

Expression of Interest (Eoi)

For

Setting up of Wi-Fi Hotspots in Kohima

EOI No. : DIT&C/Wi-Fi Hotspots/2018, 7th December 2018

Issued by

**Department of Information
Technology and Communication
Government of Nagaland**
Kohima: Nagaland, 797001, India.
Email: dit-ngl@nic.in

Glossary

Terms	
EoI	Expression of Interest
GoN	Government of Nagaland
LoI	Letter of Intent
TQ	Technical - Qualification
PQ	Pre-Qualification
DITC	Directorate of IT and Communication
SLA	Service Level Agreement
SI	System Integrator
WSP	Wi-Fi Service Provider
TFC	Techno Financial Committee

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GOVERNMENT OF NAGALAND
DIRECTORATE OF INFORMATION TECHNOLOGY & COMMUNICATION
BELOW NEW SECRETARIAT COMPLEX, THIZAMA ROAD
NAGALAND: KOHIMA

EOI. No. DIT&C/Wi-Fi Hotspots/2018

Dated Kohima, 7th December, 2018

RE-TENDERING NOTICE

This is for general information that this office had invited e-Tenders online at Public Procurement Portal (<https://www.nagalandtenders.gov.in/>) vide Eoi Reference No.: DIT&C/Wi-Fi Hotspots/2018 Date: 9th November, 2018 for selection of Service Provider(s) for provisioning of wi-fi services in Kohima. However due to limited participation, the said tender is hereby re-tendered to give wider, fairer and adequate competition.

Bid documents may be obtained in person by the interested bidder from the above address on payment of a non-refundable fee of Rs. 5,000/- (Rupees Five Thousand) only in the form of a Demand Draft in favour of "Director, Directorate of Information Technology and Communication" and payable at Kohima during office hour in working days. The bidders can also download the bid documents **from <http://www.nagaland.gov.in> or the Central Public Procurement Portal <https://nagalandtenders.gov.in>**. The bidders must submit the above fee on or before last date of bid submission to this Office. For any other queries the Director, Directorate of Information Technology & Communication, Government of Nagaland may be contacted at dit-ngl@nic.in. The bidders are required to submit their bids electronically on the eprocurement Portal <https://nagalandtenders.gov.in>.

IMPORTANT DATES

Last date of receipt of queries on EOI	: 15th December, 2018, 12:0 noon
Pre-Bid Conference	: 17th December, 2018, 12:00 noon
Last date of Submission of Bids	: 21st December, 2018, 12:00 noon

Sd/- Er. Tongtiliba Longkumer
Director
Department of IT&C, Govt of Nagaland

1. Invitation for proposal

1.1. Eol Notice

This Eol Document is being published by the DITC, for the project “Provision of Wi-Fi services in Kohima”. Bidder are advised to study this Eol document carefully before submitting their proposals in response to the Eol Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This Eol document is not transferable.

1.2. Issuer

IT&C dept, Govt of Nagaland invites Expression of Interest proposal for “Provision of Wi-Fi services in Kohima” as per the scope of work & requirements specified in this document.

1.3. Key Events & Dates

Time schedule of various related events will be decided as per the TFC Approval. The tentative schedule is as mentioned below:

#	Information	Details
1.	Project Name	“Provision of Wi-Fi services in Kohima”
2.	EOI reference No and Date	Eol Reference No.: DIT&C/Wi-Fi Hotspots/2018 Date: 7th December, 2018 11:00 am
3.	Date of publication	7th December, 2018
4.	Website to download Eol	Website (http://www.nagaland.gov.in).
5.	Eol Document Fee	INR 5,000/- (Rupees Five thousand Only)
6.	Last date for submission of written queries for clarifications	15th December 2018, 12:00 noon
7.	Date & Time of pre-bid meeting	17th December 2018, 12:00 noon
8.	Last date (deadline) for receipt of proposals in response to EOI notice	21th December 2018, 12:00 noon
9.	Place, Time and Date of opening of the proposals received in response to the Eol notice	Directorate of IT&C, Kohima, Nagaland 3rd January, 2019, 11:00 am
10.	Presentation / demo on technical solution by bidders	Directorate of IT&C, Kohima, Nagaland 4th January, 2019, 2:00 pm

