certified) copies of identification of any employee that may need access to site locations.

To ensure the safety and security of Vendor's employees and MWSU's students, staff, and guests, MWSU may decide on a case-by-case basis that Vendor's employees have to be escorted by a MWSU-assigned person. In the case no escort is available, Vendor must reschedule the activities to a day and time an escort is available.

5.4.4 Unique Business Practices

In the RFP response, please provide any additional pertinent arrangements, unique business features, sponsorship arrangements, special services, development initiatives, discounts, or terms and conditions that are relevant to this RFP.

**6. STANDARD AND OPTIONAL RESNET SERVICES AND SUPPORT**

Please respond to the following questions and information requests.

**6.1. Definition of ResNet Services and Infrastructure**

6.1.1. ResNet Services

The ResNet Services must be offered to all students, staff members, and guests who are assigned living arrangements in the resident halls by MWSU. This is also known as providing ResNet Services on a "per BED" basis.

ResNet Services must at a minimum include:

* Unrestricted local data network services.
* Ubiquitous Internet access through wired and wireless access.
* Direct 24x7x365 Helpdesk Support and On-site Coordinator (if assigned) support.
* Direct 24x7x365 Network Operations Center (NOC).
* Guaranteed standard upload/download data speed. (State the upload/download speeds).
* Optional higher data speeds for Internet access if available.
* Vendor maintained MWSU-specific website with full information on the ResNet Services, accessible to MWSU's resident students, staff, and guests. This website includes at least basic ResNet information, policies, procedures, status updates, methodologies for securing computer, and subscription/enrollment functions.
* Applications and tools provided by Vendor to subscribed/enrolled resident students

**REQUIREMENT:** Vendor is prohibited from filtering any type of data or limit access to any Internet-based site or service under any circumstance without explicit written MWSU consent. Vendor is also prohibited from applying any type of rate-control but for the purpose of restricting a subscribed/enrolled resident student, staff or guest from exceeding the guaranteed data speed.

**6.2. Requirements-ResNet Services**

6.2.1. Support

Vendor must provide support for all ResNet Services including:

* technical support
* customer support
* user account billing (if applicable)
* user account maintenance (creation, management, deletion), steps to obtain an account
* immediate notification of the On-Site Coordinator (if one has been assigned) of any issues the Coordinator needs to address pertaining to the system and network security.

Vendor must provide 24x7x365 direct helpdesk support to resident students, staff, and guests for all the ResNet Services (standard and optional) via a toll-free telephone number. This telephone number should alert the helpdesk that the caller is a MWSU resident student, staff member or guest. Bidders must describe the location(s) and specifics of the helpdesk responsible for providing this service

Vendor must agree to provide 24x7x365 maintenance repair service. Bidders must describe the locations and specifics of the control center responsible for providing this service.

Vendor must ensure that the On-site Coordinator (if one has been assigned) is present on site during the Fall and Spring semester move-in days.

Vendor will work with MWSU to provide a welcome webpage detailing methodologies for securing their computer. Contractor agrees that without the prior written consent of MWSU, it will not use the name, service marks, or trademarks of MWSU or of any of its affiliated companies in any electronic media or in any advertising, publicity release or sales presentation. Such consent shall not be unreasonably withheld, delayed, or conditioned.

Vendor must provide wired account moves for students, staff and guests that change rooms during each semester within 24 business hours and at no additional cost to MWSU, student, staff member or guest. The billing for optional ResNet Services (if available) must follow the student, staff member or guest.

Vendor must complete repairs affecting the ResNet Services to one (1) or more subscribed resident students, staff and/or guests within 24 business hours after the initial report.

6.2.2. Technical

As part of the standard ResNet Services, Vendor must provide wired connection per bed (where available) and in designated common lounge areas.

Vendor must provide IEEE 802.11ac wireless access in all areas within each residence hall to which students and guests have access. This is also known as wall-to­ wall wireless coverage.

Vendor guarantees an Internet data speed for Standard ResNet Services per device of

20 Mbps download and 20 Mbps upload for up to 5 devices per bed.

Vendor must indicate if options exist for a higher Internet data speed per device with enhanced download/upload speeds for students desiring an enhanced Internet connection. Vendor may describe additional optional higher Internet data speeds. All optional Internet data speeds are offered on a per bed basis directly to the student, guest, or staff member.

The wireless network must support roaming within a residence hall.

Vendor must provide support for both IPv6 and IPv4 addresses to the Internet for all connections within the ResNet Infrastructure. Vendor must confirm and detail their experience in providing both IPv6 and IPv4 support in ResNet operations

6.2.3. Services

Vendor must provide and support up-to-date security tools for resident student, staff member, or guest at no charge for each semester the person remains subscribed to the ResNet Services. These tools should at least include updatable anti-malware programs.

6.3. **Optional Services**

Vendor should also provide MWSU with any related services, enhancements or features that it feels would be beneficial to MWSU as well as related costs. Such optional services may be included in the agreement.

Appendix A



Pricing Page

***REQUIRED***

Base Television Service $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional package options $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional package options $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional package options $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cable TV drops across campus (approx 40) $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Base Internet Bandwidth 500 Mbps $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Base Internet Bandwidth 1Gbps $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Base Internet Bandwidth 2Gbps $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE: Cost should be presented on an annual cost basis for each of the bandwidth speed.

***OPTIONAL***

Base ResNet Managed Service $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Base Local Television Channel broadcast service $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bundled in Items 1 and 2 and/or 3 from above Yes, specify which \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE: Cost of the service should be on an annual basis.

Other and miscellaneous TV and/or network services that may improve the experience of students residing in the MWSU Residence Halls

Please price any services on a per student/per month basis. Please note any of these services in Item 1 if they are included in your service offerings contained in Item 1 above.

Examples include the ability to upgrade TV and Internet services on an individual customer basis

set-top boxes $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DVR capability $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

local only IPTV $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

anywhere/remote IPTV $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

movies on demand $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional option list­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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