

Reply to the Clarifications sought by Prospective bidders against Tender no. AU-4/2/6(2)/2023-QoS (Tender id. 2023_TRAI_763026_1) dated 21.07.2023

SNo.	Clause no.	Clause Description	Query	Clarification issued
1	2.8.1	Bidder shall submit the Techno-Commercial bid and Financial bid online separately before the last date and time of submission. First electronic envelope will be named as 'Technical envelope' & will contain documents of bidder's satisfying the eligibility/ Technical & commercial conditions and 2nd electronic envelope will be named as 'Financial envelope' containing financial quote. Offline documents shall be submitted in Envelope-3 (offline). Broadly, following documents are required to be submitted: -	In case we are bidding for more than one zone, only one common technical envelope to be submitted on CPP?	Yes.
2	2.9.2 (v)	The bidder shall have minimum three years' experience of successfully conducting similar work of assessment of Quality of Service through drive test of mobile networks, as defined under scope of work in Section III. - Copies of purchase/ work order and experience certificates duly signed by the purchase/ work order issuing authority.	Can we submit Work completion certificate as alternative of experience certificate? Because some clients, as per their process may not provide experience certificates. We request to keep work completion certificate also as option.	<i>Kindly refer to modified clause as per corrigendum.</i>
3	Sec 5	Price Schedule, Instructions: The audit agency shall submit the Financial Bid, in a separate sheet online for each zone separately. The bidders should note that:	In case we are bidding for more than one zone, are we supposed to submit prices in respective sheets of zones as mentioned in Price Schedule? In such case TRAI will have access to all zone sheets in one attempt when financial bids will be opened. OR we need to submit prices in different excels for different zones, in such case there should be provision to upload multiple excels in CPP portal.	<i>Kindly refer to modified clause as per corrigendum. Further, financial bid is to be submitted for Zone quoted. Remaining Zones should be left blank</i>
4	3.2.4 (b) ii	Past performance of service providers as reported in the PMRs, network related complaints received by the TSPs and result of previous drive tests undertaken by TSPs/ TRAI etc. may form the basis for deciding the drive test cities /areas and route selection.	We assume TRAI will provide PMR and complaint area details from respective TSPs?	<i>The clause is self explanatory. However, the required inputs as available with TRAI shall be shared with the selected agency.</i>
5	3.2.4, c, ii, A/B/C/D/E:	-	As per these five points (A to E), total number of handsets are more than 30. Carrying and handling of these many devices in parallel in metro/railway trains, sea routes (coastal drive), walk test & hotspots is not feasible in terms of space and power supply. Suggestion: One handset for voice and data each, for all TSPs in Auto mode of all available technologies (2G/3G/4G/5G).	<i>Kindly refer to modified clauses as per corrigendum.</i>
6	Section 3, 3.2.4, c, ii, A:	A. One handset for each TSP, for voice service offered on circuit switched technology, in Auto selection mode for 2G and 3G.	Does this mean, one handset in 3G (3G/2G auto selection) preferred mode for each TSP?	<i>Kindly refer to modified clauses as per corrigendum.</i>
7	Section 3, 3.2.4, c, ii, B:	B. One handset for each TSP for voice service offered on packet switch technology, in Auto selection mode for 4G and 5G.	Does this mean, one handset in 5G (5G/4G auto selection) preferred mode for each TSP?	<i>Kindly refer to modified clauses as per corrigendum.</i>
8	3.2.4, c, iv	Voice/ Data test is also required to be carried out at selected hotspots. Maximum number of hotspots required to be tested during drive-test may be one hotspot per 25 Kms of drive test. There will be no separate charge payable for hotspot testing, it should be included in the drive test charge.	As per criteria of one hotspot per 25 Kms of drive test, we assume hotspots needs to be done against kilometers of city/area drive test area only and not against kilometers of highway, railway and coastal areas. Please clarify.	<i>One hotspots per 25Kms is for assessment of maximum number of hotspots to be covered generally in City area and highways drive test.</i>
9	3.2.4, f, v	After completion of the drive test, the agency is required to submit the report of the independent drive test in such a manner that all the metrics captured for different services (voice and data) and different service providers, are displayed individually and in comparative form using a Graphical User Interface including plotting of all the events like call drop, call block, call handover failure etc. on the map, data visualization dashboards and analytical based tools. The analytical based tool/ software shall be internationally compatible and be used to show comparison of TSP performance/ comparison of TSP's at city/ highway/ railway route level, with other TSP's, grid level, service area level.	Analytical based tools and web dashboards for data visualisation needs to be procured/developed by bidder? OR TRAI will provide it?	<i>Kindly refer to modified clauses as per corrigendum.</i>
10	3.3.1, iv	The tool/ equipment shall be placed in cabinets or installed in the holder in the test vehicles/ train, to make it rugged and shock proof. Each measurement must be GPS referenced.	Underground Metro train routes, railway routes or tunnels on roads can't be GPS referenced. Those patches will not have GPS coordinates. However, statistics will be available for such patches. Please clarify.	<i>The areas or locations which can not be GPS referenced, shall be marked physically, with the Voice/ data statistics captured.</i>
11	3.5.4	The agency shall arrange the required and spare number of SIM cards from the service provider free of cost, for the drive tests through respective Regional office of TRAI. The agency shall contact the service provider in this regard to collect the SIM card and test nos. for voice call, details of FTP server for data testing etc., prior to undertaking the drive tests activity. However, it may be checked that no priority has been set to test sim by TSP.	We assume SIM profiling will be checked by TSPs in consultation with TRAI, as we do not have any mechanism to test the same. Please clarify.	<i>The understanding is correct.</i>

