



भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
(ओल्ड मिंग्टो रोड), नई दिल्ली-110002
TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi-110002



Tender No. AU-4/2/6(1)/2023-QoS dated 20.04.2023
Last Date of Submission of bid by **15:00 Hrs on 26.05.2023**

Tender

for

Conducting Audit and Assessment of Quality of Service

TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg (Old Minto Road),
New Delhi –110002

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Section-I

Notice Inviting Tender (NIT)

Invitation of Bids for conducting Audit and Assessment of Quality of Service

1. The Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi – 110002 (hereinafter referred to as 'TRAI' or 'Authority') invites sealed tender from Indian companies/ firms (hereinafter referred to as 'audit agency' or 'bidder'), who satisfy the eligibility conditions as mentioned in the Tender Document, for conducting audit and assessment of Quality of Service of

- (a) Cellular Mobile Telephone Service;
- (b) Wireless Data Service;
- (c) Basic Telephone Service (Wireline) and
- (d) Broadband (Wireline) Service

provided by various access service providers, as specified in the Quality of Service Regulations (hereinafter referred to as 'QoS Regulations') issued and amended from time to time by the Authority. The QoS Regulations issued by TRAI in this regard are as mentioned below:

- (i) The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March 2009.
 - (ii) Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October 2006; and
 - (iii) The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4th December 2012.
2. (i) The tender is invited for the following Zones:
- a. RO Bengaluru Zone
 - b. RO Bhopal Zone
 - c. RO Delhi Zone
 - d. RO Hyderabad Zone
 - e. RO Jaipur Zone
 - f. RO Kolkata Zone
- (ii) Details of the Licensed Service Areas (LSAs) along with geographical areas covered under each zone are given in the bid document at **Annexure 2A**.
- (iii) The bidders can submit the bid(s) for any number of zones (one or more than one zone), as per his choice. However, a bidder will be considered for award of work in **maximum three zones**.

3. A copy of the Tender document is available on TRAI's website www.trai.gov.in as well as on www.eprocure.gov.in and may be downloaded for the purpose of bid submission. As TRAI has decided to use process of e-tendering for inviting this tender, hence the hard copy of the tender document will not be available.

4. **Eligibility Conditions:** As specified in Clause 2.2 (Eligibility Conditions) of Section-II (*General Conditions and Instructions to the Bidders*).

5. **Bid Security:** The bidder shall furnish bid Security of **Rs. 1,50,000/- (Rs One Lac Fifty Thousand only) per zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and Payable at New Delhi.

Exemption of Bid security deposit will be considered for eligible bidders registered as Micro/Small/Start-up with NSIC/MSME/DPIIT etc. Further, the exemption to MSE category is only applicable to those bidders who are registered under the scheduled category for which services is being obtained and not for all MSE categories. In case the exemption is sought, the bidder shall also submit a Bid-security declaration.

6. **Last Date & Time of Submission of online Bid:** The bids shall be submitted online on www.eprocure.gov.in on or before **26.05.2023 by 15:00 Hrs**. Bid received after due time & date will not be accepted. In case the date of submission (and opening) is declared to be a holiday, the date of submission and opening of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be notified through TRAI website and e-procurement portal.

Requirements and procedure for online bid submission is outlined in detail in '*Guidelines for hassle free Bid Submission*' on the website https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf. Bidders are advised to go through the details thoroughly before submission of bids, as neither TRAI nor NIC shall be responsible for rejection of bids due to incorrect/ faulty online application submission.

7. **Opening of Tender Bids:** At **15:00 Hrs on 29.05.2023**.

8. **Place of opening of Tender bids:** TRAI has adopted online bid submission on www.eprocure.gov.in. For further details, the guidelines on www.eprocure.gov.in may be referred.

9. Incomplete, ambiguous, conditional, digitally unsigned bids are liable to be rejected.

10. The bids received, either by post or in person, shall not be considered for opening and same shall be returned to the bidder in original unopened.

11. TRAI reserves the right to accept or reject any or all bids without assigning any reason.

12. The bidder shall furnish a declaration (as per Annexure- 6) under his digital signature that no addition/ deletion/ corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on e-procurement Portal.

13. In case of any correction/ addition/ alteration/ omission in the bid, the bid shall be treated as non-responsive and shall be rejected summarily. All documents submitted in the bid offer should be preferably in English. In case the certificate viz experience, registration etc. is issued in a language other than English, the bidder shall attach an English translation

of the same duly attested by the bidder & the translator, to be true copy in addition to the relevant certificate.

14. All computer generated documents should be duly attested/ signed by the issuing organization.

15. Consortium of companies/ firms are not allowed to participate in the tender.

16. **Clarification on tender document:** Prospective bidders, requiring any clarification on the tender document, may submit their request in writing not **later than 01.05.2023** through e-procurement portal only with copy to Email: **sroqos3@traigov.in**.

17. Tentative date/time schedule for various activities is as mentioned below:

Activity	Tentative Date	Time
Issue of NIT	20/04/2023	-
Accessibility of Tender Document	20/04/2023	17:00 hrs
Pre – Bid Vendor Conference	26/04/2023	11:00 hrs
Last Date & Time of seeking clarifications	01/05/2023	17:00 hrs
Issue of corrigendum on CPPP Portal , if any	08/05/2023	17:00 hrs
Last Date & Time of Submission of bids online and offline documents	26/05/2023	15:00 hrs
Opening of Techno- Commercial Bids	29/05/2023	15:00 hrs

18. Any change in the schedule of tender submission or opening etc. shall be communicated through TRAI website and e-procurement portal.

(Pawan Kumar Aggarwal)
Joint Advisor (QoS-I)

SECTION- II

General Conditions and Instructions to the Bidders

2.1. Definitions

- i. **"The Purchaser"** means the Telecom Regulatory Authority of India.
- ii. **"The Bidder"** means the individual or firm who participates in this tender and submits its bid.
- iii. **"Successful Bidder(s)"** means the bidder(s) to whom work in this tender is awarded.
- iv. **"The Work Order"** means the order placed by the Purchaser on the successful bidder signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **"The Contract Price"** means the price payable to the supplier under the work order for the full and proper performance of its contractual obligations.

2.2. Eligibility Conditions

The bidders satisfying the following eligibility conditions shall be eligible for bidding:

- i. The bidder must be a company/ firm registered in India under the Companies Act, 2013.
- ii. The bidder must have a valid GST (Goods and Services Tax) registration number and PAN (Permanent Account Number).
- iii. The bidder must not be blacklisted or barred from participation in bidding processes either individually or as a member of a consortium as on the date of submission of bid, due to any reasons including poor or non-performance/delayed delivery or for any other reason by any Central/State Government departments, and/or autonomous bodies.
- iv. The bidder should not have a business relationship with any of the Licensed Telecom Service Provider during last one year from date of submission of bid.
- v. The bidder shall have minimum average annual financial turnover of Rs two crore during the last three consecutive financial years preceding the bidding year i.e. FY 2019-20, 2020-21 and 2021-22.
- vi. The bidder shall have minimum two years' experience of successfully conducting audit work as defined under scope of work in Section III.

or

The bidder shall have been part of Cellular Mobile Network Operations support team either as OEM partner or as Managed Services Provider for any Telecom Service Provider, in last three years from date of submission of bid, in India or outside India covering minimum 10,000 cells.

2.3. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.4. Bid Document:

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/ amendments/ addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

2.5. Clarification on Bid document and pre-Bid conference

2.5.1. A prospective bidder, requiring any clarification on the Bid Documents shall notify the Purchaser in writing through the e-procurement portal. The Purchaser shall respond in writing to any request for the clarification of the Bid Documents, which it receives not later than the date(s) specified in Section-I of this document. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be uploaded on TRAI's website www.trai.gov.in as well as on www.eprocure.gov.in. The clarification/queries on bid document should be sent in following format:

Sl. No	Clause no. with Section of tender	Clarification/query

2.5.2. The bidders are required to keep regular watch on e-procurement portal www.eprocure.gov.in and the TRAI website (www.trai.gov.in), for any amendment to the tender document or for clarifications in response to the queries raised by the bidders up to a day prior to the last date for submission of bids.

2.5.3. TRAI reserves the right to reject any or all the bids in case the bids are submitted without taking into account these amendments/clarifications. Further, the prospective bidders shall be fully responsible for downloading of the amendments made by TRAI in the bid document and clarifications issued, if any, from TRAI website or e-procurement portal and TRAI accepts no responsibility whatsoever in this regard.

2.5.4. Bidders requiring any clarification on the bid documents shall be, to the extent possible, clarified in the pre-bid conference. The pre-bid conference will be held with the prospective bidders, for technical discussion/clarifications on technical and other matters regarding terms and conditions of the bid document. The pre-bid conference may be held, either in physical mode in the Conference Hall of TRAI HQ, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110002, or through online or hybrid mode. The prospective bidders should, on their own, attend the said conference without waiting for any further communication.

2.5.5. As a result of the discussion in this pre-bid conference, if any modifications to the tender document are considered necessary, suitable corrigenda/addenda will

be issued. A copy of such corrigenda/addenda will be uploaded on www.eprocure.gov.in and TRAI website (www.traigov.in).

- 2.5.6. Any clarification/ corrigenda/ addenda issued by TRAI either at its own, or in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.