11.	Contact Person for queries	Director, Directorate of IT&C, Below New Secretariat Complex, Kohima : Nagaland
12.	Period Of Contract	3 Years from the date of agreement, extendable to another year based on the performance and requirement.
13.	Conditional proposals	Not acceptable and liable for rejection
14.	Eligibility Criteria	As mentioned in this document

2. Introduction and background

2.1. About Kohima

Kohima, is a hilly district of India's North Eastern State of Nagaland, sharing its borders with Assam State and Dimapur District in the West, Phek District in the East, Manipur State and Peren District in the South and Wokha District in the North

As of 2011 Census, Kohima district has a population of 267,988. Males constitute 138,966 of the population and females 129,022. Kohima has an average literacy rate of 85.23%, higher than the national average of 74.04 %: male literacy is 88.69 % and female literacy is 81.48 %. In Kohima, 36,286 of the population is under 6 years of age with boys constituting 18,297 of the population and girls, 18,007.

The main indigenous inhabitants of Kohima District are the Angami Nagas and the Rengma Nagas. But Kohima being the capital city, it is a cosmopolitan city with a pot pourri of all the tribes of Nagaland as well as mainland India residing here.

Kohima features a more moderate version of a humid subtropical climate. Kohima has a pleasant and moderate climate - not too cold in winters and pleasant summers. December and January are the coldest months when frost occurs and in the higher altitudes, snowfall occurs occasionally. During peak summer months from July-August, temperature ranges an average of 80-90 Fahrenheit. Heavy rainfall occurs during summer.

Kohima is located at 25°40'N 94°07'E 25.67°N 94.12°E. It has an average elevation of 1261 meters (4137 feet) and covers an area of 1,463 sq. km, with a density of 183 per km². Kohima town is located on the top of a high ridge and the town serpentine all along the top of the surrounding mountain ranges as is typical of most Naga settlements.

2.2. About Wi-fi project

Cities are the engines of economic growth and Kohima is a city with a vibrant, educated and creative young population. Kohima is on its way to become an 'e-Governance' city in the coming years. The foundation for building an e-Governance city is the need to provide seamless, high-speed internet connectivity to its citizens. Creating Wi-Fi hotspots will enable the citizens to access seamless internet connectivity thereby empowering the people towards achieving the vision of creating a 'Digital India'

Institutional Infrastructure (including Governance), Physical Infrastructure and Social Infrastructure constitute the three pillars on which a city rests. 24x7 ICT services are one of the major components of the aforesaid pillars and 24x7 Wi-Fi ensures citizen to services connectivity.

The bidders are advised to study the EoI document carefully. Submission of Response to EoI shall be

deemed to have been done after careful study and examination of the EoI document with full understanding of its implications.

Bidders are requested to attend a pre-bid meeting for details and clarifications on the scope of work.

2.3. Purpose

The “Provision of Wi-Fi services Kohima” is a major initiative taken by Government of Nagaland aimed at creation of an enabling environment for wireless services within the major City points, government offices, and visitor sectors across the City of Kohima. The project will be based upon the exploitation of the rapidly maturing wireless/mobile networking sector and end-user access device technologies and designed around the affordable Wi-Fi Networking standard.

This network may be the starting point in the journey towards making Kohima a smart city.

This wireless network shall provide convenience and connectedness to all residents and shall be self- sustainable. This wireless network will seamlessly integrate with existing similar networks to provide- the intended services.

IT&C Department, Government of Nagaland is inviting this EoI to explore the viability of providing seamless wireless Service in Kohima City.

The EoI is indented to identify and deploy appropriate technology and solutions for establishing the seamless wireless network in the city of Kohima.

2.4. Objective

City wide Wi-Fi implementation would help Kohima in more than one way:

1. Provide Internet access for the masses in public locations at a cheap cost
2. Providing a better coverage for emergency services
3. Accelerate delivery of e-Governance services
4. Instant access to data for emergency services with real time updates
5. Offer Revenue generation, by advertisements, Leasing, etc.
6. Foster the success of initiatives like Safe City & Smart City
7. Provide backup communication in case of disaster

2.5. Expected Outcome

1. Increase citizen access to technology and information
2. Open up e-commerce opportunities to the locals
3. Turn Kohima more tourist friendly
4. Increase capabilities and opportunities to compete locally and globally
5. Enabling platform for Smart City .
6. Allow Government services to reach more citizens and achieve cost and efficiency savings

