

**Expression of Interest**  
for  
**Selection of System Integrator for  
Implementation of Connected Surat Project**

*Creating a Citywide Fiber network*

EOI Notification No.: SSCDL-Network-Eoi-01-2016  
Last date (deadline) for EOI Submission: 22.11.2016



Invited by  
**Surat Smart City Development limited**  
115, Smart City Cell, Surat Municipal Corporation,  
Muglisara, Main Road, Surat - 395003, Gujarat.

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## Glossary

Terms	Meaning
DC	Data Center
DR	Disaster Recovery
DWC	Double Wall Corrugated
EoI	Expression of Interest
FTTH	Fiber to the Home
FDB	Fiber Distribution Box
FDU	Fiber Distribution Unit
GoI	Government of India
HDD	Horizontal Directional Drilling
NOC	Network Operation Center
O&M	Operation & Maintenance
OFC	Optical Fiber Cable
POP	Point of Presence
PQ	Pre-Qualification
SSCDL	Surat Smart City Development Ltd
SMC	Surat Municipal Corporation
SI	System Integrator
SPV	Special Purpose Vehicle

## Notice Inviting Express of Interest

### EOI Notice



**Surat Smart City Development Limited (SSCDL)**  
115, Smart City Cell, Surat Municipal Corporation - Head Quarter,  
Muglisara, Main Road, Surat - 395003, Gujarat.  
**Notice Inviting EoI for**  
**“Selection of System Integrator for Implementation of**  
**Connected Surat Project”**  
**[SSCDL-Network-EoI-01-2016]**

This EOI Document is being published by the Surat Smart City Development Ltd (SSCDL) for the project “Connected Surat” which is an initiative for creating a city wide fiber network. SSCDL invites leading industry participant to share their feedback on various aspects of the project.

Bidders are advised to study this EOI document carefully before submitting their proposals in response to the EOI 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 EOI document is not transferable.

<b>EOI Fee (Non-refundable)</b>	<ul style="list-style-type: none"> <li>• INR 24,000 (Twenty four thousand rupees Only) by Demand Draft or Banker's Cheque</li> </ul>
<b>Online Queries</b>	<ul style="list-style-type: none"> <li>• Bidders shall have to post queries by email to <a href="mailto:it@suratsmartcity.com">it@suratsmartcity.com</a> on or before 11/11/2016, 16:00 hrs.</li> </ul>
<b>Last date (deadline) for EOI Submission</b>	<ul style="list-style-type: none"> <li>• Complete EOI in sealed envelope with relevant details may be submitted strictly through Speed Post or RPAD only so as to reach by 22/11/2016 up to 18:00 hr at following address: Chief Accountant Shri, Surat Municipal Corporation, Mugalisarai, Surat-395003, Gujarat.</li> </ul>
<b>Website to download EOI</b>	<ul style="list-style-type: none"> <li>• <a href="http://suratsmartcity.com">http://suratsmartcity.com</a> or <a href="https://www.suratmunicipal.gov.in/">https://www.suratmunicipal.gov.in/</a></li> </ul>

The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.

GM(IT),  
Surat Smart City Development Ltd.

# 1 Introduction and Background

## 1.1 About Surat

Located in western part of India in the state of Gujarat, Surat is referred as the silk city and the diamond city. It has the most vibrant present and an equally varied heritage of the past. Surat is also known as economic capital of Gujarat and is having one of the highest growth rates amongst Asian cities. As per the Census 2011, it is the eighth largest city in the country with population of 4.48 million population. On the scale of population growth, Surat is the fastest growing city in Asia and holds 4th rank in the world. On the economic front, Surat holds top most position with highest per house-hold income in the country

Surat has also been selected as one of twenty Indian cities (in the first round of selection) to be developed as a smart city under Smart Cities Mission.

## 1.2 About Surat Municipal Corporation

The Surat Municipal Corporation (SMC) has responded to the challenges of fastest population growth and high speed economic development by adopting the best urban management practices. The administration of SMC with the help of the people and elected members of the city has transformed Surat to one of the cleanest cities of India. SMC has taken all necessary steps to make the city a better place to live with all amenities. SMC has taken up many path breaking initiatives and these efforts have been acknowledged at national and international level.

