UT Administration of

Daman & Diu

Department of Information Technology

Daman- 396220

No.01/IT/DDeGS/File No. 193 /2016-17/Part-II/ 113   Date : 16/07/2018

Expression of Interest – EOI

      Expression of Interest is invited from the reputed OEM's / ISP's /Telecom Infrastructure Company and other companies for providing the Wi-Fi facility across UT of Daman & Diu.

      Interested parties can send their details in form of area of interest, preparedness, infrastructure availability and their experience in this area and submit the same in sealed envelope as specified by 06/08/2018 up to 16.00hrs to the Department of Information Technology, Daman at above mentioned address. All parameters would be evaluated viz strength of experience, availability of infrastructure and preparedness. You can download the bid document from the official website of Daman : www.daman.nic.in from 16 /07/2018 to 06 /08/2018 up to 16.00 hrs.

Online Download EOI from Website : www.daman.nic.in	16/07/2018 to 06/08/2018 up to 16.00 hrs
Last date and time of submission of pre-bid queries	20/07/2018 up to 17:00 hrs
Date and time of Pre-bid conference	24/07/2018 at 16:00 hrs
Venue of Pre-bid conference	Conference Hall, Secretariat, Moti Daman – 396220
Date of Release of Response to Pre-Bid Queries	30/07/2018 at 16:00 hrs
Last Date and Time of Submission of EOI	06/08/2018 at 16:00 hrs
EOI Bid Opening	08/08/2018 up to 16:00 hrs at Information Technology Department, Fort Area. Moti Daman-296220

Director (IT)

Daman.

Expression of Interest – (EOI)

for

Providing WI-FI Hotspot Solution

at tourist places in

UT Administration of Daman & Diu

Director IT,

Department of Information Technology,

Fort Area,

Moti Daman, Daman, 396220.

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1 Background

Due to the Information Technology growth in India, UT administration of Daman & Diu has planned for Wi-Fi Hotspot Zone at selected Tourist places in Daman & Diu

The UT Administration Daman and Diu proposes to use Wi-Fi facility for better governance, and to improve the operational efficiency and to easily interact with citizens viz.
i) Introduction of Mobile governance
ii) Provide internet facility at Tourist place.

The project is aimed at enabling the citizens across telecom operators to avail public Wi-Fi services and enjoy internet services at any point of time at any of these proposed locations

2 About Daman & Diu

The Union Territory of Daman and Diu, constituting an area of 112 sq. kms, is located at the west coast of India on the Arabian Sea. The territory has two districts namely Daman and Diu, both on the sea side and enclosed with the state of Gujarat. Due to their location and weather advantages, they offer excellent potential for tourist traffic.

Daman

Daman constitutes of 72 sq. kms geographical area and is situated at 20-22'-00" to 20-27'-25" latitude north of equator and between meridian 72-49'-42" to 72-54'-43" longitude. An important location advantage of Daman is its close proximity to Mumbai and is only 13 kilometer away from the nearest railway station, Vapi.

Diu

The district of Diu is a tiny island located slightly off the coast of Kathiawad, near the port of Veraval in Gujarat with a coastal length of 21 kms. It is 768 kms. away from Daman. Diu is bounded by Junagadh and Amreli District of Gujarat in the North and by the Arabian Sea from three sides. It is situated between 20-44'-34" and 20-42'-00" latitude north of equator and between meridian 71-00'-24" and 70-52'-26" longitude east of Greenwich.

Its length from the extreme north and south measures 4.6 kilometers and width from east to west measures 13.8 kilometers. The nearest railway station is Delwada at a distance of 9 kilometers from Diu. A portion of Diu district is on the main land which is named Ghoghla.

3 Requirements of EOI

3.1 The interested bidders shall be required to submit the EoI document with the following details:

3.1.1. Documents like Product literature, brochure, specification sheet,etc. clearly describing various features and technical specificationsfor each of items used in the proposed solution including all itscomponents like Access Points (AP's), Routers, Switches, etc.

3.1.2. Details of similar projects executed in past with Client referencesfor the projects done.

3.1.3. Company profile, Profit & Loss statement, and Balance sheet for the last 1 year, No. of Employees, Head Office Location, etc.

3.1.4. Bidders will be required to make the presentation of theirproposed solutions showcasing various features, technicalcapabilities and financial model.