3. Pre-qualification criteria

#	Pre-Qualification Criteria	Proof Document Required
1	The prime Bidder must be a company in India registered under The Company's Act 1956 or in consortium with a local partner <i>Note: Only one consortium partner is allowed, consortium partner should be a local firm/company dealing in IT related business</i>	Certificate of Incorporation / Registration Certificate
2	The bidder (Prime bidder in case of consortium) should have valid Internet Service Provider (ISP) License from Department of Telecom, Government of India	Copy of the relevant and valid license
3	Bidder (Prime Bidder in case of consortium) should have a minimum annual turnover of Rs. 5 crores in each of the last three (3) financial years i.e. FY 2017-16, 2015-16 and 2014-15.	Copy of the Audited Profit and Loss statement and CA certificate from a regarding turnover and proof of operations.
4	The bidder should have Infrastructure Provider Category-1 License for the state of Nagaland.	Proof of license
5	Bidder (Prime bidder in case of consortium) should be registered for GST and Income Tax in India	GST, Income Tax Certificate (ITR)
6	The bidder (Prime bidder in case of consortium) should have experience in providing services like dedicated internet services/Infrastructure Services like Dark Fiber lease from Governmental/Semi-Governmental/Private organizations.	Produce proof of experience
7	Bidder (all consortium partners) should not have been blacklisted by Central Government or any State Government organization / department in India at the time of submission of the bid	Declaration letter by bidder as per format given in the EOI document

DITC reserves their right in not considering a bid of the bidder, if such bidder member was a previous service provider and had a past bad track record or their earlier performance was unsatisfactory on any count.

Proof of telecom retail operations in Nagaland by the bidder would be an added advantage

4. Instruction to bidders

The DITC, invites reputed firms to submit their technical proposals for the project “Provision of Wi-Fi services Kohima”, in accordance with conditions and manner prescribed in this Expression of Interest (EOI) document.

4.1. Completeness of the EOI Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the bidder's risk and may result in rejection of their proposal.

4.2. Cost of EOI

A complete set of EOI Document may be purchased by interested bidders on submission of a written application addressed to “The Director, Directorate of IT and Communication, Kohima” by paying a non-refundable amount of Rs.5000/-. The payment can be made in the form of Demand Draft / Cashier’s Cheque / Certified Cheque from scheduled bank located in India, payable at Kohima, drawn in favor of “The Director, Directorate of IT and Communication”.

The EOI document is downloadable from www.nagaland.gov.in or web site for reference and preparing response document. Bidders who downloaded EOI Document from website can submit the EOI document fee to the Director, Department of IT&C, Kohima, Nagaland. Failure to pay EOI Document cost will make bidder ineligible for participating in EOI process.

4.3. Proposal Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DITC to facilitate the evaluation process. DITC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the bidder shall become the property of the DITC and may be returned at its sole discretion.

4.4. Amendment of EOI Document

At any time before the deadline for submission of bids, the DITC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI Document by an amendment. All the amendments made in the document would be informed to all the participating agencies through electronic mail or through written post.

The bidders are advised to visit the website (<http://www.nagaland.gov.in>) on regular basis for checking necessary updates. DITC also reserves the rights to amend the dates mentioned in this EoI for bid process.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the DITC may, at its discretion, extend the last date for the receipt of bids.

4.5. Pre Bid Conference:

DITC shall organize a Pre Bid Conference on the scheduled date and time at Directorate of IT&C, Kohima: Nagaland. DITC may incorporate any changes in the EoI based on acceptable suggestions received during the interactive Pre Bid Conference. The decision of DITC regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances. The prospective bidders shall submit their questions in writing not later than Date and Time indicated above. It may not be possible at the Pre Bid Conference to answer questions which are received late.

However, prospective bidders are free to raise their queries during the meeting and responses will be conveyed to all the prospective bidders (by way of hosting amendments/ clarifications on the website i.e. at www.nagaland.gov.in or the eProcurement Portal <https://nagalandtenders.gov.in> in accordance with the respective clauses of the EoI on completion of the Pre Bid Conference and all participants (purchased bid) would be communicated the pre-bid Minutes. Only those prospective Bidders who have purchased the EoI document or submitted D.D. for the cost of EoI document shall be permitted to take part in the Pre Bid Conference.