2.6. Amendment of bid documents

- 2.6.1. At any time, prior to the date of submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by issuing amendments.
- 2.6.2. The amendments shall be notified in writing through e-procurement portal and TRAI website to all prospective bidders and these amendments will be binding on them.
- 2.6.3. In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

2.7. Bid Security

- 2.7.1. The audit agency shall submit a Bid Security of **Rs. 1,50,000/-** (Rs. One Lac fifty thousand only) **for each Zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and Payable at New Delhi.

Exemption of Bid security deposit will be considered for eligible bidders registered as Micro/Small/Start-up with NSIC/MSME/DPIIT etc. Further, the exemption to MSE category is only applicable to those bidders who are registered under the scheduled category for which services is being obtained and not for all MSE categories.

However, bidders, themselves, have to ensure that they are eligible for the same and submit self-attested relevant certificates and documentary proofs for claiming the exemption. In case the exemption is sought, the bidder shall also submit a ***Bid-security declaration*** (as per Annexure-5) accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security (PBG) before the deadline defined in the bid document, they may be suspended from participating in future tenders for a period upto 3-years.

- 2.7.2. Original Demand Draft/ Banker's cheque for all zone(s) shall be submitted **physically** to Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No-709, 7th Floor, Mahanagar Door Sanchar Bhawan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi- 110002, before last Date & Time of Submission of bids as mentioned in Section-I, in a single envelope duly super-scribed '*Bid Security for conducting audit and assessment of Quality of Service for* [*Please mention name of Zone(s) for which bidder is submitting the*

bid]'. The Demand Draft/ Banker's cheque should be drawn on any scheduled bank in favour of "TRAI" payable at New Delhi.

2.7.3. A scanned copy of the Demand Draft/ Banker's cheque is also required to be submitted along with Technical bid being submitted on *www.eprocure.gov.in*.

2.7.4. **Bids received without Bid Security shall be rejected summarily.**

2.7.5. The Bid security shall be refunded to the unsuccessful bidder after finalisation of the tender. The Bid security of successful bidder shall be returned after submission of Performance Bank Guarantee (PBG).

2.7.6. The bidders will be suspended to participate in the future tender of TRAI for a period upto **3-years**, in any of the following circumstances/ events:

(a) In the case the bidder withdraws or modifies its bid, after last date of submission of bids, during the period of validity of bids.

(b) In the case of successful bidder, if the bidder fails:

(i) to sign the contract; or

(ii) to furnish Performance Bank Guarantee in accordance with Clause 2.12 of this Section.

2.8. Documents comprising Bids

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: -

2.8.1.1. **Technical envelope** shall contain:

(a) Copy of the Tender document and clarifications/ corrigendum issued, if any, duly signed by the authorised representative of the bidder on each page of the tender document and clarifications/ corrigendum issued, if any, as acknowledgement that the bidder has read and accepted the terms and conditions.

(b) Documentary evidence to establish that the bidder is eligible to bid (as per Clause 2.9 of section-II) and is qualified to perform the contract if its bid is accepted.

(c) Standard formats as given at Section-VI of the tender, with all the necessary details filled-in, by the bidders.

(d) Undertaking by the bidder to ensure clause by clause compliance of this Tender and complete details of the bidder such as company name, address etc. as per Annexure-3.

(e) Scanned copy of Authority letter to designate a person to interact with TRAI for all bid related activities, queries, presentations, etc.

(f) Scanned copy of Bid Security for each zone in accordance to Clause 2.7 of

Section-II.

- (g) Other documents as specified in tender document.

2.8.1.2. **Financial envelope** shall contain:

Duly filled Price Schedule in accordance with Section V.

The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders.

2.8.1.3. **Envelope-3 (offline)** shall contain:

Further, the following documents are required to be submitted offline (i.e. offline submissions) to Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No-709, 7th Floor, Mahanagar Door Sanchar Bhawan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi- 110002 on or before the date & time of submission of bids in a sealed envelope. The envelope shall bear '*Bid Security for conducting audit and assessment of Quality of Service for [Please mention name of Zone(s) for which bidder is submitting the bid]*' and the phrase: "*Do Not Open Before (due date & time of opening of tender)*".

- (a) Bid security (original copy).
- (b) Original Authority letter to designate a person to interact with TRAI for all bid related activities, queries, presentations, etc.
- (c) Standard formats as given at Section-VI of the tender, with all the necessary details filled-in, by the bidders.

2.8.2. The bid submitted should be properly indexed with running page numbers marked on all documents enclosed.

2.8.3. The name, address, telephone/mobile number, e-mail address of the bidder and zone for which the bid is submitted, should be clearly mentioned. Any corrections or overwriting in the bid should be attested by the person signing the bid failing which the proposal shall be liable to be rejected.

2.9. Documents establishing bidder's eligibility and Qualification.

2.9.1. The bidders satisfying the eligibility conditions, as mentioned in **Clause 2.2 'Eligibility Conditions'** of Section-II of this tender document shall be eligible for bidding.

2.9.2. To fulfil the eligibility conditions, bidder must submit following documents:

Sl. No.	Eligibility Condition	Supporting Documents required
i.	The bidder must be a company/ firm registered in India under The Companies Act, 2013.	Certificate of incorporation/ registration from Ministry of Corporate Affairs, Government of India, as proof of being a company/ firm registered in India.
ii.	The bidder must have a valid GST (Goods and Services Tax)	A copy of valid PAN and GST registration number.

	registration number and PAN (Permanent Account Number).	
iii.	The bidder must not be blacklisted or barred from participation in bidding processes either individually or as a member of a consortium as on the date of submission of bid, due to any reasons including poor or non-performance/delayed delivery or for any other reason by any Central/State Government departments, and/or autonomous bodies.	An Undertaking as per Annexure 4.
iv.	The bidder should not have a business relationship with any of the Licensed Telecom Service Provider during last one year from date of submission of bid.	An Undertaking as per Annexure 7.
v.	The bidder shall have minimum average annual financial turnover of Rs. two crore during the last three consecutive financial years preceding the bidding year i.e. FY 2019-20, 2020-21 and 2021-22	Documentary evidence regarding fulfilment of turnover requirement, including audited balance sheet, duly certified by a Chartered Accountant and income tax returns (ITRs) for the prescribed financial years.
vi.	The bidder shall have minimum two years' experience of successfully conducting audit work as defined under scope of work in Section III. or The bidder shall have been part of Cellular Mobile Network Operations support team either as OEM partner or as Managed Services Provider for any Telecom Service Provider, in last three years from date of submission of bid, in India or outside India covering minimum 10,000 cells.	Copies of purchase/ work order and experience certificates duly signed by the purchase/ work order issuing authority.

2.10. Submission of bid and Validity of Bids

- 2.10.1. The standard formats for the bids (Technical and Financial) are at Section-VI and V respectively. All the details are required to be filled by the bidders and submitted before the last date and time of submission. The bids should be paginated and indexed.
- 2.10.2. Bids must be received by the Purchaser online as per Clause 2.8 of Section-II not later than the specified date and time indicated in the NIT (Section-I).
- 2.10.3. The bidder is required to submit the bid online at the e-procurement portal. Tender bids received after due time & date will not be accepted. Offline submission of bids would not be accepted and only the documents mentioned in Clause 2.8 of section-II shall be submitted offline.
- 2.10.4. The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with Clause 2.6 in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subjected to the deadline as extended.
- 2.10.5. The bid shall remain valid for **120 (one hundred twenty) days** from the last date of submission of the bid.
- 2.10.6. Requirements and procedure for online bid submission is outlined in detail in '*Guidelines for hassle free Bid Submission*' on the website https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf.
- 2.10.7. Bidders are advised to go through the details thoroughly before submission of bids, as neither TRAI nor NIC will be held responsible for rejection of bids due to incorrect/ faulty online application submission.

2.11. Modification and withdrawal of bids

- 2.11.1. The bid modification, revision or withdrawal shall be in accordance with the provisions of e-procurement portal.
- 2.11.2. Subject to Clause 2.11.1, no bid shall be modified subsequent to the deadline for submission of bids.

2.12. Performance Bank Guarantee

- 2.12.1. The successful bidder shall furnish a Performance Bank Guarantee in the Proforma given at **Annexure-1** from any scheduled/commercial Bank in India within 15 (fifteen) days from the date of receipt of the letter of acceptance of bid by the audit agency, for an amount equivalent to 3% of the value of the contract.
- 2.12.2. In case the furnishing of an acceptable Performance Bank Guarantee is delayed by the audit agency beyond the afore-mentioned period, TRAI may cancel the said letter of acceptance and forfeit the Bid Security submitted by the audit agency.
- 2.12.3. Initially, the bank guarantee shall be valid for a period of 60-days beyond the validity of the contract. The Audit agency on its own shall extend the validity

period of the bank guarantee for a further period of six months on similar terms at least one month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantees shall be kept valid till the satisfactory completion of the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle TRAI to encash the bank guarantee and to convert it into a cash security without any reference to the Audit agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.

2.12.4. On satisfactory completion of the contract in all respects, as per the terms and conditions specified in the tender document and agreement, the Performance Bank Guarantee shall be returned to the audit agency. No interest in any form shall be payable by TRAI to the audit agency before or after expiry of the Performance Bank Guarantee.