3.1.5. The demonstration highlighting user interface and main featuresshould be provided.

3.1.5. If needed, the bidder shall be required to install the required hardware in one of location to be suggested by Information Technology Department, Daman for demonstration and evaluation purpose, which shall address theissues like coverage, capacity, density, and security, which may beconsidered as a pre-qualification criterion. This exercise should bear no costs to UT Administration.

4   Selection of Implementing Agency

The selection of the implementing Agency (IA) will be on basis of abidding process in response to a RFP to be invited by Department of Information Technology, subsequently. Department of Information Technology, Daman reserves the right to give preference to those firmswhich respond to this EOI (Expression of Interest) or otherwise, in whichcase the bidder would have the advantage of understanding therequirements of deploying the Wi-Fi, in a better perspective.

5   Terms and Conditions:

5.1   UT Administration of Daman & Diu will facilitate in the process of gettingthe locations/permissions for installation of WiFi hotspots.

5.2   It should be noted that interest is only sought from Service providers /prospective bidders that have an existing proven capability forimplementation of Wi-Fi.

5.3   By responding to this EoI request, the bidder should understand that atthis stage Department of Information Technology is only exploring the different viable options and theproposed project implementation & operation methodology.

5.4   Department of Information Technology reserves the rights to accept, modify, or reject any or all EoI offer atany time, without incurring any liability to itself.

5.5   Costs to be Borne by Bidder: All costs and expenses (whether in terms oftime or money) incurred by the bidder in any way associated with thedevelopment, preparation and submission of the EoI Offer, including butnot limited to attendance at meetings,

discussions, demonstrations, etc.and providing any additional information required by Department of Information Technology, will beborne entirely and exclusively by the prospective bidder.

5.6 It is to be ensured that the bidders in the prescribed format may furnishthe complete information as required by this office at any time. Formatssubmitted with incomplete information and not conforming torequirements are liable to be rejected.

5.7 The Bidder shall be disqualified and EoI offer submitted will not beconsidered if:

i) The EoI Offer documents are not signed by the authorized signatory.

ii) The EoI documents submitted are incomplete and/or ambiguous in anyrespect.

iii) The EoI documents are not submitted in the manner specified in thebid document.

iv) Any form of canvassing/lobbying/influence/query regarding shortlisting, status etc. will result in a disqualification.

5.8 The bidder will be bound by the details furnished to Department of Information Technology, while submitting the EoI or at subsequent stage. In case, any of such documentsfurnished by the bidder is found to be false at any stage, it would bedeemed to be a breach of terms of contract making the bidder liable todisqualification or termination of contract.

5.9 The Bidder should not have been blacklisted or involved in any corrupt & fundamental practices by any Central / State Ministry / PSUs.

6 **Submission of EOI:**

Department of IT would convene a pre-bid meeting with all tentative EOI bidders on **24ᵗʰ July, 2018 @ 4.00pm (sharp)** in the Conference Hall, Secretariat, Fort Area, Moti Daman to clarify any points on the deployment of Wi-Fi project. Prospective bidders arerequested to intimate their participation to this meeting by confirmingtheir participation and sending the same to email id: **dit.daman-dd@nic.in**.

Mode of Submission: Signed Hard Copy along with a Softcopy in a CD..
Last Date for Submission: **06ᵗʰ August, 2018 @ 4.00pm (Sharp)**

Super scribing 'EoI for Public Wi-Fi' on the sealed envelope, submitted eitherby Post / Speed Post or by personal delivery, before the date and timeindicated for submission addressed to:

The Member Secretary,

Information Technology Department, UT Administration of Daman & Diu

Behind Post Office, Fort Area, Moti Daman – 396220

7 **Broad Scope of Work:**

• The IA shall provide free Wi-Fi Services to the public for capped for free data usage (upto say 500MB, etc.) per 24 hours. Beyond the free windowof time and data usage, citizens may have to pay to the service providerfor additional usage.

- The participating vendors shall propose a complete solution including provisioning of bandwidth, design, supply, installation, configuration, activation, operations, maintenance, monitoring, support etc. of the Wi-Fi project including the requisite manpower as well for the management of the project. The vendor shall be responsible for payment of costs of all other associated services like security of the Wi-Fi equipment etc.

- The participating vendors must carry out intensive site surveys of the proposed locations while submitting the EoI. (Please see the Annexure)

- The IA shall provide Wi-Fi facility (at various tourist locations in Daman), including all the software, hardware and network componentsalong with bandwidth, and support facility for a period of 1 year and maximum of 3 years. The IA shall be required to implement an end-to-end WiFi solution.