4.6. DITC rights to terminate the Process

DITC may terminate the EOI process at any time and without assigning any reason. DITC makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI does not constitute an offer by DITC. DITC reserves the right to cancel/postpone/modify this notice without assigning any reasons.

4.7. Late bids

DITC shall not be responsible for non-availability of internet at bidder end. No further request or correspondence on the subject will be entertained.

4.8. Presentation of Technology / solution

Bidders qualified at Pre-qualification stage shall make presentation to the Technical Evaluation Committee on the approach, solution, methodology of work and technology. The date and time will be intimated separately.

4.9. Eoi Tender Methodology

The tender methodology proposed to be adopted will be in two stages comprising of Expression of Interest in the first stage and the second stage of tendering process will comprise of inviting technical bids for short listing. The EOI evaluation process envisages evaluation of pre- qualification criteria and evaluation of Technical criteria by conducting of presentations and demonstrations and sharing the required technical expertise and experience.

4.10. Submissions of Bids

The bidders should submit their bids electronically on the e-procurement Portal (**URL: <https://nagalandtenders.gov.in>**), using valid Digital Signature Certificates. Detail instructions for online bid submissions are in Annexure-1 of this document.

- 4.10.1 The Document Fee should be submitted physically in an envelope super scribed **“EOI for Selection of Implementing Agency for Kohima wi-fi project”** and the envelope shall indicate the name and address of the bidder to enable the same to be returned unopened in case it is declared "late" and shall be addressed to DITC at the address below : -

***Director,
Directorate of Information Technology and Communication,
Below New Secretariat Complex, Thizama road, Kohima: Nagaland- 797001***

4.11. Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Expression of Interest. Bids with deviation from this format shall be liable for rejection. The bids prepared by the Bidder shall comprise of the following:

I. Pre-qualification forms/documents

1. Pre-Qualification cover letter as per [format section 6.1](#)
2. Board Resolution / Power of Attorney executed by the bidder authorizing the signing authority to sign/execute the proposal as a binding document and also execute all relevant agreements forming part of Eoi
3. General information about the Bidder as per format at [Section 6.3](#)
4. Check-list for prequalification as per format at [section 6.2](#)
5. Certificate of Registration/Certificate of Incorporation.
6. Copy of licenses (if relevant)
7. Audited Financial statements and relevant certificates
8. Turnover and net worth in prescribe format at [section 6.4](#).
9. Copy of work experience certificate
10. GST and Income Tax Certificate
11. Declaration regarding blacklisting in the given format [section 6.5](#)
12. Receipt of Rs. 5,000/- towards the cost of the document or demand draft for Rs. 5, 000/-

(Five Thousand only) if the tender document is downloaded, payable in form of DD in favor of “*Director, Directorate of Information Technology and Communication*”, payable at Kohima, Nagaland, in a sealed envelope.

II. Technical Proposal

(A) Technical solution

1. Solution Architecture
2. Methodology for designing, building, implementing, operating, maintaining and supporting the City Wi-Fi project
3. Detail of security features to be incorporated.
4. Details of Helpdesk and SLA Management.
5. Bill of materials (BOM) and Inter-operability
6. Technical Specifications of proposed Hardware / Software like Wi-Fi Controller, Wi-Fi Access Points, Wi-Fi management software, other related infrastructure etc.
7. Detail of bandwidth source/solution for implementation of the Kohima wi-fi project.
8. Proposed Revenue model incorporating certain free time slots as well as slots which are charged for Wi-Fi access.
9. Detailed Business plan(s), Revenue models for financial sustainability of City Wi-Fi
10. Past Similar experience of projects implementation
11. Key Professional Staff: Experience and Competence for the assignment
12. Any prerequisites for end users to avail the service

Approach paper for this project, detailing with:

- i. Proposed work plan
- ii. Proposed time frame for execution of complete project
- iii. Timelines for specific deliverables
- iv. Details of the proposed manpower
- v. Roles and Responsibilities of each consortium partner, if any
- vi. Expectations from DITC

4.12. Selection criteria for short listing the Agency / Short listing Criteria:

DITC will shortlist agency/ies based on the PQ & TQ presentation on EOI Proposal made to an Evaluation Committee.

Any attempt by applicant to influence the EOI process may result in the rejection of its EOI Proposal

The Bidders proposed solution will be examined and evaluated for its operational and technical feasibility. The Models which are feasible in operation will be treated as responsive technically and considered to be built into the specifications.