### Utilization of Information Technology (e-Governance)

SMC had harnessed the power of IT before it became ubiquitous and a necessity for organizations of its nature and size. SMC is one of the few local self-government to adopt computerization in its early phases and use it for better governance, improving operational efficiency and increasing ease of interaction with citizens. SMC has initiated various e-Governance and m-Governance projects. The same have been recognized at national/international level. Following is the list of awards received in recent past:

- Express IT Award 2015 (Bronze) For SMC Mobile App
- Vodafone – Mobile for Good Award 2014 to Citizen’s Connect – SMC Mobile App
- Skoch Order-of-Merit to Citizen’s Connect – SMC Mobile App
- mBillionth Award South Asia 2014 to Citizen’s Connect – SMC Mobile App
- HUDCO Award for Best Practices to Improve the Living Environment 2013-14 for Mobile App & Virtual Civic Center (Online Services)
- Skoch Gold Award & Order-of-Merit for Use of e-Governance for Improved Service Delivery
- The Janaagraha G2C Award 2012 for Best website under the category “Transparency and Accountability”
- City Civic Centre won the National Award for e-Governance 2007-08 (Bronze) for Outstanding Performance in Citizen Centric Service Delivery
- Golden Jubilee Memorial Trust Awards 2007-08 for Outstanding Utilisation of Communication & Information Technology from Southern Gujarat Chamber of Commerce
- The Grievance Redressal System awarded the Best Practice Award by CMAG & FIRE[D]
- Certificate of Merit by NIUA – FIRE(D) for the best website in the year 2001

### 1.3 About Surat Smart City Development Ltd (SSCDL)

As per the GoI guidelines, Surat Municipal Corporation has formed a separate Special Purpose Vehicle (SPV) as Surat Smart City Development Ltd. (SSCDL) for the implementation of projects under the smart city mission for the city of Surat. This SPV shall carry end to end responsibility for vendor selection, implementation and operationalization of various smart city projects.

### 1.4 About the Connected Surat Project

As part of Connect Surat Project, SSCDL wants to create a city wide fiber backbone connecting more than 1000 locations of SMC (refer Annexure I). A city wide backbone will provide undoubted necessity to:

- Enhance digital inclusion across the city, and ensure connectivity and thus information reaches all sections of society
- Improve the city's situational awareness
- Track vital data such as traffic, environment conditions, various utility parameter, etc. to facilitate informed decision making
- Integrate emergency services such as fire, police, ambulance, etc. and facilitate better collaboration across departments
- Be adept with intelligent solutions for disaster management and city operations.
- Ensure access to and have better tracking of all electronic public services that the city administration delivers to its citizen

### 1.5 Project Objectives

The project objectives broadly are as follows:

- To provide affordable and pervasive connectivity all across the city
- To boost digital inclusion among departments and citizens
- To provide 24\*7 network uninterrupted across SMC offices, schools, parks and important establishments
- To establish a medium for quick data gathering from multiple sources and make faster decisions
- To enable the government to have advanced communication products/platforms and better security and surveillance systems

### 1.6 Description of Bidding Process

Surat Smart City Development Ltd. (SSCDL) has adopted a two stage (EOI + RFP) Bidding process (collectively the Bidding Process) in evaluating the Proposals. During the first stage of Expression of Interest (EOI), credible Bidders having requisite capability for undertaking the Scope of Work shall be shortlisted based on qualification criteria specified in EOI document. Shortlisted Bidders based on EOI stage, shall be invited for Request for Proposal (RFP) stage.

## 2 Pre-Qualification Criteria

#	Pre-Qualification Criteria	Proof Document Required
1	Bidder must be a company in India registered under The Company's Act 1956	Certificate of Incorporation / Registration Certificate
2	Bidder should be in business of providing telecommunication infrastructure or internet service provider or bandwidth provisioning	Copy of the relevant and valid license
3	Bidder (or holding company) should have a minimum average annual turnover of Rs. 500 crores for last three financial years i.e FY 2015-16, FY 2014-15, FY 2013-14	Copy of the Audited Profit and Loss statement and statutory auditor's certificate from a regarding turnover.
4	Bidder (or holding company) should have a positive net worth in each of last three financial years i.e FY 2015-16, FY 2014-15, FY 2013-14	Certificate from the statutory auditor towards positive net worth of the company
5	Bidder should have 1000 km of own fiber network or completed laying of at least 1000 km of fiber network or provided broadband /FTTH to at least 1,00,000 customers	Self Declaration on company letterhead along with Proof of such implementation
6	Bidder should be registered for Service Tax and Income Tax in India	Service Tax Registration Income Tax Certificate (ITR)
7	Bidder 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