2.12.5. In case the contract is extended to cover audit and assessment work for one or more quarter, but not more than four quarters, the audit agency shall submit, within 15 (fifteen) days of intimation about such extension by TRAI, a fresh Performance Bank Guarantee for amount equivalent to 3% of the value of the contract for the extended period or extended work having validity for a period of 60-days beyond the validity of the contract, as the case may be, and shall also extend the validity period of such bank guarantee for a further period of six months on similar terms, at least one month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantees shall be kept valid till the satisfactory completion of the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle the TRAI to encash the bank guarantee and to convert it into a cash security without any reference to the Audit agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.

2.12.6. Without prejudice to its rights to terminate the contract and to pursue any other remedy available to it under the law, TRAI may forfeit full or part of the Performance Bank Guarantee in case –

- (i) the audit agency fails to carry out the assigned task as per the terms and conditions specified in the tender document and contract; or
- (ii) the audit report is not as per the format approved by TRAI; or
- (iii) the audit report contains information, which is found to be factually incorrect or materially wrong by TRAI. The decision of TRAI as regards such material incorrectness of the report shall be final and binding on the audit agency.

2.13. TRAI's right to accept or reject a bid without assigning any reason

TRAI reserves the right to accept or reject any bid without assigning any reason.

2.14. Opening and evaluation of the bid

- 2.14.1. The technical bids will be opened on **29.05.2023 at 15:00 Hrs.** online through e-procurement portal.
- 2.14.2. The participating bidders/ authorised representative(s), if they so desire, may present at the time of opening of the bids.

(A) Technical Evaluation:

- 2.14.3. The bids shall be evaluated by the Tender Evaluation Committee for their responsiveness i.e. to verify whether proposals are free of any significant omission and deviations from scope of work or other key requirements of the tender.
- 2.14.4. Subsequently, technical bid will be evaluated to conform whether it meets the eligibility criteria as prescribed in Clause 2.2 of Section-II and other requirements of the tender and adherence to the terms and conditions of the tender etc.
- 2.14.5. Technical bid of the bidder, having submitted technically responsive bid, shall be evaluated separately based on following parameters:

Sl. No.	Evaluation Criteria	Maximum Score	Score will be awarded on the basis of specified document
1.	Bidder's specific experience relevant to Scope of Work	30	As mentioned in Cl. 2.9 of Section-II
2.	Financial capability	20	As mentioned in Cl. 2.9 of Section-II
3.	Audit Methodology	20	As per Form-III of Section-VI
3.	Qualification and relevant experience of key staff (As per CVs submitted) for the project	20	As per Form-IV of Section-VI
4.	Innovation and use of tools & testers	10	As per Form-VII of Section- VI

- 2.14.6. Only the bidder, having submitted technically responsive bid, meeting eligibility criteria and scoring minimum score of 65 on parameters specified in Clause 2.14.5 above, shall qualify for opening of financial bids in the second stage of bid evaluation.
- 2.14.7. TRAI may ask the bidders to give a presentation on their technical proposal, as per the requirement of tender evaluation committee.

(B) Financial Evaluation:

- 2.14.8. The bidder can submit the bid(s) for any number of zones (one or more than one zone), as per his choice. However, a bidder will be considered for award for contract in maximum three zones.

- 2.14.9. The financial bids of only those bidders, who have submitted technically responsive bid, meeting eligibility criteria and scoring minimum score of 65 on parameters specified in Clause 2.14.5 above, shall qualify for opening of financial bids in the second stage of bid evaluation.
- 2.14.10. In order to have smooth evaluation of financial bids and award of work thereafter, financial bids shall be opened for each zone separately, in the order as mentioned in below table:

S No	Zone	Order of opening of Financial bid
1.	RO Kolkata Zone	1
2.	RO Bengaluru Zone	2
3.	RO Hyderabad Zone	3
4.	RO Bhopal Zone	4
5.	RO Jaipur Zone	5
6.	RO Delhi Zone	6

However, this order of opening of financial bids does not qualify any bidder's choice or rank in terms of suitability for award of work.

- 2.14.11. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders and shall be evaluated giving due consideration to the total quoted price for the zone i.e., as a package covering Basic Telephone Service (Wireline), Cellular Mobile Telephone Service including Wireless Data Service and Broadband (Wireline) Service. Only total quoted price for a zone will be taken for ranking of bids from lowest quoted to highest quoted.
- 2.14.12. Bidder offering least total quoted price inclusive of all taxes and levies in respective RO Zone and covering all service areas shall be considered for award of work in that zone.
- 2.14.13. Arithmetical errors shall be rectified on the following basis;
- “If there is a discrepancy between words and figures, the amount in words shall prevail. If there is discrepancy in the total arrived at and the rates quoted for each service area of a zone, the total shall be corrected taking into account the rates quoted for the service areas within the zone. If the bidder does not accept the correction of the errors, his bid shall be rejected”.*
- 2.14.14. If at any stage of opening of financial bids, in the above mentioned order of opening, it is found that a particular bidder has offered least total quoted price in three zones and has been considered for award of work in these three zones then his financial bids for remaining zones (as per above mentioned order of opening of financial bids) shall not be opened.
- 2.14.15. Award of work in remaining zones shall be decided based on the lowest total quoted price offered by the remaining bidders.

2.15. Validity of Contract

- 2.15.1. The contract for undertaking audit and assessment of Quality of Service shall be valid for a period of 18 (eighteen) months from the date of signing of the contract, covering audit and assessment of Quality of Service for one year consisting of four quarters as specified in the tender. The quarter is defined as a period of three continuous calendar months ending 31st March, 30th June, 30th September and 31st December.
- 2.15.2. The contract period may be extended for one or more quarters, but not more than four quarters, at the same rate and terms & conditions as per the contract, at the sole discretion of TRAI, to cover the audit and assessment of Quality of Service in the next year.

2.16. Force Majeure

- 2.16.1. If the performance in full or part as specified in the contract is prevented, restricted, delayed or interfered by reasons of-
- i. fire, explosion, cyclone, floods.
 - ii. war, revolution, acts of public enemies, blockage, or embargo.
 - iii. any law, order, proclamation, ordinance, demand, Lock down imposition by Government, or authority or representative of any Government.
 - iv. strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; or
 - v. any other circumstances beyond the control of the party affected.
- then, notwithstanding anything contained hereinbefore, the party affected may be excused from its performance to the extent such performance relates to such prevention, restriction, delay or interference, provided the party so affected uses its best efforts to remove such cause of non-performance, and when removed, the party shall continue performance with utmost urgency.
- 2.16.2. If at any time during the performance of the contract, the audit agency should encounter conditions impeding timely completion of the work, the audit agency shall promptly (within 7-days) notify to the TRAI in writing the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the notice of the audit agency, TRAI may evaluate the situation and may at its discretion extend the period for performance of the contract after mutual discussion with the audit agency.

2.17. Termination:

- 2.17.1. Without prejudice to its right to impose penalty, and to forfeit the Performance Bank Guarantee, TRAI reserves the right to terminate the contract:
- i. the audit agency fails to carry out the task as per the terms and conditions specified in the tender document and the contract; or
 - ii. if the audit report is not as per the format approved by TRAI; or
 - iii. if the audit report contains information, which is found to be factually incorrect or materially wrong by TRAI. The decision of TRAI as regards

such material incorrectness of the report shall be final and binding on the audit agency.

- 2.17.2. Delivery of the performance of the work shall be done by the audit agency in accordance with the time schedule specified by TRAI. In case the work is not completed within the stipulated delivery period, as indicated in the contract, TRAI reserves the right to foreclose/terminate the contract and/or impose a penalty as per Clause 4.3 of Section-IV.
- 2.17.3. The termination/foreclosing of the contract shall be at the risk and responsibility of the audit agency and TRAI reserves the right to get the work completed for the remaining part at the risk and cost of the defaulting audit agency.

2.18. Indemnity

In no event shall TRAI be liable to the audit agency for special, direct, indirect or any other damages in connection with or arising out of the performance or use of services provided by the audit agency under this contract. The audit agency shall indemnify TRAI in respect of any damages, claim, loss or action against TRAI for act of commission or omission on the part of the audit agency, its agents or servants.

2.19. Coordination

The audit agency shall appoint one of its employees as coordinator who shall represent the audit agency in all dealings with the TRAI HQ and concerned Regional Offices.

2.20. Confidentiality

- 2.20.1. The bidder shall treat all the information provided by TRAI as confidential and shall not share this information without the written permission of TRAI. The reports, data, etc. submitted by the bidder shall be the exclusive property of TRAI and the bidder shall not disclose the contents of such reports, data, results, etc. to any third party without the written consent of TRAI. This condition shall survive the termination of the contract with the bidder.
- 2.20.2. All information gathered during the audit and assessment of Quality of Service and reports shall be the sole property of TRAI. The audit agency shall not transfer / pass on the information of one service provider to another service provider or to any third party under any circumstances.
- 2.20.3. The bidder shall not publish, disclose any information, make available or otherwise dispose of the document /data / software or any part or parts thereof to any third party, directly or indirectly without prior written consent of TRAI.
- 2.20.4. The bidder shall restrict access to the documents/ data/ software only to those of its employees to whom it will be felt necessary and relevant for this project and shall draw the provision of this undertaking to the personal attention of those of its employees to whom access to the document/data/software will be granted.

2.20.5. The Audit Agency, if required shall be asked to enter into a confidentiality agreement {Non-Disclosure Agreement (NDA)} with the service provider and TRAI, to this effect, before start of the audit.