The finalized process model and terms of reference for undertaking the assignment will be provided along with terms of reference to the pre-qualified & technically qualified bidders by seeking commercial quote.

This process is only to shortlist the technically qualified Bidders / Agencies willing to take-up the work. However, the final selection of the Agency shall be undertaken after request of Commercial quotes from the PQ & technically finalized bidders or through RFP process, as decided by DITC.

4.13. Evaluation of Pre-Qualification Proposals:

1. DITC will constitute an Evaluation Committee to evaluate the responses of the bidders who shall take the approval of the TFC (Techno Financial Committee) before finalizing the decisions. The decision of the TFC in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
2. The Evaluation Committee constituted by DITC shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal. The Committee may seek additional documents as it deems necessary. Each of the responses shall be evaluated to validate compliance of the applicant according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
3. The Evaluation Committee may ask for presentation / meetings with the applicants to evaluate its suitability for the assignment.
4. The TFC reserves the right to reject any or all proposals.
5. Successful PQ qualified vendors will be called for technical presentations and solution demonstrations at DITC. Technical presentations will include but not limited to the points listed in the below evaluation table. A technical representative will be required to attend to field any questions in regards to the proposed solution. Successful short-listed vendors must accept the responsibility for making their own arrangements and must cover all expenses for the visit.
6. The EOI Proposal will be evaluated based on the documentary evidences provided and, marks will be assigned to the proposal based on the following criterion (PQ& Technical):

Sl. No	Technical Evaluation Parameter	Description	Maximum Marks
1	Solution Architecture & Methodology	i. Solution Architecture - 10 Marks ii. Methodology for the proposed solution - 10 Marks iii. Details of security features for the proposed solution- 5 Marks iv. <i>Details of Helpdesk and SLA Management, Mechanism for monitoring and measurement of SLA - 10 Marks</i> v. BoM (Bill of Material) and inter-operability (Should contain Technical Specifications of proposed Hardware / Software like Wi-Fi Controller, Wi-Fi Access Points, Wi-Fi management	50

		software, other related infrastructure etc.) - 10 Marks vi. Detail of bandwidth source/solution for implementation of the Kohima wi-fi project - 5 Marks	
2	Revenue Model	Detail revenue model for financial sustainability of the wi-fi project	10
3	Past similar experience of project implementation	i. Experience in Wireless solutions deployment- ii. No of similar projects -deployment & maintenance handled by the service provider along with the features mentioned in the EoI in the last three years i.e., 2014-15, 2015-16 & 2016-17. iii. Supporting documents including Purchase Orders / work orders & Completion Certificate should be submitted.	10
4	Key Professional Staff : Experience and Competence for the assignment	The evaluation will be done on the following sub criteria • Team Leader - 5 Marks • Key Staff – 5 marks. (Technical Staff, Counter Operators, In charges etc.,)	10
5	Quality Certifications	Quality Certifications (Number of national and internationally accepted and renowned quality certifications with the lead organization)	10
6	Technical Presentation	Technical presentation should cover the approach and methodology, project plan, indicative revenue model and bill of materials, seamless interoperability between hotspots	10
Total Marks			100

It is to also inform that the bidder should be prepared to provide Presentation as required by DITC.

4.14. Conditional bids

All bidders are cautioned that no alternative or conditional offers variations or derivation by the bidders in respect of any item shall be entertained and rejected.

4.15. Confidentiality of Information

Information pertaining to the Project obtained by the vendor as a result of participating in this EoI is confidential and will not be disclosed without written permission from the DITC.

4.16. DITC's right to Accept/Reject any or all Proposals

DITC may terminate the EOI process at any time and without assigning any reason. DITC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This EOI does not constitute an offer by DITC. The applicant's participation in this process may result in short listing the agency/ies

DITC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the DITC action.

4.17. Corrupt or Fraudulent Practices

DITC requires that all the bidders should observe the highest standard of ethics during the Eoi selection process. In pursuant to this policy, DITC defines for the purposes of this provision, the terms set forth as follows

- a) "corrupt practice" means behaviors on the part of officials in the public sectors by which they improperly and unlawfully enrich themselves and / or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering / giving receiving, or soliciting of anything of value to influence the action of any such official in the selection process.
- b) "fraudulent practice" means a misrepresentation of facts in order to influence a selection process to the detriment of the Purchaser, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

DITC will reject a proposal for award if it determines that the bidder qualified in PQ & TQ stage has engaged in corrupt or fraudulent practices in competing for the contract in question. DITC will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time it is determined that the firm has engaged in corrupt or fraudulent practices in competing.