### 3 Important Dates

#	Information	Details	
1.	Project Name	Selection of System Integrator for implementation of Connected Surat Project	
2.	EOI reference No and Date	EOI Reference No.: SSCDL-Network-EOI-01-2016 Date: 27.10.2016	
3.	Website to download EOI	http://suratsmartcity.com or https://www.suratmunicipal.gov.in	
4.	EOI Fee ( Non-Refundable)	INR 24,000 (Twenty four thousand rupees Only) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favor of Surat Smart City Development Ltd	
5.	Queries by email	Bidders shall have to post queries by email to <b>it@suratsmartcity.com</b> on or before <b>11/11/2016, 16:00 hrs</b>	
6.	Last date (deadline) for receipt of EOI Fee (Demand Draft) and EOI response	<b>22/11/2016</b>	
7.	Place, Time and Date of opening of the proposals received in response to the EOI notice	<b>To be Informed Later</b>	
8.	Contact Person for EOI	Devang Patel, Executive Assistant Email id : it@suratsmartcity.com	Chitrang Parmar, Assistant Eng. (Elec.) Email id : isd.networks@suratmunicipal.org
9.	<b>Submission (in Hard Copy)</b>	Complete EOI in sealed envelope with relevant details may be submitted strictly through Speed Post or RPAD only so as to reach by 22/11/2016 up to 18:00 hr at following address: Chief Accountant Shri, Surat Mncipal Corporation, Mugalisarai, Surat-395003, Gujarat.	

## 4 Instructions to the Bidder

The SSCDL, invites reputed firms to submit their proposals for the project **Connected Surat**, in accordance with conditions and manner prescribed in this Expression of Interest (EOI) document.

### 4.1 Availing Bid Documents

Blank EoI document can be downloaded from the web site <http://suratsmartcity.com> or <https://www.suratmunicipal.gov.in> up to the date and time mentioned in the EoI Notice SSCDL-Network-EoI-01-2016.

### 4.2 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.

### 4.3 Cost of EOI

Bidder should submit the Cost of EOI document (INR 24,000) in the form of Demand Draft or Banker's Cheque **of any scheduled/nationalized bank payable at Surat in favour of Surat Smart City Development Ltd.**

### 4.4 EOI Validity Period

The EOI validity period shall be 120 days from the date of opening of EOI.

In exceptional circumstances, the SSCDL may solicit the Bidder's consent for an extension of the period of EOI validity. Any such request by the SSCDL and the response thereto shall be made in writing and such extension of Bid validity period by the Bidder should be unconditional. A Bidder may refuse SSCDL's request for such extension. A Bidder accepting the request of SSCDL shall not be permitted to modify its Bid.

### 4.5 EOI 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 SSCDL to facilitate the evaluation process. SSCDL 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 SSCDL and may be returned at its sole discretion.

### 4.6 Submission of EOI Queries

A prospective Bidder requiring any clarification on the EoI Document may submit his queries, via email, to the following e-mail id on or before 11/11/2016 up to 16:00 hrs.

Email Id for submission of queries: [it@suratsmartcity.com](mailto:it@suratsmartcity.com)

The queries must be submitted in the following format only:

#### Request for Clarification

Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Fax: Email:
Sr. No	EOI Reference(s) (Section, Page)	Content of EOI requiring clarification	Points of clarification required

#### 4.7 Amendment of EOI Document

At any time before the deadline for submission of bids, the SSCDL, 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, which will form the part of the original bid documents and shall override any contradicting effects in the original bid document.

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

The bidders are advised to visit the website (<http://suratsmartcity.com> or <https://www.suratmunicipal.gov.in>) on regular basis for checking necessary updates. SSCDL also reserves the rights to amend the dates mentioned in this EOI for bid process.

#### 4.8 SSCDL's rights to terminate the Process

SSCDL may terminate the EOI process at any time and without assigning any reason. SSCDL 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 SSCDL.

#### 4.9 Right to Accept Or Reject Any Bid Or All Bids

SSCDL reserves the right to accept or reject any EOI offer and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SSCDL's action.

#### 4.10 Sealing, marking and submission of EOI

The EOI shall be put in a large envelop having two separate envelopes containing

1. **1st Envelop:** EOI documents, Addenda & Corrigendum if any, duly filled EOI along with all necessary supporting documents and super scribed as "EOI Documents"

2. **2nd Envelop:** EOI Fee shall be super scribed as “EOI Fee”

The large envelope / outer envelope containing above envelopes must be sealed and super scribed and shall be sent as under:

**Details to be mentioned exactly on sealed envelop**

**EoI Details**

- **Notice No.:** SSCDL-Network-EOI-01-2016
- EoI for Selection of System Integrator for Implementation of
- **Last date of Submission:** On or before 22/11/2016 up to 18:00 hrs.

To,  
**The Chief Accountant,**  
**Surat Municipal Corporation,**  
 Mahanagar Seva Sadan,  
 Gordhandas Chokhawala Marg,  
 Muglisara, Surat - 395 003,  
 Gujarat, INDIA.