- The broad scope for IA in the Wi-Fi Project will be inclusive, but notlimited to:

  i. Supply, configuration and installation of the state of the art Wi-Fiservice including internet bandwidth.

  ii. Provide the web based portal for user to login/authentication for Wi-Fi Access. The IA has to display the scheme of GOI on login page as per the direction of UT Administration.

  iii. Provisioning the access control and audit trail mechanism as perindustry standard and security norms defined by various regulatory bodies.

  iv. Provide the web-based management console to Department of Information Technology in order tomonitor the Wi-Fi access.

  v. Facility to define rule based access depending on usage, time duration,etc.

  vi. Facility to restrict access based on URL (Uniform Resource Locator),application, category, etc.

  vii. Provision for customizable reports for Wi-Fi Access Logs.

  viii. Facility to enable/disable specific user/system from Wi-Fi Access.

- The wireless equipment installed can draw the power from the electrical pole/lamp posts for their operating requirements.

- All requirements mentioned in this Scope of work, includinginfrastructure, related components, and services, are expected to be fullyborne by the IA. However, Department of IT is interested in understanding of anyinnovative ways which may be designed and proposed by theprospective bidders, either through an alternate payment model or otherwise.

- Bidder may undertake on-site surveys to assess the required number ofaccess points and optimal locations to deploy the access points. Howeverthe associated cost of the surveys shall be borne by the bidders.

- The bidder shall propose flexible, multiple modes for payment ofuser charges. The proposal shall also include technology related upgradationssuch as deployment of equipment hardware, software as wellas scaling up of bandwidth based on usage.

- Provide Secure, easy and metered access to Wi-Fi network throughmultiple devices.

- Ensure availability of Wi-Fi access details of individuals/companies to the UT Administration in line with the laws.

- Provision of restricted access to Wi-Fi network for individuals andcompanies from time to time based on authorized governmentnotifications.

8 Function Requirement Specifications

The overall system should meet (but not limited to) the following functional requirements:

- At each hotspot, the Wi-Fi service shall be available across a radius of at least 200 meters.

- The selected vendor must be able to manage, monitor, control and optimize the bandwidth allocation / distribution across all the proposed hotspots as per the requirements.
- The IA shall ensure adherence to the following QoS (Quality of Service) parameters:
  i. Committed Information Rate – Minimum 1 mbps per user
  ii. 24*7*365 WiFi network availability

- At each Wi-Fi hotspot, at least 200 concurrent users should be able to access Wi-Fi internet facility at the same time without any decrease in minimum bandwidth guarantee of 1mbps at each user level.
- The system shall be capable of controlling the bandwidth at user level to prevent the users from monopolizing all the bandwidth e.g. by downloading videos.
- The Wi-Fi solution proposed by the vendors shall not be based on any restrictive technology that prevents other service providers to setup similar services in the area.
- The system shall be able to provide access to any device which is Wi-Fi enabled, regardless of software (operating system and browser) of the device.
- The system shall be able to provide complete coverage in the areas identified, including but not necessarily inside the buildings.
- The system shall be scalable for future expansion without capacity throughput or other performance constraints. It shall be able to add new Wi-Fi hotspots as per requirement of DoIT in a plug-n-play mode.
- The system shall be able to provide real time performance monitoring, management and reporting. The system shall be capable of monitoring each site /location individually.
- The system shall comply with all the applicable guidelines, laws and legislative requirements laid down by DoT / TRAI or any other agencies authorized by Govt. of India.
- The system shall not violate any radiation standards specified by DoT / TRAI or any other agencies authorized by Govt. of India.
- The system / equipment proposed to be installed at the identified locations shall not pose any threat to the residents or public property.

9   Operation Maintenance and Support

- The selected agency will have to provide full operational, maintenance and technical support during the entire period of the contract.
- The selected agency shall be responsible for managing and monitoring the complete architecture of the Wi-Fi during the entire period of contract.
- All the Wi-Fi hotspots shall be managed by a centralized Wi-Fi management software and Wi-Fi controller. User credentials for MIS access to the software must be shared by the selected agency with DoIT.
- In case of non-utilization of Wi-Fi services at any of the Wi-Fi hotspot, the selected agency shall relocate the same.
- During the duration of the contract, the selected agency shall be required to conduct periodic checks of the deployed solution for performance & security, and further perform continuous network monitoring on behalf of DoIT.
- The selected agency shall be required to provide necessary information, support and MIS reports in the desired format to the DoIT and/or any of its authorized representatives to carry out forensic analysis at any point during the contract, if required.
- The selected agency will have to provide necessary trainings to the departmental staff identified by DoIT from time to time on usage of the system like Central Wi-Fi management software etc.
- The selected agency shall be required to setup and operate 24x7 helpdesk customer support system (Toll free numbers) and web based complaint / feedback registration system for end users.
- In order to provide better services, the selected agency would set-up response teams to address technical, outage or other network issues at the sites.