5. Scope of work

The broad scope of work for the **Wi-Fi Service Provider (WSP)** would include providing Internet Connectivity to public through Wi-Fi network at selected locations within the city of Kohima. This includes Supply, Installation, Commissioning and Maintenance of software, hardware and networks components required for providing Wi-Fi in these areas. WSP shall be required to undertake following activities for the same:

- Site survey to assess and confirm the exact requirement for each of the sites (in order to adhere to the QoS requirements)
- Supply of necessary hardware / software and their installation, configuration
- Implementation of the Wi-Fi access portal, co-branded with DITC
- Implementation of NOC, necessary tools to monitor and manage the entire system
- Testing and commissioning of the Wi-Fi Network
- Monitoring of the usage, comprehensive maintenance for the period of 3 years post successful Go Live, WSP shall maintain the sufficient spares to ensure 24 X 7 uptime.

5.1. Proposed Location

Sl. no	Proposed Wifi Location	Type *	Type of Space	GPS Coordinates
1	Raj Bhavan Area	Pole/ Rooftop	Govt	25.6665026, 94.0999359
2	Assembly Secretariat	Pole/ Rooftop	Govt	25.7210600, 94.1083410
3	Civil Secretariat	Pole/ Rooftop	Govt	25.7077735, 94.1056436
4	Jail Colony	Pole/ Rooftop	Commercial	25.6569630, 94.0956130
5	IT Directorate	GBT	Govt	25.7192420, 94.1069220
6	Police Headquarters (PHQ)	Pole/ Rooftop	Govt	25.6591880, 94.1002770
7	Industries Directorate	Pole/ Rooftop	Govt	25.6971770, 94.0978170
8	AG Colony	Pole/ Rooftop	Commercial	25.6562340, 94.1089320
9	Minister's Hill Colony	Pole/ Rooftop	Commercial	25.6549347, 94.0985374
10	Commissioner/DC Office	Pole/ Rooftop	Govt	25.6701051, 94.1087694
11	Kisama, Naga Heritage Village	Pole/ Rooftop	Commercial	25.6163210, 94.1146700
12	Kohima war cemetery area	Pole/ Rooftop	Commercial	25.6682050, 94.1048280
13	Razhu Point	Pole/ Rooftop	Commercial	25.6742250, 94.1085685
14	School Education/ Bayavu Hill	Pole/ Rooftop	Commercial	25.6863244, 94.1052798
15	Kohima Hospital	Pole/ Rooftop	Commercial	25.6689564, 94.0964678
16	Aradura Hills	Pole/ Rooftop	Commercial	25.6531550, 94.1019870
17	Kohima Village	GBT	Commercial	25.6800964, 94.1134522
18	Science College	Pole/ Rooftop	Commercial	25.6656960, 94.0754480
19	CMO Complex	Pole/ Rooftop	Govt	25.6551148, 94.0962260
20	High School Junction	Pole/ Rooftop	Commercial	25.6889300, 94.0984400

(The proposed locations is not limited to the above mentioned areas but the selected bidder should implement the project to provide a seamless city-wide wifi coverage including Panchayats, colleges, Government Directorates across Kohima and provide connectivity for smart city components such as mobility, smart poles etc)

5.2. Broad Features of the Wi-Fi Services

- a. Provide secure, easy and metered Internet access to different devices through the Wi-Fi network.
- b. Provide the web based portal for users to login/authenticate for the Wi-Fi Access. The Landing Web Page to be co-branded (between DITC & WSP).
- c. Provisioning the access control and audit trail mechanism as per industry standard and security norms defined by various regulatory bodies.
- d. Provide the web based management console to monitor and manage the Wi-Fi access. Provisions should be made available to DITC to monitor/view the network management data.
- e. Ensure adherence to the following QoS parameters
 - Bandwidth Commitment : Minimum 1 Mbps per user (1:1) or best in citizen interest within designated area
 - 24*7*365 Wireless network availability
 - Seamless roaming facility within the designated area
- f. Facility to define rule based access depending on usage, time duration, etc.
- g. Facility to restrict access based on URL, application, category, signature, etc. Facility to the designated Government agency / agencies to restrict the Wi-Fi access in case of certain circumstances.
- h. Free Access for the minimum of 30 minutes or 50 MB of download in a day (whichever is earlier) (or within max. 23 hours)
- i. Seamless facility to extend the usage of Wi-Fi services (beyond free time) through multiple payment mechanisms within the network provided by the same vendor
- j. Provision of customizable reports for Wi-Fi Access Logs. Role Based Access Control to all management and reporting functions.
- k. 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.
- l. Facility to enable/disable specific user/system from Wi-Fi Access based on system MAC address, mobile number used for authentication etc.
- m. Provide Customer Care Toll free number, E-mail ID for support.
- n. Bidder (all consortium partners) should not have any parallel wi-fi network operational in the specified locations as stated in 5.1