The EOI must be sent strictly by Postal Speed Post or Registered Post AD only so as to reach on or before 22/11/2016 up to 18.00 hrs. **Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.**

SSCDL will not accept submission of a proposal in any manner other than that specified in the EOI document. Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

If the envelopes are not sealed and marked as instructed above, the SSCDL assumes no responsibility for the misplacement or premature opening of the contents of the application and consequent losses, if any suffered by the Bidder.

Each Bidder shall submit only one EOI proposal containing documents as below. A bidder who submits more than one EOI under this contract will be disqualified

- a. Original copy of the EOI fee
- b. Pre-qualification criteria related documents
- c. Technical Proposal related documents
- d. Addenda & Corrigendum
- e. The Bidder shall prepare original set of the Application (together with originals /copies of documents required to be submitted along therewith pursuant to this EOI document) and applicant shall also provide a soft copy on a Compact Disc (CD) / Pen Drive / USB stick. In the event of any discrepancy between the original and CD/Pen Drive/USB stick, the original shall prevail
- f. Each page of the above should bear the initials of the Applicant along with the seal of the Applicant in token of confirmation of having understood the contents

Pre-qualification and technical proposal should be signed by an authorized person of the bidder. The pre-qualification proposal should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorised signatory to sign/act/execute documents binding the bidder organisation to the terms and conditions detailed in this proposal.

Proposals must be direct, concise, and complete. SSCDL will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this EOI. The Chairman, SSCDL reserves the right to accept or reject any or all the proposals without assigning any reason.

#### **4.11 Late Proposal for EoI**

EOI not reaching on or before the specified time limit will not be accepted.

#### 4.12 Language of Bids

The responses prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and SSCDL, shall be written in English language. Any printed literature furnished by the bidder in another language shall be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.

If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

#### 4.13 EOI 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.

#### 4.14 Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

#### 4.15 Documents to be submitted

Following list is provided as the guideline for submitting various important documents along with the bid.

- Cover Letter
- 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
- Bidders' Particulars as per format given in EOI
- Certificate of Registration/Certificate of Incorporation
- Audited Financial statements and relevant certificates
- Copy of Work Order/Work Completion Certificate & Self Declaration
- Service Tax Registration and Income Tax Certificate
- Declaration regarding blacklisting in the given format
- Technical Proposal
- Signed & Stamped EoI document along with Addenda & Corrigendum if any
- Any other document necessary for the bid proposal

Bidders shall furnish the required information on proposals in the enclosed formats only. Any deviations in format may make the EOI liable for rejection.

#### 4.16 Proposed Consortium and Teaming Agreement for RFP

Bidder is required to submit the teaming details for Consortium as per below table

Total No of Consortium proposed	
Scope of the Lead Bidder	
Name of Consortium Partner 1	

Scope of the Consortium Partner 1	
Name of Consortium Partner 2	
Scope of the Consortium Partner 2	

Note:

1. The qualified Bidders are only eligible to bid for the next round.
2. The lead bidder shall only be qualified bidder. The consortium partner may be from qualified bidders or any other parties.
3. The qualified bidder cannot be a member of more than one bidding consortium. An individual firm applying as a single/lead bidder cannot at the same time be the member of any other consortium.
4. The qualification criteria for Lead bidder and consortium partner shall be specified in RFP

#### 4.17 Evaluation Process

The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by SSCDL.

The bidder's bid must be complete in all respect, conform to all the requirements, terms and conditions and specifications as stipulated in the EOI document. The evaluation process of the EOI proposed to be adopted by SSCDL is indicated under this clause. The purpose of this clause is only to provide the bidder an idea of the evaluation process that SSCDL may adopt. However, SSCDL reserves the right to modify the evaluation process at any time during the EOI Evaluation process, without assigning any reason, whatsoever, and without any requirement of intimating the bidder of any such change.

SSCDL will examine the bids to determine whether they are complete, response and whether the bid format confirms to the EOI requirements. SSCDL may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to SSCDL.

#### 4.18 Evaluation of Bids

All the information provided for complying with the pre-qualification criteria will be evaluated. If required, SSCDL may invite bidders to make a presentation as part of the technical evaluation. The feedback received will be evaluated may be considered for designing the RFP.

SSCDL may require verbal/written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Evaluation shall be done based on the information provided in the proposal (& subsequent clarification, if any) **and Clarifications / Answers given during the Presentation by the bidders** (if the presentations are held).

#### 4.19 Selection Criteria for the next level

All bidders satisfying the Pre-Qualification criteria specified in this Document shall be qualified for next stage.

All qualified Bidders will be invited to participate in the next round by issuing the RFP. As per Clause-5.16, the lead bidder shall only be qualified bidder. The consortium partner may be from qualified bidders or any other parties.

#### **4.20 SSCDLs' Rights to Accept/Reject any or all Proposals**

SSCDL reserves the right to accept or reject any proposal, 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 SMCs' action.