2.21. Laws governing contract

The laws of India for the time being in force shall govern the contract.

2.22. Jurisdiction of courts

The courts of law located at New Delhi shall have the jurisdiction to decide any dispute arising out of or in respect of the contract entered into pursuant to this bid.

2.23. Arbitration

In the event of any dispute arising between TRAI and the audit agency, the matter shall be referred to the Secretary, TRAI who may himself act as sole arbitrator or may nominate, as sole arbitrator, an officer of TRAI notwithstanding the fact that such officer has been directly or indirectly associated with the bid process or the subsequent contract between the parties. The audit agency shall not be entitled to raise any objection to the appointment of such officer of TRAI as the sole arbitrator. The award of the arbitrator shall be final and binding on both the parties, subject to the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under for the time being in force. The parties expressly agree that the arbitration proceedings shall be held at New Delhi. The language of arbitration shall be English.

2.24. Language of the bid and bid cost:

The bid shall be submitted in English language. The bidder shall bear all costs associated with the preparation and submission of the bid. The Authority will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bid.

2.25. Currency for the financial bid:

The financial bid shall be quoted in Indian Rupees (INR). The bid shall be inclusive of all taxes, levies and duties. Any change in the prevailing tax structure or imposition of any new tax by the Government authority shall be borne by the audit agency.

2.26. Further assigning of bid/ contract in whole or part:

The audit agency shall not assign the contract, the benefit or burden thereof to any other person or persons or body corporate. No under letting or subletting to any person or body corporate for the execution of the contract or any other part thereof is permitted under any circumstances.

2.27. False information:

In the event of furnishing false/incorrect/misleading information by the audit agency, the Bid Security of such bidder shall be forfeited, and the *bidder will be suspended to participate in the future bids of TRAI for a period upto 3-years.*

Further, if during the performance of the contract, it is detected that the contract has been obtained by furnishing false/incorrect/misleading information in the bid, the contract is liable to be terminated and performance bank guarantee and other payments due to the audit agency shall be forfeited and the audit agency shall be liable to be blacklisted.

2.28. Peer Audit or re-verification of the report:

TRAI may, at its discretion, undertake peer audit of the report submitted by the audit agency through a different audit agency or undertake verification of the report through its officers, and in case the report is found to be materially incorrect, the audit agency shall be liable for penal action besides forfeiture of its PBG.

Provided that the terms and conditions of peer audit through audit agency from other Zone shall be as decided by TRAI with such agency in accordance with the contract with the agency.

2.29. Verification of Documents and Certificates

- 2.29.1. The bidder shall verify the genuineness and correctness of all documents and certificates, including experience/ performance certificates, issued either by the bidder or any other firm/ associate before submitting them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.
- 2.29.2. As per requirement of the tender's conditions, if any document/ paper/ certificate submitted by the participant bidder is found to be false/ fabricated/ tempered/ manipulated at any stage during bid evaluation or award of contract, then the bid security of the bidder would be forfeited, and the bidder would be disqualified from the tender. Action would also be taken for barring of business dealing with the defaulting firm. In case contract has already awarded to the bidder, then PBG would be forfeited and the contract would be rescind/ annulled and TRAI would be at liberty to procure the ordered services from any other source at the risk and cost of the defaulting bidder.

2.30. Rejection of Bids

- 2.30.1. While all the conditions specified in the Bid documents are critical and are required to be complied, special attention of bidder is invited to the following clauses of the bid documents. Non-compliance of any one of which shall result in rejection of the bid.
 - i. The bids will be rejected at opening stage if Bid security is not submitted as per Clauses 2.7 and bid validity is less than the period prescribed in Clause 2.10.5 mentioned above.
 - ii. If the eligibility condition as per Clause 2.2 is not met and/ or documents prescribed to establish the eligibility as per Clause 2.9.2 are not enclosed, the bids will be rejected without further evaluation.
 - iii. Financial Bid Format: If Prices are not filled in as prescribed in financial bid. The bidder has to quote for all the services of a zone mentioned in the price format.

SECTION-III

SCOPE OF WORK FOR AUDIT AND ASSESSMENT OF QUALITY OF SERVICE OF SERVICE PROVIDERS

3.1. Objective:

3.1.1. The Telecom Regulatory Authority of India has been entrusted, under Telecom Regulatory Authority of India Act 1997 (24 of 1997), to lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct periodical assessment of quality of services provided by the service providers so as to protect the interest of the consumers of telecommunication services. Accordingly, TRAI laid down various quality of service (QoS) regulations in respect of telecommunication services viz. Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service. These regulations provide for conduct of audit and objective assessment of quality of services, through an agency appointed by TRAI or through its own officers, to assess performance of the service providers on the benchmarks for the QoS parameters mentioned in the regulations.

3.1.2. TRAI has issued following regulations prescribing benchmarks for various QoS parameters for Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service to be achieved by service providers:

S. No.	Title of the Regulation
1	The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20 th March 2009
2	Quality of Service of Broadband Service Regulations 2006 (11 of 2006) dated 6 th October 2006
3	The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4 th December 2012

Above regulations are available on TRAI's website (www.trai.gov.in).

3.1.3. These regulations are updated from time to time. TRAI may also update/ modify the QoS parameters or their benchmarks and add new parameters during the currency of the contract. The bidder shall include the same for audit and assessment of Quality of Service of respective service.

3.1.4. Detailed explanation and measurement methodology of each of the QoS parameters for Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data service are given in the Explanatory Memorandum of the respective regulations.

3.1.5. TRAI intend to engage audit agency for audit and assessment of Quality of Service of Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service provided by various service providers in India, as per the following broad scope of work:

- a) Collection and review of historical raw data being used by service providers for preparation of Quarterly Performance Monitoring reports (PMRs) on monthly basis;
- b) Preparation of Quarterly Performance Monitoring reports (PMRs) based on quarterly historical raw data collected on monthly basis from service providers;
- c) Verification and comparison of PMRs prepared on the basis of historical raw data collected on monthly basis from service providers for the quarter under audit and the Quarterly PMRs submitted by service providers to TRAI;
- d) Live measurements of QoS parameters of network(s) of Service Providers (SPs) by collecting raw data for Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service. This will inter-alia require visiting service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per network monitoring systems deployed, for three consecutive days in a quarter for live monitoring and collection of raw data against respective QoS parameter. The data shall be extracted from each operator's server/NOC/ OSS etc. at the end of each day. Such measurement shall be done to cross verify integrity of system and process for capturing of various events of the network elements generating raw data for calculation of QoS parameters in accordance with respective regulations.
- e) Preparation of sample PMR on the basis of three days raw data collected during live measurement and comparison with quarterly PMR prepared based on quarterly historical raw data collected on monthly basis for the same quarter.
- f) Submission of reports to TRAI as per specified schedule.

3.2. Detailed scope of work:

3.2.1. The objective of the tender is to audit and assess the Quality of Service rendered by the service providers providing Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service.

3.2.2. The audit and assessment of Quality of Service shall be conducted for all service providers including BSNL and MTNL providing Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service in various Licensed Service Areas (LSAs).

3.2.3. For the purpose of this tender, twenty two LSAs are distributed in six zones as mentioned below. The details of the LSAs along with geographical areas covered under each zone are given in **Annexure-2A**.

- (i) RO Delhi Zone
- (ii) RO Jaipur Zone
- (iii) RO Bhopal Zone
- (iv) RO Kolkata Zone

(v) RO Bengaluru Zone

(vi) RO Hyderabad Zone

3.2.4. The details of service providers (licensees) providing Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, and Wireless Data Service, with subscriber details as on 31st December 2022, in each Licensed Service Area are given in **Annexure-2B**. The updated data in respect of service provider wise subscriber base of Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service is published by TRAI from time to time on the website www.traigov.in and the audit agency shall refer the same during audit and assessment of Quality of Service.

3.2.5. **Annexure-2C** include the details of Internet Service Providers having more than 10,000 Broadband (Wireline) subscribers as on 31st December, 2022. The audit agency is required to conduct the audit and assessment of Quality of Service of Broadband (Wireline) Service in respect of such service providers on sample basis for 25% service providers in the respective zone.

3.2.6. The schedule for conducting the audit and assessment of Quality of Service shall be finalised by the audit agency, in consultation with TRAI, before the start of audit and assessment of the Quality of Service in each quarter.

3.2.7. The audit agency shall undertake audit and assessment of Quality of Service provided by service provider (licensee) in each of the Licensed Service areas under the respective Zone in co-ordination with respective RO the following manner:

A. Cellular Mobile Telephone Service and Wireless Data Service:

(i) The scope of the audit for Cellular Mobile Telephone Services and Wireless data service, *inter-alia*, includes assessment of the performance of the service providers in respect of the Quality of Service parameters for Cellular Mobile Telephone Services and Wireless data service specified under *the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March, 2009* and *the Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4th December, 2012* respectively.

(ii) In respect of Cellular Mobile Telephone Service and Wireless Data Service, **all the Licensed Service Areas in the zone(s) shall be audited in every quarter of the year** i.e., a Licensed Service Area shall be audited four times in a year.

(iii) The audit shall capture network architecture of respective technologies/generations i.e., 2G/3G/4G & beyond, deployed in the LSA for providing service during the quarter under audit. The details of network architecture and number of Cells/ BTS/ Core network shall be provided by the audit agency in the audit report of respective LSA.