5.3. Standards, Policies and Other Compliances

- a. WSP shall ensure a secure wireless connectivity and Internet access through user name and password or Mobile OTP based to all the subscribers with centralized authentication

mechanism.

- b. WSP shall ensure the uniqueness of usernames. Simultaneous multiple logons shall not be allowed.
- c. Wireless access points shall be encrypted with cryptographic keys to ensure that only authorized and authenticated users can use the wireless service.
- d. Proposed wireless network shall be secure and in compliance Indian Laws and DoT directives.
- e. WSP shall maintain logs of the Internet users for prescribed period as per the DOT guidelines.
- f. WSP shall suggest and help in deploying required policies at various levels to prevent any intrusion attack in the wireless network.
- g. Physical security of the equipment and relevant accessories should be the sole responsibility of the Vendor.
- h. Any infrastructure, furnishings and hardware at each of the locations will be done by the vendor /bidder, as part of the proposed service.
- i. No overhead cables will be allowed

5.4. Support from DITC

- a. Permission to use Government Structures for erection of Wi-Fi Access Points
- b. Provide documentary support to the WSP for taking electrical connections (if required). WSP shall bear all the cost associated with the same.

5.5. Proposed Timelines

WSP shall be required to adhere to the following timelines (T is date of Work Order from DITC)

Deliverable	Timeline
1. Supply, Installation & Configuration of the System	T1 = T + 3 Months
2. Security Audit	T2 = T1 + 1 Month
3. FAT of the System	T3 = T2 + 1 Month
3. Go Live of the Wi-Fi Services	T4=T3 + 15 Days

5.6. Proposed Service Level Agreement

WSP shall be required to ensure adherence to the following Service Levels for each of the Wi-Fi Spots.

Parameter	Expected Service Level	Monthly Penalty chargeable in case of non-compliance (in INR)
1. Delay in Go Live	As per timelines given in section 5.5	Rs. 5000 per week of delay (due to the reasons which are solely attributable to the WSP)
2. Uptime of Wi-Fi Services for Internet Access by users	99 %	Rs. 5000 per every 0.5% of the reduced uptime
3. Average bandwidth to the user during the free duration time	1 MBPS	Rs. 5000 per every 10 K of reduced bandwidth provisioning to the users. Rs. 1000 for each incident of access not granted to user due to capacity issue. Capacity includes Bandwidth and Appliance capacity.
4. Adherence to the required security requirements as specified by DoT and relevant Government Authorities	Zero Non-Compliance	Rs. 5000 per every incidence of non-compliance

The selected agency shall have to comply with SLAs defined above to ensure adherence to quality and availability of services. Detailed SLAs and penalties on non-compliance would be finalized by DITC after the pre qualification stage.

5.7. Revenue Model for WSP

- a. WSP shall be allowed to charge the users beyond the free time duration
- b. WSP to make available different options to the users –
 - to purchase packages for specific additional time
 - to purchase packages for download of data
- c. Revenue sharing model with Government

5.8. Marketing and Promotion

1. The selected agency shall do the branding of Kohima City Wi-Fi project. Proper marketing strategies shall be adopted to make City Wi-Fi popular Kohima to attract more users.
2. The vendor shall design all the logos, symbols, trademark etc. for the City Wi-Fi project in consultation with the DITC .At the time of designing, the decision of DITC shall be final and only DITC shall claim the Intellectual Property Rights (IPRs) on all such designs finalized by it.
3. The selected agency shall promote the use of City Wi-Fi in Kohima through regular advertising in radio, press, media etc. All such advertisements shall be screened by the DITC before publishing. The selected agency shall bear all the costs related to the advertisements.
4. The selected agency shall ensure creation and installation of display boards at all the hotspot locations for display of the process / instructions on how to access Wi-Fi internet service for the end users. The exact locations for installation of display board shall be finalized by DITC.