#### **4.21 Notifications of consideration for next level**

Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that it has been considered for the next round.

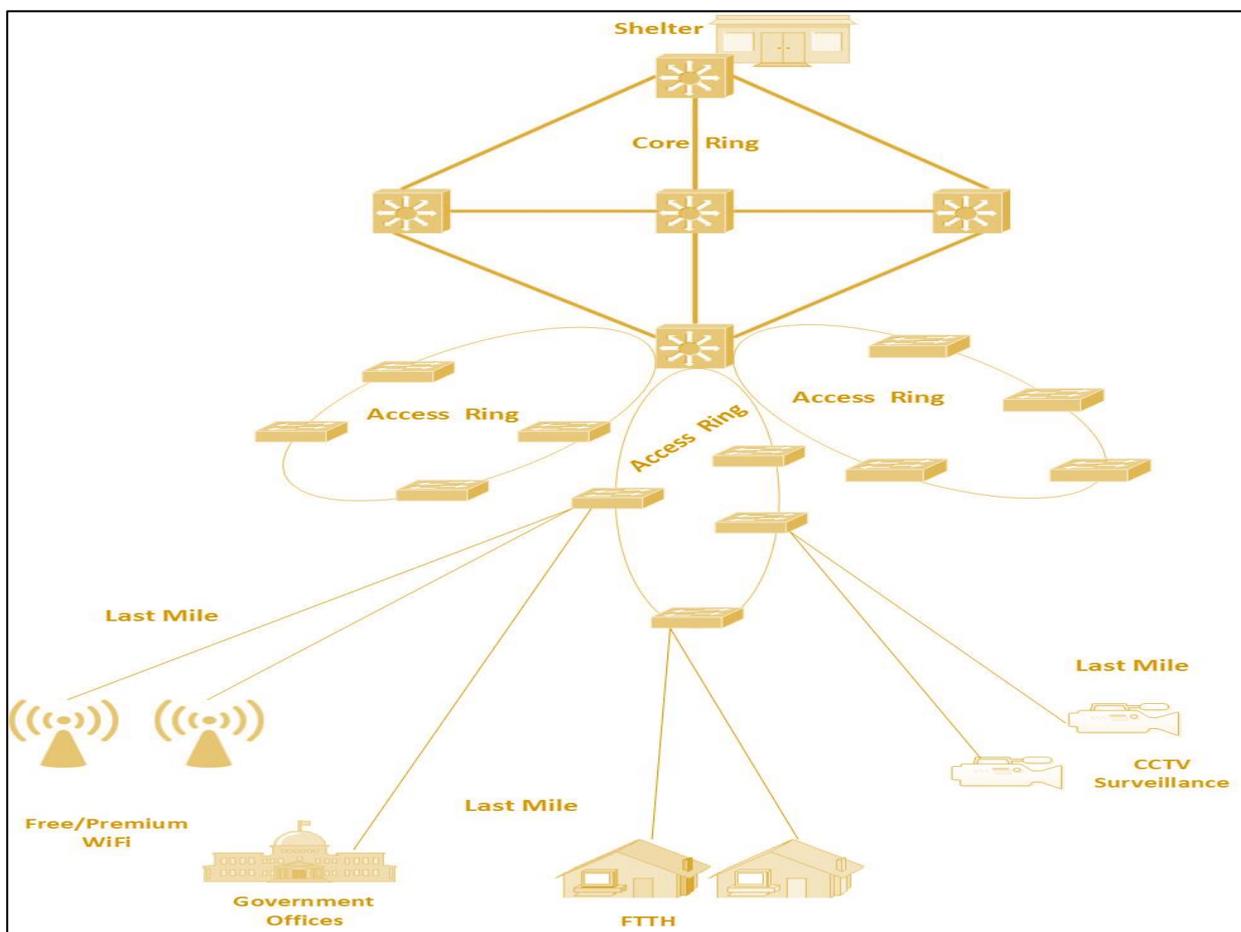
#### **4.22 Failure to agree with the Terms & Conditions of the EOI**

Failure of the bidder to agree with the Terms & Conditions of the EOI shall constitute sufficient grounds for the annulment of selection.

## 5 Scope of Work

The “Connected Surat” is an attempt to create the Digital Government with the focus to provide enhanced citizen experience through improved connectivity across the city. SSCDL desires to leverage this network to provide citywide Fiber to the Home (FTTH) connectivity which will be useful in providing high bandwidth connectivity, meeting the present and future requirements. It will also help in bridging digital divide by enabling Internet access to all section of society.