The audit agency shall verify integrity of the system(s) and processes implemented for collection of raw data for QoS parameters, its transformation, aggregation, and generation of PMRs thereof in the first quarter itself. The brief overview of such systems and processes shall be provided to TRAI in audit report along with any

inconsistency or issues observed during the audit. It includes measuring of specified QoS parameters, checking of complete records, verification of procedure and method adopted by service provider in measuring the parameters and method of averaging adopted, for the purpose of reporting vis-à-vis corresponding methodology provided in concerned Regulation.

(iv) The audit agency shall collect historical raw data, for all the QoS parameters for the quarter under audit from service providers for preparation of Quarterly Performance Monitoring reports (PMRs) of Cellular Mobile Telephone Service and Wireless Data Service, on monthly basis **latest by 10th day** of the following month.

(v) On completion of every quarter, the audit agency shall prepare Quarterly Performance Monitoring reports (PMRs) for Cellular Mobile Telephone Service and Wireless Data Service on the basis of monthly historical raw data collected from service providers for three months of the quarter under audit. Preparation of PMRs is to be completed **within 21-days** of the end of the quarter. The auditor shall collect the copy of the PMR submitted by service providers to TRAI from TRAI portal, or as per process defined by TRAI within 30-days of the end of the quarter being audited.

(vi) The audit agency shall verify and compare the PMRs prepared based on historical raw data collected and the Quarterly PMRs submitted by service providers to TRAI and submit the audit report to TRAI **within 30-days** of receipt the copy of PMR from TRAI.

(vii) The QoS parameters to be checked by the audit agency for verification and audit of **Network Service Quality Parameters** and **Customer Service Quality Parameters** for **Cellular Mobile Telephone Service** are given below:

S.No.	Parameter*
A	Network Service Quality Parameters
i)	Network availability (a) Base Station Accumulated downtime (not available for service) (b) Worst affected Base Station due to downtime
ii)	Connection Establishment (Accessibility)
a)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network)
b)	SDCCH/ Paging Channel Congestion/ RRC Congestion
c)	TCH, RAB and E-RAB Congestion
iii)	Connection Maintenance (Retainability)
a)	Network QoS DCR Spatial Distribution Measure [Network_QSD (90,90)]
b)	Network QoS DCR Temporal Distribution Measure [Network_QTD (97,90)]
c)	Connections with good voice quality, Circuit Switched Voice Quality and Voice over LTE (VoLTE) quality
d)	Down Link (DL) Packet Drop Rate or DL-PDR
e)	Up Link (UL) Packet Drop Rate or UL-PDR

iv)	Point of Interconnection (POI) Congestion (on individual POI)
B	Customer Service Quality Parameters
(v)	Metering and billing credibility – post paid
(vi)	Metering and billing credibility – pre-paid
(vii)	(a) Resolution of billing/ charging complaints
	(b) Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
(viii)	Response Time to the customer for assistance
	(a) Accessibility of call centre/customer care
	(b) Percentage of calls answered by the operators (voice to voice) within ninety seconds
(ix)	Termination/ closure of service
(x)	Time taken for refund of deposits after closures

**The methodology/ procedure for measurement of the parameter is given in the explanatory memorandum to the Regulation and same shall be referred by agency during audit.*

(viii) The QoS parameters to be checked by the audit agency for verification and audit of **Wireless Data Service** are given below:

S No	Name of Parameter*
3.1	Service Activation/ Provisioning
3.2	Successful data transmission download attempts
3.3	Successful data transmission upload attempts
3.4	Minimum download speed
3.5	Average Throughput for Packet data
3.6	Latency
3.7	PDP Context Activation Success Rate
3.8	Drop rate

**The methodology/ procedure for measurement of the parameter is given in the explanatory memorandum to the Regulation and same shall be referred by agency during audit.*

(ix) The audit agency shall visit the premises of the service provider for any three consecutive days during the quarter, to assess the QoS performance by capturing data in respect of the live events of the network in the respective systems. Such data shall be compared with the historical data collected for the corresponding quarter during audit. The main purpose of three days live measurement is to evaluate the network QoS performance on intra-day basis and also to verify the integrity of raw data generation

process and calculation of the performance indicators of various QoS parameters. The audit agency, with the help of service provider, shall extract/ take dump of the raw data pertaining to all Network Service Quality Parameters of Cellular Mobile Telephone Service; and 'PDP Context Activation Success Rate' and 'Drop Rate' parameters of Wireless Data Service from the system in service providers Data Center/OMC/NOC at the end of each day during live measurements. The Audit agency shall inform respective TRAI Regional Office about its plan to visit TSP premise, in advance.

(x) The extracted three days' live data shall be used to create a sample PMR for Cellular Mobile Telephone Service (Network Service Quality Parameters) and Wireless Data Service.

(xi) The audit agency shall verify and compare three days' live raw data and sample PMR so prepared with the monthly historical raw data provided by the service provider and PMR so prepared by the audit agency. Any major deviations observed by the audit agency shall be reported to the TRAI.

(xii) The audit agency shall also audit the Customer Service Quality Parameters for Cellular Mobile Telephone Service and all parameters other than 'PDP Context Activation Success Rate' and 'Drop Rate' of Wireless Data Service during live measurement. The activities include collection of MIS data from OSS/BSS/ Customer Relationship Management System (CRM) etc. for verification and audit of records and making check back calls.

(xiii) The audit agency shall verify and audit the following records in respect of Cellular Mobile Telephone Service and Wireless Data Service:

- a) Call Centre records for complaints;
- b) Network maintenance including optimisation records for QoS parameters;
- c) Commercial and customer care records for billing disputes, redressal and refunds of deposits after closure;
- d) Checking of customer complaint handling through check-back calls at the call centre; and
- e) 100 numbers of service related complaints/ requests and 100 numbers of billing related complaints of the auditing quarter, shall be taken up by the audit agency for verifying their complaint redressal performance.

(xiv) The audit agency shall also examine and verify the compliance being monitored by the service providers in respect of parameters of '*Service Coverage*', '*Radio Link Timeout (RLT)*' and '*Duration of alert for the called party*' in accordance with regulation 6 under Section III of the regulations.

B. Basic Telephone Service (Wireline) and Broadband (Wireline) Service:

(i) The scope of the audit for Basic Telephone Service (Wireline) and Broadband (Wireline) Service, *inter-alia*, includes assessment of the performance of the service providers in respect of the Quality of Service parameters for Basic Telephone Service (Wireline) and Broadband (Wireline) Service specified under *the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March, 2009* and *Quality of Service of Broadband service Regulations, 2006 (11 of 2006)* respectively.

(ii) In respect of Basic Telephone Service (Wireline) and Broadband (Wireline) Service, **a Licensed Service Area in the contracted Zone shall be audited in any one quarter of the year** i.e. a Licensed Service Area shall be audited **only once in a year**. Selection of LSAs for audit, for each quarter is to be finalised in consultation with TRAI. Licensed Service Areas are required to be uniformly distributed throughout the four quarters of the year for the audit purpose.

(iii) Service providers, having Pan India authorization (ISP Category 'A'), are submitting the PMR for Broadband (Wireline) service on 'All India' basis. Therefore, audit for such service provider is required to be done once in a year on '*All India*' basis'. For the purpose of this tender and to distribute such service providers across various zones, each of the Internet Service Providers is assigned to one particular zone as mentioned in **Annexure-2C**. Successful bidder of a zone is required to carry out the audit of Internet Service Providers associated to that particular zone. However, in a year only 25% of all Internet Service Providers, associated to a particular zone, is required to be audited. Selection of 25% Internet Service Providers shall be decided in consultation with TRAI.

(iv) The audit agency shall prepare a network architecture for key network elements deployed by the service provider for providing Basic Telephone Service (Wireline) and Broadband (Wireline) Service in the LSA. The network architecture and other relevant details shall be provided in the audit report of respective LSA.

The audit agency shall verify integrity of the system(s) and processes implemented for collection of raw data for QoS parameters, its transformation, aggregation and generation of PMRs thereof in the first quarter itself. The brief overview of such systems and processes shall be provided to TRAI in audit report along with any inconsistency or issues observed during the audit. It includes measuring of specified QoS parameters, checking of complete records, verification of procedure and method adopted by service provider in measuring the parameters and method of averaging for the purpose of reporting vis-à-vis corresponding methodology provided in concerned Regulation.

(v) The audit agency shall collect historical raw data for all the QoS parameters for the quarter under audit from service providers for preparation of Quarterly Performance Monitoring Reports (PMRs) of Basic Telephone Service (Wireline) and Broadband (Wireline) Service, on monthly basis latest by **20th day** of the following month.

(vi) On completion of every quarter, the audit agency shall prepare Quarterly Performance Monitoring reports (PMRs) for Basic Telephone Service (Wireline) and Broadband (Wireline) Service for the LSAs, being audited in the quarter, on the basis of monthly historical raw data collected from service providers for three months of the quarter under audit. Preparation of PMRs is to be completed **within 45** days of the end of the quarter. The auditor shall collect the copy of the PMRs submitted to TRAI from TRAI portal or as per the process defined by TRAI **within 60-days** of the end of the quarter being audited.

(vii) The audit agency shall verify and compare the PMRs prepared based on historical raw data collected from service providers and the quarterly PMRs submitted by service providers to TRAI and submit the audit report to TRAI **within 30-days** of receipt of the PMR from TRAI.

