



Meghalaya
Information Technology Society

No. MITS.11/2015/8

Dated: 14th September, 2015

Expression of Interest (EoI)

For

Providing WiFi Hotspots

In

Shillong and Tura, Meghalaya

Meghalaya Information Technology Society (MITS)
Information Technology Department, Government of Meghalaya,
Ground Floor, NIC Building, Secretariat Hills,
Shillong - 793001, Meghalaya

1. Introduction

- 1.1. The Meghalaya Information Technology Society (MITS) is a society registered under Information Technology Department, Government of Meghalaya, and the Meghalaya Societies Registration Act, 1983.
- 1.2. MITS is the state nodal and implementing agency for all IT and e-governance related initiatives in Meghalaya.

2. Background & Objective

- 2.1. The State government endeavors to encourage both electronic-governance and mobile-governance in Meghalaya.
- 2.2. In this connection, the Government of Meghalaya, through MITS, wishes to launch “Public Wi-fi” services in Shillong and Tura as a project with about 6 hotspot locations in Shillong and 3 locations in Tura towns as indicated at Annexure-I. 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 as mutually decided and finalized between selected Implementing Agency (IA) and MITS.
- 2.3. The State government intends to provide free Wi-Fi Services to the public for stipulated time duration (upto say 45 minutes, etc) per 24 hours and capped for free data usage (upto say 500MB, etc.) per 24 hours. Beyond the free window of time and data usage, citizens may have to pay to the service provider for additional usage.
- 2.4. MITS is interested in understanding, if there are innovative ways to meet this objective of providing Wi-Fi Service to citizens of the two towns (Shillong and Tura) at either no cost to MITS or an alternate payment model as may be proposed by the prospective bidder.
- 2.5. Apart from regular walk-in citizens and government employees, the State government also wishes to target tourists who would benefit from the proposed WiFi services.

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 specifications for each of items used in the proposed solution including all its components like Access Points (AP's), Routers, Switches, etc.

- 3.1.2. Details of similar projects executed in past with Client references for the projects done.
- 3.1.3. Company profile, Profit & Loss statement, and Balance sheet for the last 3 yrs, No. of Employees, Head Office Location, etc.
- 3.1.4. Proposed model for Financial Sustainability and Operational Sustainability of the Wi-Fi project for a minimum period of 3 yrs to maximum of 5 yrs.
- 3.1.5. Bidders will be required to make the presentation of their proposed solutions showcasing various features, technical capabilities and financial model.
- 3.1.6. The demonstration highlighting user interface and main features should be provided.
- 3.1.7. If needed, the bidder shall be required to install the required hardware in one of location to be suggested by MITS for demonstration and evaluation purpose, which shall address the issues like coverage, capacity, density, and security, which may be considered as a pre-qualification criterion. This exercise should bear no costs to MITS.

4. Selection of Implementing Agency:

- 4.1. The selection of the implementing Agency (IA) will be on basis of a bidding process in response to a RFP to be invited by MITS, subsequently. MITS reserves the right to give preference to those firms which respond to this EOI (Expression of Interest) or otherwise, in which case the bidder would have the advantage of understanding the requirements of deploying the Wi-Fi, in a better perspective.

5. Terms and Conditions:

- 5.1. The Govt. of Meghalaya/ MITS will only facilitate in the process of getting the locations/permissions for installation of WiFi hotspots. The IA, as part of the proposed service, will directly approach the land/ building owners, install and maintain the required infrastructure & hardware at each of the locations and get permissions from the concerned authorities, like MUDA, PWD, etc. The IA will be allowed to take advantage of branding and advertising opportunity associated at each of the Wi-Fi location, through the services provided only. The branding and advertisements must not interfere with the user experience of the service.
- 5.2. It should be noted that interest is only sought from Service providers / prospective bidders that have an existing proven capability for implementation of Wi-Fi.

- 5.3. By responding to this EoI request, the bidder should understand that at this stage MITS is only exploring the different viable options and the proposed project implementation & operation methodology.
- 5.4. MITS reserves the rights to accept, modify, or reject any or all EoI offer at any time, without incurring any liability to itself.
- 5.5. Costs to be Borne by Bidder: All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the EoI Offer, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by MITS, will be borne entirely and exclusively by the prospective bidder.
- 5.6. It is to be ensured that the bidders in the prescribed format may furnish the complete information as required by this office at any time. Formats submitted with incomplete information and not conforming to requirements are liable to be rejected.
- 5.7. The Bidder shall be disqualified and EoI offer submitted will not be considered if:
 - i) The EoI Offer documents are not signed by the authorised signatory.
 - ii) The EoI documents submitted are incomplete and/or ambiguous in any respect.
 - iii) The EoI documents are not submitted in the manner specified in the bid document.
 - iv) Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will result in a disqualification.
- 5.8. The bidder will be bound by the details furnished to MITS, while submitting the EoI or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making the bidder liable to disqualification or termination of contract.