To provide services in an uninterrupted and in effective manner a robust network is to be deployed across the Surat City. This network must be scalable to meet all the network requirements for services envisaged currently, and in future. The scope of work includes design, procurement, supply, installation, commissioning and O&M of a city wide Optical Fiber network with the associated active, passive components, civil, mechanical and power. The diagram below represents the high level network architecture diagram of proposed Fiber Optic Network in Surat City



### 5.1 Laying of Underground fiber

Estimated length of underground fiber to be laid across the City for creating the backbone is estimated to be around 1300 KM. This would comprise Core Ring and multiple Access Rings. The same network may also be extended (to approx. 3000 KM) to provide the FTTH services to citizen. Please refer Annexure I for list of locations identified to be included as part of the scope of the project.

## 5.2 Creation of PoP at identified locations

As a part of project implementation, **Point of Presence (PoP)** would be created in the city. The objectives of the PoPs would be to enable the customers to have easy access to the network. These PoPs shall be created at locations identified by SMC. It is envisaged that the following would form part of PoP infrastructure –

1. Passive fiber termination equipment
2. Electronics equipment and related infrastructure
3. Power provisioning including backup power
4. Access Control and security through Surveillance

## 5.3 Provisioning of WiFi Services

Project scope includes creation of Wi-Fi Hot Spots across city to provide internet service within approx. 100 meters radius of installation location. Wi-Fi service will enable users to access broadband internet using their Wi-Fi appliances (i.e. Laptops, Tablets, Mobile Phones, and computers using Wi-Fi access point).

## 5.4 Central Infrastructure

Central IT infrastructure will be required to centrally monitor, control and manage the city wide network. This comprises establishment of Network Operations Centre (or using third party NOC as shared service), development and deployment of Operations Support System and Business Support Systems. The NOC of System Integrator may be utilized for administration, management, controlling and monitoring the network.

## 5.5 Marketing & Retailing services

Project is envisaged with a vision to boost the digital inclusion within the city. Thus, the project scope includes the marketing of various services like Triple play, premium WiFi, FTTH etc. through partners by utilizing the fiber backbone created under this project.

## 5.6 Operation and Maintenance (O&M)

Project scope includes O&M for the period of 15 years. O&M would entail undertaking all activities to ensure uptime of the network as per agreed SLAs defined in subsequent section. This shall also apply to the entire supporting infrastructure such as NOC, NMS, BCP, etc. The O&M shall also entail ensuring timely upgrade of infrastructure (Active + Passive) to meet the changing demand scenarios.

## 5.7 Proposed Timelines

It is proposed to implement the project in phase manner connecting all SMC locations within 15 months of project award. Based on demand, it is also envisaged that network will be used for various other services like FTTH, Triple play etc. on SMC Backbone.

As part of EOI response, bidders are required to submit the phase wise Project implementation plan covering 15 months of implementation followed by O&M phase.

## 5.8 Service Level Agreement

The project envisages measurement of following SLA under the defined threshold levels in order to maintain quality service delivery. While defining the SLA following key parameters are considered:

S.No	Parameters	Measurement
A	Network & Equipment Reliability	<ol style="list-style-type: none"> <li>1. Mean time to repair (MTTR)</li> <li>2. Availability (Network and Equipment)</li> </ol>

S.No	Parameters	Measurement
B	Service Reliability	1. QoS performance indices like packets loss, delay & jitter 2. Wifi Services

Indicative SLAs in each category to be measured are as below:

#### A. Network & Equipment Reliability

SLA Category	Definition	SLA
Equipment Availability (EA)	<b>EA for month (%) =</b> [Total minutes in a month – Planned network downtime – Total down time(min) in a month]*100/[ Total minutes in a month]	>=99.99%
Network Availability (NA)	<b>NA for month (%) =</b> [Total time (min) in a month] – [Planned network downtime] – [Total down time(min) in a month]	>=99.99%
Mean Time To Repair (MTTR)	<b>Fibre failure</b>	<= 6 hrs per reported fibre failure
	<b>Network failure (Non-Fibre failure)</b>	<= 30 mins

#### B. Service Reliability

SLA Category	Definition	SLA
Unidirectional Delay/Latency	Quality of service agreed upon for Network uptime and bandwidth	<= 20 ms – 40ms
Packet loss	Quality of service agreed upon for Network uptime and bandwidth	<= 0.1% - 1%
Jitter	Quality of service agreed upon for Network uptime and bandwidth	<= 20 ms – 40ms
WiFi Availability through Access Points (AP)	Downtime = Non Availability / working of Aps at all locations Uptime% = {1- [No of AP hours not available/(Total APs * Total hours in a quarter)]}*100	Up to >= 99.5% uptime in quarter