(viii) The QoS parameters to be checked by the agency for verification and audit of **Basic Telephone Service (Wireline)** are given below: -

S. No.	Parameter*
i	Fault incidences (No. of faults/100 subscribers /month)
ii	Fault repair by next working day
iii	Mean Time To Repair (MTTR)
iv	Point of Interconnection (POI) Congestion (on individual POI)
v	Metering and billing credibility – post paid
vi	Metering and billing credibility – pre-paid
vii	Resolution of billing/ charging complaints
viii	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
ix	Response Time to the customer for assistance
	(a) Accessibility of call centre/ customer care
	(b) Percentage of calls answered by the operators (voice to voice) within ninety seconds
x	Termination/ closure of service
xi	Time taken for refund of deposits after closures

**The methodology/ procedure for measurement of the parameter is given in the explanatory memorandum to the Regulation and same shall be referred by agency during audit.*

(ix) The QoS parameters to be checked by the agency for verification and audit of **Broadband (Wireline) Service** are given below:

S.No.	Parameter*
i	Service Provisioning/ Activation Time
ii	Fault Repair/ Restoration Time
iii	Billing Performance <ul style="list-style-type: none"> • Billing complaints per 100 bills issued • %age of Billing Complaints resolved • Time taken for refund of deposits after closure
iv	Response Time to the customer for assistance
v	Bandwidth Utilization/ Throughput <ul style="list-style-type: none"> a) Bandwidth Utilization <ul style="list-style-type: none"> i) POP to ISP Gateway Node [Intra-network] Link(s) ii) ISP Gateway Node to IGSP / NIXI Node upstream Link(s) for international connectivity b) Broadband Connection Speed (download)
vi	Service Availability/ Uptime
vii	Packet Loss
viii	Network Latency <ul style="list-style-type: none"> • User reference point at POP/ ISP Gateway Node to International Gateway (IGSP/NIXI) • User reference point at ISP Gateway Node to International nearest NAP port abroad (Terrestrial)

- | | |
|--|---|
| | <ul style="list-style-type: none">• User reference point at ISP Gateway Node to International nearest NAP port abroad (Satellite) |
|--|---|

**The methodology/ procedure for measurement of the parameter is given in the explanatory memorandum to the Regulation and same shall be referred by agency during audit.*

(xv) The audit agency shall visit the premises of the service provider for any three consecutive days during the quarter to assess the QoS performance by capturing data in respect of the live events of the network in the respective systems. Such data shall be compared with the historical data collected for the corresponding quarter during audit. The main purpose of three days live measurement is to evaluate the network QoS performance on intra-day basis and also to verify the integrity of raw data generation process and calculation of the performance indicators of various QoS parameters. The audit agency, with the help of service provider, shall extract/ take dump of the raw data pertaining to all Network related parameters of Basic Telephone Service (Wireline) and Broadband (Wireline) Service from the system in service providers Data Center/OMC/NOC at the end of each day during live measurements. The Audit agency shall inform respective TRAI Regional Office about its plan to visit TSP premise, in advance. However, live measurement is to be done on sample basis as detailed below:

- a. Basic Telephone Service (Wireline): All exchanges, including rural exchanges, in 10% short distance charging areas (SDCAs) of a LSA or 10 SDCAs, whichever is higher, subject to maximum number of SDCAs covered by the service provider in the LSA.
- b. Broadband (Wireline) Service: 10% of the Points of Presence (POP) located in respective LSA or 10 POP, whichever is higher, subject to maximum number of POP installed by the service provider in the LSA. In case of Category-A ISP, 10% POP of each LSAs are to be covered.

(xvi) The extracted three days' live data shall be used to create a sample PMR for Basic Telephone Service (Wireline) and Broadband (Wireline) Service.

(xvii) The audit agency shall verify and compare three days' live raw data and sample PMR so prepared, with the monthly historical raw data provided by the service provider and PMR so prepared by the audit agency. Any major deviations observed by the audit agency shall be reported to the TRAI.

(xviii) The audit agency shall also audit the other parameters of Basic Telephone Service (Wireline) and Broadband (Wireline) Service during live measurement. The activities include collection of MIS data from OSS/BSS/ Customer Relationship Management System (CRM) etc. for verification and audit of records and making check back calls.

(xix) The audit agency shall verify and audit the following records in respect of Basic Telephone Service (wireline):

- a) Call Centre records for complaints;
- b) Fault Reporting System details for fault complaints, fault repair and MTTR (Mean Time To Repair);
- c) Commercial records for billing details, billing disputes and redressal thereof;

- d) Past traffic reports at local and TAX (Trunk Automatic Exchanges) for Call Completion Rate/Answer to Seizure Ratio calculations;
 - e) Checking of customer complaint handling through live test at the call centre; and
 - f) At least 100 Nos. of service complaints/ requests and 100 Nos. of billing related complaints, taken up by the audit agency for verifying their redressal as per the record of the service provider.
- (xx) The audit agency shall verify and audit the records maintained by Broadband (wireline) service providers relating to the following:
- a) call Centre records for complaints.
 - b) FRS details for fault complaints, fault repair.
 - c) records for requests for provision of new connection, and supplementary services
 - d) commercial records for billing details, billing disputes and redressal thereof;
 - e) checking of customer complaint handling through live test at the call centre.
 - f) service complaints/ requests and billing related complaints shall be taken up by the auditing agency for verifying their redressal as per the record of the service provider;
 - g) bandwidth Utilization/ Throughput with sample testing for different plans;
 - h) broadband connection speed;
 - i) service availability/Uptime; and
 - j) packet Loss and Latency measurements.

(xxi) The audit agency shall also examine and verify the compliance being monitored by the service providers in respect of parameters of '*Provision of a telephone after registration of demand*', '*Shift of Telephone Connection*' and '*Grade of Service*' in accordance with regulation 4 under Section II of the regulations.

C. Audit of the performance of complaint centres/call centres:

(i) The audit agency shall audit the performance of complaint centres/ call centres of Basic Telephone Service (Wireline), Cellular Mobile Telephone Service and Broadband (Wireline) Service, with respect to their accessibility and percentage of calls answered by the operator. The Automatic Call Distribution (ACD) records shall also to be verified for the calls answered by the operators for the respective service. The audit agency shall take random customer feedback by calling the customers to get feedback of the services provided by the service providers.

(ii) The audit agency shall also measure the performance/ accessibility of Call centre for both basic telephone service (wireline) & cellular mobile telephone service against the benchmarks of the following QoS parameters:

Response time to the customer for assistance:

- (a) Accessibility of call centre/customer care $\geq 95\%$

- (b) % age of calls answered by the operator $\geq 95\%$
within 90 seconds (voice to voice)
- (iii) The audit agency shall measure the performance of Broadband (Wireline) service against the benchmarks of the following Quality of Service parameters:
 - Response time to the customer for assistance:
 - % age of calls answered by operator (voice to voice):
 - a) Within 60 seconds $> 60\%$
 - b) Within 90 seconds $> 80\%$
- (iv) Telephonic interviews shall be conducted among a sample of subscribers of telephone on the following basis:
 - a. in basic telephone service (wire line) for those customers who reported a fault complaint and billing dispute;
 - b. in case of Cellular Mobile Telephone Service, who had registered billing complaint; and
 - c. in case of Broadband (Wireline) service for those who requested for a new connection or reported a fault complaint/billing dispute/complaint of Broadband connection speed.
- (v) Data should be obtained on the following parameters:
 - a. occurrence of fault complaints;
 - b. clearance of fault within stipulated time;
 - c. registration of billing complaint;
 - d. clearance of billing complaints within stipulated time; and
 - e. response to subscriber's requests for closure/ termination of service
- (vi) A log of the call records shall be maintained by the agency with called and calling numbers and time of the call and shall present the same to TRAI when called upon by TRAI.

3.3. Other obligation of the Audit Agency:

- 3.3.1. The audit agency is required to submit sample audit methodology based on the above-mentioned scope of work, to be followed for conduct of the audit and assessment.
- 3.3.2. The audit agency should give a detailed composition of the proposed key team and tasks of each team member including supervisor that will be involved in the audit and assessment of quality of service at different service areas.
- 3.3.3. The audit and assessment of Quality of Service for all the service providers in a Licensed Service Area shall be completed within time limits mentioned in the tender.
- 3.3.4. The signature of the Nodal Officer nominated by the service provider for coordination with the audit agency shall be taken on all the templates containing the verified data for all the parameters. The audit agency shall also furnish these formats or records to TRAI. The audit agency shall preserve all the data formats containing the observations made by the audit agency for a period of six months after the expiry of the contract and shall produce the same to TRAI as and when called upon by TRAI.

3.3.5. The PMR report formats and parameters are tentative, and any modifications or additions of parameters should also be taken into account. The scope should cover all future PMR parameters as and when defined by TRAI during the duration of the contract.

3.4. Reporting

3.4.1. The audit agency shall include critical findings licensee-wise in each *quarterly* report.

3.4.2. TRAI will issue suitable instructions to service providers in this respect after the award of this contract.

3.4.3. The audit agency is required to develop data formats including executive summary, critical findings, and detailed data analysis thereof for reporting the results of such audit and assessment.