6. Submission of EOI

- 6.1. MITS would convene a pre-bid meeting with all tentative EOI bidders on **1st October, 2015 @ 3.00pm (sharp)** in the Conference Hall, New IT Building, Secretariat Hills, Shillong-793001, Meghalaya, to clarify any points on the deployment of Wi-Fi project. Prospective bidders are requested to intimate their participation to this meeting by confirming their participation and sending the same to email id: **dit-meg@nic.in**.

Mode of Submission: Signed Hard Copy along with a Softcopy in a CD..
Last Date for Submission: **12th October, 2015** before **3.00pm (sharp)**

Superscribing '*EoI for Public Wi-Fi*' on the sealed envelope, submitted either by Post / Speed Post or by personal delivery, before the date and time indicated for submission addressed to:

**The Member Secretary,
Meghalaya Information Technology Society (MITS),
Information Technology Department, Government of Meghalaya,
Ground Floor, NIC Building, Secretariat Hills,
Shillong – 793001, Meghalaya**

7. Broad scope of work

- 7.1. The IA shall provide free Wi-Fi Services to the public for stipulated time duration (upto say 45 minutes, etc) per 24 hours and capped for free data usage (upto say 500MB, etc.) per 24 hours. Beyond the free window of time and data usage, citizens may have to pay to the service provider for additional usage.
- 7.2. The IA shall ensure adherence to the following QoS (Quality of Service) parameters:
 - i. Committed Information Rate – Minimum 512 Kbps per user
 - ii. 24*7*365 WiFi network availability
- 7.3. The IA shall provide Wi-Fi facility (at various locations in Shillong and Tura), including all the software, hardware and network components along with bandwidth, and support facility for a minimum period of 3 years and maximum of 5 years. The IA shall be required to implement an end-to-end WiFi solution.
- 7.4. The broad scope for IA in the Wi-Fi Project will be inclusive, but not limited to:
 - i. Supply, configuration and installation of the state of the art Wi-Fi service including internet bandwidth.
 - ii. Provide the web based portal for user to login/authentication for Wi-Fi Access.
 - iii. Provisioning the access control and audit trail mechanism as per industry standard and security norms defined by various regulatory bodies.
 - iv. Provide the web-based management console to MITS in order to monitor 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.
- 7.5. The service provider will approach the respective land/ building owners and secure all necessary permissions from relevant authorities to install

all the hardware, software and other required accessories such as cables, switches, routers, modems, check points and security appliances etc.

- 7.6. Provide priority access to Government agencies, institutions, departments from the time to time during emergencies, disasters and other natural calamities. Providing such access should be in line with existing laws.
- 7.7. All requirements mentioned in this Scope of work, including infrastructure, related components, and services, are expected to be fully borne by the IA. However, MITS is interested in understanding of any innovative ways which may be designed and proposed by the prospective bidders, either through an alternate payment model or otherwise.
- 7.8. Bidder should propose a revenue model which incorporates certain free time slots as well as slots which are charged for Wi-Fi access.
- 7.9. Bidder may undertake on-site surveys to assess the required number of access points and optimal locations to deploy the access points. However the associated cost of the surveys shall be borne by the bidders.
- 7.10. The bidder shall propose flexible, multiple modes for payment of user charges. The proposal shall also include technology related up-gradations such as deployment of equipment hardware, software as well as scaling up of bandwidth based on usage.
- 7.11. Provide Secure, easy and metered access to Wi-Fi network through multiple devices.
- 7.12. Ensure availability of Wi-Fi access details of individuals/companies to the government in line with the laws.
- 7.13. Provision of restricted access to Wi-Fi network for individuals and companies from time to time based on authorized government notifications.

8. Capabilities of the Prospective bidder

- 8.1. The bidder should have the prior experience of implementation & maintenance of at least one project of similar scale in any State/City in India.
- 8.2. 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 24/7 operations.

9. Checklist of EoI documents to be submitted

Sr	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 (refer para 8.2)			
7	Any other document supporting the bidder's response to this EoI			

Annexure-I

Indicative Places/ Locations

Places	Probable Locations (around)
Shillong	Motphran
	Wards Lake
	Lady Hyderi Park
	Secretariat Hill
	Police Bazar
	Don Bosco Square
Tura	Main Market -Tura
	DC Office
	Dakopgre