### 5.9 Proposed Business Model

It is proposed to implement this project under Public Private Partnership between SSCDL and selected bidder. The table below shows the broad role & responsibility of SSCDL and PPP Partner (SI) organisation:

S No	Component	Responsibility	Suggestion by Bidder
A	<b>Passive Component</b>		
	Optical Fiber Cable (OFC) & Closure Protection	SI	
	Ducts, DWC & Rope	SSCDL	
	Handhole	SSCDL	
	FDU & FDB	SI	
	Racks & Cabinets	SI	

S No	Component	Responsibility	Suggestion by Bidder
	Shelter for PoPs	SI	
	Patch Cords	SI	
	Miscellaneous	SI	
<b>B</b>	<b>Services</b>		
	Survey, Drawing & Liasoning	SI	
	Open Trenching	SSCDL	
	HDD including Duct pulling	SSCDL	
	Debris Clearance	SSCDL	
	Pulling/back pulling of OFC 24F/96F in HDPE Duct	SI	
	Laying of 40/33mm HDPE duct	SSCDL	
	Laying / pulling / blowing of nylon rope 6mm diameter	SSCDL	
	Installation of Handhole	SSCDL	
	Restoration of Trench	SSCDL	
	OFC termination, splicing & Testing (loose tube cable )	SI	
	OFC Protection	SI	
	Shelter, UPS & Accessories	SI	
	FDB	SI	
	Racks & Switches	SI	
	Miscellaneous	SI	
<b>C</b>	<b>Active Components</b>	SI	

**Note:**

1. The above table is indicative in nature. SSCDL shall invest for the components marked against it. SSCDL may ask the SI to execute the same or may get it executed from third party.
2. In the EOI proposal bidder is required to propose the suggestion or changes with respect to above roles and responsibilities with proper justification on the same.

**5.10 Revenue Model for SI**

It is proposed that selected bidder will monetize the network and share the revenue share with the SSCDL. Various Revenue streams proposed are as below:

- Lease of Dark Fiber (Create Telecom Corridor)
- Wholesale Bandwidth Sale
- Triple Play Services ( Data, Voice & Video) to Household
- Broadband Services to Corporate / Business
- Premium Wi-Fi Services
- Advertisement on the poles erected by SI for access point
- Renting any additional / spare duct

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

### 6.1 EOI Cover Letter

(To be submitted on Bidder's letterhead duly signed by Authorized signatory)

Date: DD/MM/YYYY

To  
The General Manager IT,  
115, Smart City Cell,  
Surat Municipal Corporation - Head Quarter,  
Muglisara, Main Road, Surat - 395003, Gujarat.

**Sub** : Selection of System Integrator for Implementation of Connected Surat Project

**Ref** : SSCDL's EoI no. SSCDL-Network-EoI-01-2016

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 "**Selection of System Integration for Implementation of Connected Surat Project**".

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 SSCDL, 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 and legal action.

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.

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Signature of Authorized Signatory (with official seal)

Name :  
Designation :  
Address :  
Telephone & Fax :  
E-mail address :

## 6.2 Check-list for the documents to be submitted in EoI response

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	DD/Banker's Cheque of Rs. 24,000/- as EoI Fee (in separate envelop)		
2.	EoI Covering Letter		
3.	Power of attorney / board resolution to the authorized Signatory of the EOI		
4.	Particulars of the Bidders (in the formats given subsequently)		
5.	Copy of Certificate of Incorporation		
6.	Copy of the valid relevant telecom licenses		
7.	Copy of Audited Balance Sheet for last three financial years 2015-16, 2014-15, 2013-14		
8.	Copy of the audited Profit & Loss Statements for last three financial years 2015-16, 2014-15, 2013-14		
9.	Certificate from the statutory auditor towards positive net worth and turnover of the company for last three financial years 2015-16, 2014-15, 2013-14 as per format specified in 7.6:Financial Capability Statement		
10.	Details of the projects executed		
11.	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		
12.	Copy of Sales Tax / VAT registration		
13.	Copy of the Income Tax Registration		
14.	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.	Sales Tax /VAT registration No.	
11.	Permanent Account Number (PAN)	
12.	Company's Revenue for last 3 years (Year wise)	
13.	Company's Profitability for the last 3 years (Year wise)	

Please submit 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	Contact Person
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

## 6.4 Format to share Bidder details

Information about responding firm / Company		
a.	Registration details under the Companies Act 1956	
b.	No. of years of operation in India	
c.	Location, address and contact details of Network Operating Center (NOC) if any	
d.	Locations and addresses of offices in Gujarat.	
e.	Locations, addresses and contact details of offices in Surat.	
f.	Average Turnover (figures as pre last three audited balance sheets are to be provided)	Year-1 (2013-14)
		Year-2 (2014-15)
		Year-3 (2015-16)

Note: Please submit CA Certification for Turnover and Net Worth. Also attach the Auditor Certified financial statements for the last three financial years; 2013-14, 2014-15 and 2015-16.