3.4.4. The audit agency shall submit to TRAI sample design and sample reporting formats within 4-weeks of signing of the contract. TRAI may suggest modifications to the sample design and sample reporting formats and the audit agency shall modify the sample design and sample reporting formats, as suggested by TRAI, and final approval shall be taken before taking up the job in hand. The final approved design and reporting format shall be submitted by the audit agency within time period as specified in the delivery schedule at Clause 4.4 of Section-IV, after incorporating modifications/corrections suggested by TRAI. TRAI's decision in this matter shall be final.

3.4.5. If representative of TRAI is deputed for verification, the audit agency shall extend all cooperation with such representative of TRAI in the verification/ audit process and he shall be supplied with all the information needed for such verification.

3.4.6. TRAI may also suggest changes to the reporting format at any point of time in case it is felt that such a change is necessary, and the Audit agency shall carry out such changes in the reporting format.

3.5. Deliverables

3.5.1. **Quarterly Reports:** The audit agency shall submit quarterly reports in the formats approved by TRAI for the purpose. Two copies of such reports covering all licensed service areas which are audited during the quarterly period shall be submitted to TRAI within the time period given in the delivery schedule at Clause 4.4 of Section-IV-*Special Commercial Conditions of the Contract*.

3.5.2. The report shall *inter-alia* contain the audit results of licensed service areas including executive summary, network architecture and details of network elements, brief overview of the system(s) deployed by service providers for raw data collection, and processing of QoS parameters, critical findings and comparison of performance of the service providers on various quality of service parameters etc., for which audit work was undertaken during the quarter.

3.5.3. The report shall also contain a comparative analysis of performance of all the service providers in a licensed service area. The report shall also contain an Executive Summary and Critical findings along with detailed analysis.

3.5.4. A separate report is also required to be submitted for each company/group of companies, covering each licensed service area at the end of the year. The report shall also contain an Executive Summary and Critical Finding along with detailed analysis to share with the service provider and take further follow-up action.

3.6. TRAI's Inputs:

3.6.1. TRAI will make available the relevant Quality of Service Regulations of Basic Telephone service (wireline), Cellular Mobile Telephone Service, Wireless Data Service and Broadband (Wireline) Service.

3.6.2. TRAI will make available the quarterly performance monitoring report submitted by the service providers in respect of Basic Telephone service (wireline), Cellular Mobile Telephone Service, Wireless Data Service and Broadband (Wireline) Service.

3.6.3. TRAI will also make available details of contact persons of service providers and such other information requested by the audit agency which is available with TRAI and which is necessary for carrying out the audit and assessment of Quality of Service of service providers.

3.7. Miscellaneous:

3.7.1. Expenses towards boarding, lodging and travelling for conducting audit and assessment of Quality of Service shall be borne by the audit agency itself. This work also require visit at the premises of the service providers such as exchanges, Main Distribution Frames (MDFs), Network Operation Center (NOC), Core Network, Call Centres, Operational Support System (OSS), Business Support System (BSS), help desk, Customer Relations Management system and billing centres etc, to complete the obligation of the audit work. The service provider will extend required facilities including instruments/testing telephones/mobile phones/SIM cards, technical support, equipment and other material for conducting audit and assessment of Quality of Service.

3.7.2. TRAI at any point of time can ask for supporting documents for verifying the authenticity of any observation furnished, in respect of any service providers. TRAI has the right to verify authenticity of each of the observations. This may also involve contacting any service provider again for this purpose. Expenses towards boarding, lodging and travelling for the staff of the audit agency for this purpose shall also be borne by the audit agency itself.

3.7.3. The agency shall give access of the tools and applications used for the Audit to the TRAI officials, as and when required by TRAI.

3.7.4. The agency shall provide training on the usage of tools and applications used for Audit to the TRAI officials.

3.7.5. The key staff proposed by the bidder for evaluation of technical bids and the delivery of scope of work shall not be changed during the currency of the contract. However, in case of occurrence of unforeseen event not in control of bidder, TRAI, at its own discretion, may permit replacement of key resource with same or better

qualification and experience. No key resource shall be replaced by the bidder without prior approval of TRAI.

Section-IV

Special Commercial Conditions of the Contract

4.1 Scope of Work

4.1.1 The scope of work for audit and assessment of Quality of Service of Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service provided by various service providers are given in Section-III of this Tender.

4.2 Payment terms:

4.2.1 Payment shall be made after completion of audit and assessment of quality of service and submission of the reports as per the following schedule and after TRAI is satisfied that the report submitted by the audit agency complies with the formats, norms and quality specified in the contract:

Sl. No	Schedule	% payment in terms of total payment for one year
1.	Submission of the reports for audit and assessment of Quality of Service conducted during the quarter for all the specified licensed service areas in the Zone for cellular mobile telephone service and wireless data service, as prescribed in Section-III and acceptance of the report by TRAI	Twenty Five percent (25%) of the contract price for each of the licensed service areas in the Zone.
2	Submission of the reports for audit and assessment of Quality of Service conducted during the quarter for the specified licensed service areas in the Zone for basic telephone service (wire line) and broadband (wireline) service, as prescribed in section-III and acceptance of the report by TRAI	Hundred percent (100%) of the contract price for respective service in the licensed service areas audited, in the Zone.

4.2.2 In case the validity of the contract is extended for one or more quarter(s), but not more than four quarters, in accordance with Clause 2.15 of Section-II hereinbefore, payment for the extended period will be made as per the above schedule.

4.2.3 The audit work shall be completed and all the reports shall be submitted within the time limits, as specified in the tender or contract.

4.2.4 **No extension of time for completion of the audit and assessment work and for submission of the report thereof shall be given, except for situation arising out of force majeure events specified under Clause 2.16 of Section-II.**

4.3 Acceptance of the reports and Penalty:

(i) In case the quarterly consolidated reports of the audit and assessment of Quality of Service is delayed for the LSA, a penalty shall be levied by TRAI at the rate of –

- (a) for delay upto two weeks, 5% (five per cent) of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof;
- (b) for delay beyond two weeks and upto four weeks, additional 6% (six per cent) of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof;
- (c) The penalty amount shall be deducted from the amount payable to the audit agency by TRAI. In case the quarterly consolidated report for audit and assessment of Quality of Service is delayed beyond four weeks, the report shall not be accepted and no payment shall be made by TRAI for such delayed report submitted after four weeks of due date for submission of the report:

Provided that the total amount of the penalty imposed shall not exceed ten percent (10%) of the contract value of the zone.

(ii) In case the audit report is found by TRAI to be materially or factually incorrect or is not as per the format of report approved by TRAI or all the service providers are not covered for audit and assessment of Quality of Service and the number of such service providers not covered for audit and assessment of Quality of Service exceed 25% (twenty five percent) of the number of service providers to be covered for a service (rounded off to the nearest whole number), the report for such service shall be liable to be rejected and no payment shall be made for such contracted work, if rejected by TRAI.

TRAI may also forfeit and encash the Performance Bank Guarantee in such a situation. The decision of TRAI as regards such material or factual incorrectness of the report shall be final and binding on the audit agency.

4.4 Delivery Schedule:

S. No.	Deliverable	Period
	Date of award of work as per the contract say (D1)	
1.	Submission of all sample design and reporting formats by the audit agency	D1+2 weeks
2.	Submission of final design and reporting formats by the audit agency incorporating modifications and corrections suggested by TRAI and its acceptance	D1+4 weeks
3.	Commencement of audit and assessment of Quality of Service	Beginning of - the quarter following date of award of work (D1) or any

		subsequent quarter, as decided by TRAI
	<p>TRAI shall provide a copy of PMR or from online portal for:</p> <p>(i) Cellular Mobile Telephone Service & Wireless Data Service, submitted by the service providers, to the audit agency within 30-days of the end of the quarter; and</p> <p>(ii) Basic Telephone Service (Wireline) and Broadband (Wireline) Service, submitted by the service providers, to the audit agency within 60th day of the end of the quarter.</p>	Say D2
4.	Submission of quarterly reports	within 30-days of providing the copy of PMR by TRAI to the audit agency (Say D2+ 30 days)

SECTION-V

Schedule for Financial Bid for Audit and Assessment of Quality of Service

The audit agency shall submit the Financial Bid, in a separate sheet online for each zone separately. The bidders should note that:

1. *The bidders can submit the bid(s) for any number of zones (one or more than one zone), as per his choice. However, a bidder will be considered for award for work in maximum three zones.*
2. *Bidders shall quote prices for all LSAs and all services under the respective RO Zones. Any financial bid for few selected LSAs or services of a RO Zone shall be summarily rejected at the stage of financial bid evaluation.*
3. *In respect of Cellular Mobile Telephone service and Wireless Data service all the licensed service areas shall be audited in every quarter of the year i.e. a service area will be audited four times in a year. In respect of Basic telephone service (wire line) and Broadband (Wireline) Service, a licensed service area shall be audited only once in a year. However, in a year only 25% of all Internet Service Providers, associated to a particular zone, is required to be audited.*
4. *The rates shall be inclusive of all charges (all the taxes, levies, duties etc.).*
5. *Financial evaluation for the Zone will be done based on the total price quoted for the Zone.*
6. *Financial bid is to be submitted for Zones quoted. Remaining Zones should be left blank. Kindly fill the following table:*

S No	Zone	Financial bid Submitted (Yes/ No)
1.	RO Kolkata Zone	
2.	RO Bengaluru Zone	
3.	RO Hyderabad Zone	
4.	RO Bhopal Zone	
5.	RO Jaipur Zone	
6.	RO Delhi Zone	