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12	3.7.3	The report shall contain the results of drive tests with relevant references and comparison of performance of the service providers on various Quality of Service parameters in the city or highway or rail routes or coastal areas, as the case may be. The report shall also contain an Executive Summary and Critical findings along with detailed analysis to share with the service provider to take further follow-up action. Additionally, the report should be useful for the customers. Terminologies used in common parlance be used while describing the quality of the networks for ease of use of customers. Also, the plots of coverage, quality and MOS (mean opinion score) of voice service and download throughput speed for data service be hosted in a zoomable layout which can be used by customers to locate specific spots on the map.	Requirement of Zoomable plot means web dashboard is required. Please refer same query as Sr. no. 9 above.	<i>Kindly refer to modified clause as per corrigendum.</i>
13	3.2.4, d, ii	The agency shall arrange all required tools and logistics including vehicle (ship/ boat for coastal area), train ticket bookings for rail or metro route testing, platform tickets etc, for conducting independent drive test including analysis/ post-processing of the same.	1. For coastal drive, we assume water routes are required to be tested, please clarify. 2. For railway/metro train routes and coastal water routes access permissions for testing will be arranged by TRAI, please clarify. Because these are security bound areas and respective authority may not allow entry and testing.	<i>1. For Coastal drive, water routes as well as surrounding area, Islands etc is required to be drive tested. 2. For railway/metro train routes and coastal water routes access permissions for testing will be arranged by selected Agency. However in exceptional cases TRAI may extend the support.</i>
14		Physical signature required on all pages of bid response document?	As this bid response is required to be submitted on CPP portal, where digital signature is mandatory while submitting bid. Do we need to sign on each page of bid document? Because if we sign and scan, size of document increases and CPP portal have certain limitations in upload size. Please clarify. We would suggest not to sign physically on each page, because digital sign is already there while submission.	<i>Kindly refer to clause 2.8.4 of section-II as per corrigendum.</i>
15			Is a scanner for coverage measurements required? If so, which frequency bands and technologies need to be measured?	<i>Query is not clear.</i>
16			It is specified that PS Voice needs to be measured, does this mean that a VoLTE service needs to be measured?	<i>Kindly refer clause 3.2.4 of Section III of the tender/corrigendum, which is self explanatory.</i>
17			It is stated that SIM cards will be provided by the TSP. Is it therefore correct to assume that the agency will not bear any communication cost for the execution of the measurements?	<i>Kindly refer clause 3.5.4 of section-III of the tender, which is self explanatory.</i>
18			Is the measurement set up for walk testing and railway testing the same as for the city/highway drive-testing? The city/highway drive-testing set up would count with at least 33 handsets for 4 TSPs. Can you confirm this number?	<i>Kindly refer to modified clauses as per corrigendum.</i>
19			The distance to be covered for cities, highways and railways drive-test has been specified, but not the walk-test distance per day? Can you specify your expectation with respect to a daily walk-test distance or number of objects/buildings covered?	<i>Kindly refer to Section III and Section V of the tender/ corrigendum, which are self explanatory.</i>
20	3.1 to 3.8	Section III: Detailed Scope of Work	With respect to dimensioning, is the assumption correct that the duration for the full measurement of a zone with 3 to 5 LSAs amounts to one quarter and that each zone is therefore fully measured 4 times per year?	<i>Kindly refer to Section III and Section V of the tender/ corrigendum, which are self explanatory.</i>
21			How many voice samples are required per area/LSA? Does the agency need to provide proof of statistical significance (e.g., confidence intervals) for the provided KPI results?	<i>Kindly refer to Section III and Section V of the tender/ corrigendum, which are self explanatory.</i>
22			Is it allowed to carry out MO-MT voice measurements where both originating and terminating handsets are part of the same mobile measurement set up, or is a fixed voice server required for generating the MT and MO calls? In the latter case, would TRAI provide the premises for installation, or would the agency need to organize this for example at the premises of (one of) the TSPs?	<i>Kindly refer to Section III and Section V of the tender/ corrigendum, which are self explanatory.</i>
23			Are alternating of CS and PS (VoLTE) calls on the same (set of) handsets allowed? This would reduce the number of required handsets per mobile measurement set up for voice measurements from 24 (when both MO and MT handsets are included in the mobile measurement set up) to 8 and would also allow for a more wearable set up in the case of walk tests.	<i>Kindly refer to Section III and Section V of the tender/ corrigendum, which are self explanatory.</i>
24			i. Liquidated Damages: Request you to reduce from 10% to 5% of contract value.	<i>No Clarification sought. The Clause remains unchanged</i>
25			ii. We understand that Limitation of liability is the 100% of the contract value.	<i>Tender stipulations in this regard are self explanatory.</i>
26			iii. Payment to be release within 30 days from submission of invoice.	<i>No Clarification sought. The Clause remains unchanged</i>
27			iv. The bidder shall have minimum three years' experience of successfully conducting similar work of assessment of Quality of Service through drive test of mobile networks: kindly consider the experience for 2 years instead of 3 years in qualification criteria.	<i>No Clarification sought. The Clause remains unchanged</i>