## 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 General Manager IT,  
115, Smart City Cell,  
Surat Municipal Corporation - Head Quarter,  
Muglisara, Main Road, Surat - 395003, Gujarat.

**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 EOI.

Thanking you,  
Yours faithfully,

---

Signature of Authorized Signatory (with official seal)

Date :  
Name :  
Designation :  
Address :  
Telephone & Fax :  
E-mail address :

## 6.6 Financial Capability Statement

(On Statutory Auditor's letterhead)

Date: DD/MM/YYYY

To

The General Manager IT,  
115, Smart City Cell,  
Surat Municipal Corporation - Head Quarter,  
Muglisara, Main Road, Surat - 395003, Gujarat.

Dear Sir,

I hereby declare that I have scrutinized and audited the financial statement of M/s \_\_\_\_\_ . The Networth and the Turnover of the bidder for last three financial year as per audited statement is as under:

Financial year	Networth (INR Crore)	Turnover (INR Crore)
2013-14		
2014-15		
2015-16		

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(Signed and sealed by the statutory auditor)

Date :  
Name :  
Designation :  
Address :  
Telephone & Fax :  
E-mail address :

## 6.8 General Instructions for the Technical Proposal

Bidders have to submit a structured and organized technical proposal, which will be analysed by SSCDL for different compliances with regards to the requirements of the project. Each point listed below must be provided in detail with the necessary supporting documents and assumptions. Information to be included by the bidders in their Technical Proposal is as follows:

1. Understanding of Project Scope – Bidders may also propose any additional scope which they deem necessary to achieve objectives set out for the project
2. Approach & Methodology for implementation & post-implementation period. Strategy to manage the proposed SLA requirements.
3. High level project plan with proper Timelines
4. Detailing of Project Risks & Mitigation Plan
5. Teaming details for Consortium as per section 4.16
6. Illustrative business models implemented for similar project implemented globally
7. Valuable, pragmatic suggestions for the proposed PPP responsibility matrix as mentioned in section 5.9
8. Suggestions on the Innovative revenue models and willingness to share the revenue with SSCDL
9. Demand estimation under various revenue stream for project viability. This needs to be shared as per tables below

**Table A: Revenue streams wise Demand Estimation**

Revenue Stream	Demand Estimation (customers in numbers)						
	1 <sup>st</sup> Yr	2 <sup>nd</sup> Yr	3 <sup>rd</sup> Yr	4 <sup>th</sup> Yr	5 <sup>th</sup> Yr	6 <sup>th</sup> Yr...	15 <sup>th</sup> Yr
Lease of Dark Fiber (Create Telecom Corridor)							
Wholesale Bandwidth Sale							
Triple Play Services (Data, Voice & Video) to Household							
Broadband Services to Corporate / Business							
Premium Wi-Fi Services							
Advertisement on the poles erected by SI for access point							
Renting spare duct							

### Note

1. Bidder to mention all relevant assumptions / parameters considered for calculation
2. Bidder may prepare separate table for each of revenue stream

**Table B: Revenues from various monetisation option**

Revenue Stream	Revenue Estimation (in INR)						
	1 <sup>st</sup> Yr	2 <sup>nd</sup> Yr	3 <sup>rd</sup> yr	4 <sup>th</sup> Yr	5 <sup>th</sup> Yr	6 <sup>th</sup> Yr..	15 <sup>th</sup> Yr
Lease of Dark Fiber (Create Telecom Corridor)							
Wholesale Bandwidth Sale							
Triple Play Services ( Data, Voice & Video) to Household							
Broadband Services to Corporate / Business							
Premium Wi-Fi Services							
Advertisement on the poles erected by SI for access point							
Renting spare duct							
Others							
<b>Total Revenue per year</b>							

**Note**

1. Please also mention all relevant assumptions / parameters considered for calculation
2. Bidder may prepare separate table for each of revenue stream

## Annexure I – Tentative List of Locations

Locations	Number
Nature Park & Aquarium	2
Auditorium	6
BRTS Bus Stations	146
Civic Centre	12
Community Halls/Party Plot	26
Drainage Department Facilities (STP, SPS)	30
Fire Station	12
Health Department Facilities	5
Hydraulic Department Facilities (Water Works, WDS, Intake Well)	42
Library	2
Main Office	1
Reading Room	90
RTO	2
Urban Health Center	41
Ward Office	90
Swimming Pools	12
Zone Office	76
Solid Waste Department Facilities	9
Traffic Junctions	300
Schools	300
Other	5