5.9. Period of Contract proposed

The Wi-Fi agreement will be valid for a period of three (3) years from the date of agreement, extendable to another year based on the performance of the agency and requirement of GoN.

6. Formats & Check-list to be used for the Proposal Submission

6.1. Pre-Qualification Cover Letter

Date: DD/MM/YYYY

To,

The Director,
Directorate of IT and Communication,
Government of Nagaland
Nagaland : Kohima , 797001.

Sub : Selection of agency for “ Provisioning of wi-fi services in Kohima City”

Ref : EoI No:

Dear Sir,

Having examined the EoI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the EoI for the Appointment of agency for “Setting up Wi -Fi Hotspots at various locations in Kohima City”.

We attach hereto our responses to pre-qualification requirements and technical proposals as required by the EoI. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to DITC, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI document and also agree to abide by this EoI response.

We agree that you are not bound to accept any EoI response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the EoI response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

6.2. Check-list for Pre-Qualification

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Bid Covering Letter		
2.	Power of attorney / board resolution to the authorized Signatory of the Bid		
3.	Hard copy and Scanned copy of EoI Fee of Rs. 5,000/- (Scanned copy to be emailed to the bid submission email id)		
4.	Particulars of the Bidders (in the formats given subsequently)		
5.	Copy of Certificate of Incorporation		
6.	Copy of the valid licensed Internet Service Provider / 4G (if relevant)		
7.	Copy of Audited Balance Sheet for last 3 financial years		
8.	Copy of the audited Profit & Loss Statements for last 3 financial years		
9.	Certificate from the Chartered Accountant towards net worth of the company as on 31/03/2015		
10.	Certificate from the Auditor towards Revenue of the firm work from last 3 financial years		
11.	Details of the public Wi-Fi projects executed		
12.	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / department in India at the time of submission of the Bid, in the format given in the EoI		
13.	Copy of Sales Tax / VAT /GST registration		
14.	Copy of the Income Tax Registration		
15.	Technical Proposal covering all the required information, propositions		

6.3. Format to share Bidder's Particulars

Sr. No	Description	Details (to be filled by the responder to the EOI)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	CST/LST/VAT registration No.	
11.	GST Registration No.	
12.	Permanent Account Number (PAN)	
13.	Company's Revenue for last 3 years (Year wise)	
14.	Company's Profitability for the last 3 years (Year wise)	

Please upload the relevant proofs for all the details mentioned above along with your Bid response.

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

6.4. Bidders Turnover Details

	FY 2014-15	FY 2015-16	FY 2016-17
Turnover (in INR crores)			
Profit Before Tax (in INR crores)			
Net Worth of Company			
Other Relevant Information			

Please submit CA Certification for Turnover and Net Worth. Also attach the Auditor Certified financial statements for the last three financial years; FY 2014-15 FY 2015-16 FY 2016-17

6.5. Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on a 100 Rupee stamp paper)

Date: DD/MM/YYYY

To,
The Director,
Directorate of IT and Communication
Nagaland : Kohima ,797001

Sub : Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Dear Sir,

I/We, the undersigned, herewith declare that my/our company (<-- name of the firm -->) has not been debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid.

Thanking you, Yours
faithfully,

Signature of Authorized Signatory (with official seal)

Date :

Name :

Designation :

Addresssc

Telephone & Fax :

E-mail address :

Annexure – 1 Instructions for Online Bid Submission

This EOI been published on the eProcurement Portal (**URL: <https://nagalandtenders.gov.in>**). The bidders are required to submit soft copies of their bids electronically on the eprocurement Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and submitting their bids online on the eprocurement Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://nagalandtenders.gov.in>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the eProcurement Portal (URL: <https://nagalandtenders.gov.in>) by clicking on the link “Click here to Enroll” on the Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the eprocurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the eprocurement Portal.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

SUBMISSION OF BIDS

- 4) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other

issues.

5) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the EOI document.

6) Bidder has to select the payment option as “offline” to pay the document fee as applicable and enter details of the instrument.

8) The serve time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

9) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

10) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

11) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

12) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

13) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

----End of Document----