10   Tentative Service Level Agreement (SLA)

- The selected agency shall has to comply with SLAs defined below to ensure adherence to quality and availability of services. Detailed SLAs and penalties on non-compliance would be finalized by DoIT at the time of floating RFP.
- Tentative Service Monitoring Levels –

Sr No	SLA Parameter	Reporting Period	Service Levels
Wi-Fi Services			
1	Availability	Monthly	>=98.5%
2	MTTR (Mean Time to Repair)	Monthly	<=4 Hour
3	Bandwidth Through put	Monthly	>=90% of the specified throughput at Hotspot
4	Latency	Monthly	<=100ms
Support			
1	Help Desk (Toll Free Number)	Monthly	24*7
2	Complaints Redressal (Time Taken from Ticket Generation to Ticket Resolution)	Monthly	<=2 Hours

11 Data Maintenance & Security

- The selected agency shall be responsible for preparing technical documents forrecording each and every process of the implemented solution.
- The selected agency shall also prepare detailed documents on "how-to" andfor training purpose like User manuals, Training manuals etc.
- The confidentiality of all such documents / reports generated shall must bemaintained by the vendor. The vendor shall handover the complete documentationto DoIT as and when asked for and also at the end of contract.
- The selected agency will be required to retain user / usage specific data, for theentire duration of the contract, or for duration as specified by DoT / TRAI / otherauthorized agencies (whichever is more), such as:
    - Information identifying the user of the session
    - Identity of the device used of the session – MAC address
    - Session start and end time
    - IP address used
    - The location connected from
    - User Authentication details (provided at the time of authentication)
    - URLs / details of websites and applications accessed during the session
    - Any other details as specified in the norms of DoT / TRAI
- The selected agency shall ensure that user information is secured and is notaccessible to any unauthorized entity. It must also be ensured that solution isdesigned for end- to-end security for the network to prevent any unauthorizedchanges and use of the network.
- The system must be able to generate detailed reports on:
    - User / usage specific data
    - Complaints / feedback submitted by the end users
    - Utilization report of each Wi-Fi hotspot etc.
- The vendor must provide necessary Login credentials to DoIT to access all such MIS
- reports at any point of time.The selected agency shall not in any case share any such data / informationgenerated under the Wi-Fi project with anyone without the consent of DoIT.

12 Capabilities of the Prospective bidder

- The bidder should have the prior experience of implementation & maintenance of at least one project of similar scale in any State/City in India.
- Potential bidders should provide a brief summary covering the:

    a. Implementation for the proposed Wi-Fi Services

    b. Brief on existing capability in delivering the proposed services, including the number of customers and scale of organization to deliver the services on a managed basis

    c. Brief explanation of how the above services will be achieved, Technology proposed / deployed

d. The proposed system should be scalable to accommodate / meet the increased bandwidth usage / more users over a period of time, to ensure there is no degradation in the QoS.

e. Demonstration of any established Wi-Fi deployments, Technology used, design considerations, and the model of operation adopted.

f. Basis for System Operational and the redundancy planned for a 24/7operations.

13 Checklist of EOI documents to be submitted

Sr No	Document Name	Description	Page Nos.	Remarks
1	Product literature			
2	Credential of having done projects on a similar scale in any city/state in India	Work Order / Credential certificate		
3	Audited Balance sheet			
4	Proposed Financial / Revenue model			
5	Proposed Implementation model			
6	Summary of proven Capabilities			
7	Any other document supporting the bidder's response to this EoI			

Annexure-I

District	Probable Locations (Around)
Daman	Jampore Beach, Moti Daman
	Jetty Area, Moti Daman
	Jetty Area, Nani Daman

	Bus Stand, Nani Daman
	Dubai Market, Nani Daman
	Somnath Temple, Nani Daman
Diu	Ghoghla Beach
	Airport Area
	Fort Area
	Bunder Chowk