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## 1. PURPOSE

- 1.1 The Home Office requests proposals for the Provision of WiFi Survey Equipment as detailed in Section 4 of this document. The equipment is needed for use by the organisation's Digital Media Investigators.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Home Office is a ministerial department of Her Majesty's Government. It is responsible for:

- 2.1.1 Working on the problems caused by illegal drug use.
- 2.1.2 Shaping the alcohol strategy, policy and licensing conditions.
- 2.1.3 Keeping the United Kingdom safe from the threat of terrorism.
- 2.1.4 Reducing and preventing crime, and ensuring people feel safe in their homes and communities.
- 2.1.5 Securing the UK border and controlling immigration.
- 2.1.6 Considering applications to enter and stay in the UK.
- 2.1.7 Issuing passports and visas.
- 2.1.8 Supporting visible, responsible and accountable policing by empowering the public and freeing up the police to fight crime.
- 2.1.9 Fire prevention and rescue.

- 2.2 The Home Office is referred to as the Authority, hereafter. More information about the Authority is available on its website at:  
<https://www.gov.uk/government/organisations/home-office>

## 3. BACKGROUND TO REQUIREMENT

- 3.1 The Authority's Digital Media Investigators require equipment capable of conducting WiFi 'surveys' and detecting if devices are connected to a network. The Authority also seeks training in usage of the devices, together with 12 month's technical support and software upgrades.

- 3.2 The Authority's Investigators require two device types, as follows:

- 3.2.1 **Device Type 1: Router Analytical Tool** – based on a small laptop running bespoke software which provides a WiFi 'direction finding' capability. Amongst other things, this will enable the investigators to locate devices which may have been secreted in a property.
- 3.2.2 **Device Type 2: WiFi Analysis Tool** - A smaller, hand held device (based on a reconfigured smart phone), which Investigators can use to conduct a 'WiFi survey' at a particular access point and which is capable of scanning both 2.4GHz and 5Ghz networks.

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- 3.3 The devices are needed in order to assist with and speed up criminal investigations undertaken by the Investigators. The devices will save money in the long term as the Authority will undertake its own WiFi surveying instead of paying third party providers to supply these services on a commercial basis.

#### **4. THE REQUIREMENT**

##### **4.1 Device Type 1 – Router Analytical Tool, incorporated within a small laptop.**

- 4.2 The tool must have the following capabilities as a minimum:

- 4.2.1 Must locate all devices connected to WiFi.
- 4.2.2 Must physically locate where such devices are secreted within properties.
- 4.2.3 Must export its findings into a report that can be further analysed / manipulated.
- 4.2.4 Must detect “unauthorised” usage of WiFi via signals received externally to property being surveyed.

##### **4.3 Device Type 2 – WiFi Analysis Tool, incorporated within a modified smartphone**

- 4.4 The tool must have the following capabilities as a minimum:

- 4.4.1 Smart phone dimensions must be a minimum of 7cm by 14cm.
- 4.4.2 Must survey WiFi operating on 2.4GHz & 5GHz.
- 4.4.3 Must record WiFi access points at location.
- 4.4.4 Must incorporate in-built GPS.
- 4.4.5 WiFi Surveying must operate to the following provisos:
  - Must provide for support for 802.11a/b/g/n/ac.
  - Must have 2.4Ghz & 5Ghz network support.
  - Must detect “hidden” WiFi networks (no SSID broadcast).
  - Must determine the security of scanned WiFi Access.
- 4.4.6 Data Extraction must operate to the following provisos:
  - Must undertake “Continuous Survey” – i.e. scans and logs the detail of all detected WiFi networks.
  - Must provide Multi-point survey – to facilitate indoor survey consistency.



- Must list files – recorded in addition to full survey files, summarising WiFi survey result.

## 5. QUANTITIES

DEVICE TYPE	QUANTITY
Device Type 1 – Router Analytical Tool	2
Device Type 2- WiFi Analysis Tool	4
Training for device users on how to operate types 1 and 2.	24 (course attendees)

## 6. TECHNICAL SUPPORT, MAINTENANCE AND SOFTWARE UPGRADES

- 6.1 Support must be provided during the initial set-up activity and throughout the course of the contract, which will be an initial 12 months.
- 6.2 Support must include but is not limited to:
- 6.2.1 Telephone Support and Internet Support (via Email).
- 0800 to 1800 hours, Mondays to Fridays, excluding public holidays.
- 6.2.2 Product Support.
- The Authority requires ongoing product support and access to FAQs etc. via the appointed Supplier's website.
  - Bidders are asked to detail the level and types of support available within their tender submissions as per Appendix D – Response Guidance.
- 6.2.3 All downtime, either scheduled or unexpected must be communicated via email to the Authority's Contract Manager with a minimum of 1 hours prior warning. Further updates must then be provided at two-hourly intervals thereafter, with indications as to when service availability will be reinstated.

## 7. CONTINUOUS IMPROVEMENT

- 7.1 Any changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed in writing prior to being implemented.

## 8. PRICE

- 8.1 Prices are to be submitted via the e-Sourcing Suite, Appendix E excluding VAT.

## 9. SERVICE LEVELS AND PERFORMANCE

- 9.1 The Authority will measure the quality of the Supplier's delivery by:
- 9.1.1 The ability to provide telephone and internet (via email) support between 0800 and 1600 hours Mondays to Fridays, excluding public holidays.

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- 9.1.2 The ability to notify the Authority's Contract Manager of any downtime, either scheduled or unexpected, with at least 1 hours prior warning sent via email. Follow up emails must then be sent at two-hourly intervals providing indications on when service availability will be reinstated.

## 10. PAYMENT

- 10.1 The Supplier should ensure all invoices are sent to:

10.1.1 Accounts Payable  
Home Office Shared Service Centre  
HO Box 5015  
Newport, Gwent NP20 9BB  
Tel: 08450 100125  
Fax: 01633 581514  
Email: post-room-rescan@homeoffice.gsi.gov.uk  
VAT Number GB: 888818055

- 10.1.2 Payment will be made within 30 days of receipt of a correct and valid invoice.

## 11. LOCATION

- 11.1 The location of the Services will be carried out at:

11.1.1 Home Office Immigration Enforcement  
Criminal Investigation Unit  
North East, Yorkshire & Humberside Region  
Vulcan House (Steel Floor 2)  
Millsands  
Sheffield  
S3 8NU  
PO Box 3468