Zone: RO Bengaluru Zone

Sl.	Licensed Service Area	Price for Cellular and Wireless Data (in Rs.) per year for four quarters	Taxes (in Rs.)	Total for Cellular and Wireless Data Services (in Rs)	Price for Basic Services (in Rs.) per Quarter	Taxes (in Rs.)	Total for Basic Services (in Rs)	Price for Broadband Services (in Rs.) per quarter	Taxes (in Rs.)	Total (in Rs)	Total Price for all services (in Rs.)
		(A)	(B)	C=(A+B)	D	E	F=(D+E)	G	H	I=(G+H)	J=C+F+I
1	Maharashtra										
2	Karnataka										
3	Kerala										
4	Mumbai										
	Grand Total (1+2+3+4)										

Zone: RO Bhopal Zone

Sl.	Licensed Service Area	Price for Cellular and Wireless Data (in Rs.) per year for four quarters	Taxes (in Rs.)	Total for Cellular and Wireless Data Services (in Rs)	Price for Basic Services (in Rs.) per Quarter	Taxes (in Rs.)	Total for Basic Services (in Rs)	Price for Broadband Services (in Rs.) per quarter	Taxes (in Rs.)	Total (in Rs)	Total Price for all services (in Rs.)
		(A)	(B)	C=(A+B)	D	E	F=(D+E)	G	H	I=(G+H)	J=C+F+I
1	UP West										
2	UP East										
3	Madhya Pradesh										
	Grand Total (1+2+3)										

Zone: RO Delhi Zone

Sl.	Licensed Service Area	Price for Cellular and Wireless Data (in Rs.) per year for four quarters	Taxes (in Rs.)	Total for Cellular and Wireless Data Services (in Rs)	Price for Basic Services (in Rs.) per Quarter	Taxes (in Rs.)	Total for Basic Services (in Rs)	Price for Broadband Services (in Rs.) per quarter	Taxes (in Rs.)	Total (in Rs)	Total Price for all services (in Rs.)
		(A)	(B)	C=(A+B)	D	E	F=(D+E)	G	H	I=(G+H)	J=C+F+I
1	Delhi										
2	Jammu & Kashmir										
3	Himachal Pradesh										
	Grand Total (1+2+3)										

Zone: RO Hyderabad Zone

Sl.	Licensed Service Area	Price for Cellular and Wireless Data (in Rs.) per year for four quarters	Taxes (in Rs.)	Total for Cellular and Wireless Data Services (in Rs)	Price for Basic Services (in Rs.) per Quarter	Taxes (in Rs.)	Total for Basic Services (in Rs)	Price for Broadband Services (in Rs.) per quarter	Taxes (in Rs.)	Total (in Rs)	Total Price for all services (in Rs.)
		(A)	(B)	C=(A+B)	D	E	F=(D+E)	G	H	I=(G+H)	J=C+F+I
1	Andhra Pradesh										
2	Orissa										
3	Tamil Nadu (including Chennai)										
	Grand Total (1+2+3)										

Zone: RO Jaipur Zone

Sl.	Licensed Service Area	Price for Cellular and Wireless Data (in Rs.) per year for four quarters	Taxes (in Rs.)	Total for Cellular and Wireless Data Services (in Rs)	Price for Basic Services (in Rs.) per Quarter	Taxes (in Rs.)	Total for Basic Services (in Rs)	Price for Broadband Services (in Rs.) per quarter	Taxes (in Rs.)	Total (in Rs)	Total Price for all services (in Rs.)
		(A)	(B)	C=(A+B)	D	E	F=(D+E)	G	H	I=(G+H)	J=C+F+I
1	Rajasthan										
2	Punjab										
3	Gujarat										
4	Haryana										
	Grand Total (1+2+3+4)										

Zone: RO Kolkata Zone

Sl.	Licensed Service Area	Price for Cellular and Wireless Data (in Rs.) per year for four quarters	Taxes (in Rs.)	Total for Cellular and Wireless Data Services (in Rs)	Price for Basic Services (in Rs.) per Quarter	Taxes (in Rs.)	Total for Basic Services (in Rs)	Price for Broadband Services (in Rs.) per quarter	Taxes (in Rs.)	Total (in Rs)	Total Price for all services (in Rs.)
		(A)	(B)	C=(A+B)	D	E	F=(D+E)	G	H	I=(G+H)	J=C+F+I
1	Kolkata										
2	West Bengal										
3	Bihar										
4	North East										
5	Assam										
	Grand Total (1+2+3+4+5)										

Section VI: Technical Bid – Sample Forms

Form-1

PROPOSAL SUBMISSION FORM

(To be submitted on Agency's letter head)

From

(Name and address of the agency)

To:

Joint Advisor (QoS-I)
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan
Jawaharlal Nehru Marg,
New Delhi-110002

Subject: Invitation of bids for conducting audit and assessment of Quality of Service for basic telephone service (wireline); cellular mobile telephone service; wireless data service and Broadband (wireline) service for the Zone [specify the Zone(s)-----]

Sir,

We, the undersigned offer to provide our services for the work of audit & assessment of Quality of Service of the telecom service providers for the above subject in accordance with the tender document. We are hereby submitting our Proposal, in sealed envelope for the Zone (specify the Name of Zone(s).....), along with Bid security, as per the clause 2.7 of Section- II of the tender document.

2. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.
3. We understand that you are not bound to accept any bid you receive.
4. We comply to all the terms and conditions of the bid.

Dated, the..... day of2023

Yours faithfully,

Witness:

Signature.....

Address.....

Authorized signatory:

Name and Title of Signatory

Tel. No.

Fax No.

E-mail address

Form-II

Projects reference for relevant experience

[Refer Clause 2.2 of Section-II]

(At least two project of similar nature carried out in the last five years that best illustrate relevant experience)

Using the format below, provide information on each reference projects completed in the past. **(Please attach a copy of the satisfactory completion certificate supporting the assignment/ experience)**

1. Project Name:	2. Country:
1. Location within Country Firm/entity (Profiles):	4. No. of Professional Staff deployed:
5. Name of Client:	
6. Project Start Date (Month/Year): (Month/Yr.):	7. Project Completion Date
8. Contract Value (Rs.)	
9. Description of Project	
10. Description of Actual Services Provided:	

Authorised signatory:
Name and Title of Signatory

Form-III

BROAD DESCRIPTION OF THE METHODOLOGY INCLUDING SAMPLE DESIGN AND WORK PLAN FOR PERFORMING THE AUDIT AND ASSESSMENT OF QUALITY OF SERVICE

Authorised signatory:
Name and Title of Signatory

Form-IV

Qualification and relevant experience of key staff for the project

S. No.	Name	Position	Qualification	Experience

Please enclose detailed CVs of above mentioned key staff to be deployed for the project.

Form-V

Undertaking regarding bidder having sufficient technically skilled manpower

I/We _____ have read the Tender No. _____ dated ___ 2023 for Conducting Audit and Assessment of Quality of Service for TRAI, and hereby undertake that we have sufficient technically skilled manpower with requisite technical and managerial competence, having the domain knowledge of conducting the audit work as defined under scope of work given in **Section III**.

Yours faithfully,

(Signature of Bidder)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

Form-VI
CHECKLIST FOR SUBMISSION OF DOCUMENTS

S No	Documents with Technical Proposal	Yes/No	Page Number in the bid
1	Certificate of incorporation/registration from Ministry of Corporate Affairs, Government of India as proof of Indian firm.		
2	Copy of PAN & GST registration		
3	Documentary evidence regarding fulfilment of turnover conditions, including audited balance sheet, income tax returns for the last three consecutive years.		
4	Documentary proof of experience as per eligibility conditions mentioned in Clause 2.2 of Section II.		
5	Undertakings as per Annexure 3 and 4		
6	Bid Security or Bid Security Declaration as per Annexure 5		
7	Declarations as per Annexures 6 & 7		
8	TECHNICAL Bid		
i.	Forms I: Proposal submission form.		
ii.	Form II: Audit agency's (Firm's) references- indicating past experience of the audit agency in undertaking works of audit and assessment of quality of service.		
iii.	Form III: Broad description of the methodology including sample design and work plan for performing the audit and assessment of quality of service.		
iv.	Form IV: Qualification and relevant experience of key staff for the project		
v.	Form V: Undertaking regarding bidder having sufficient technically skilled manpower		
vi.	Form VI: Checklist		
vii.	Form VII: Note on Innovation and use of tools & testers for Audit		
9	Letter of authorization to attend bid opening		
10	Signed copy of the Tender document along with amendments/clarifications issued by TRAI, if any.		
11	Sealed Financial bid as per Section V.		

Authorised signatory:
Name and Title of Signatory

Form-VII

Note on Innovation and use of tools & testers for Audit

(Please mention details on Innovation and use of tools & testers to be used by agency during the Audit.)

PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with the Stamp Act)

To

The Secretary,
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan,
Jawahar Lal Nehru Marg
New Delhi – 110002.

WHEREAS ----- (Name and address of the firm) (hereinafter called “the Audit Agency”) has undertaken, in pursuance of contract No.----- dated ----- (hereinafter called “the Contract”) awarded by the Telecom Regulatory Authority of India (hereinafter referred to as “TRAI”), to conduct audit and assessment of Quality of Service provided by the telecom service providers;

AND WHEREAS it has been undertaken by the Audit Agency in the said Contract, that the Audit Agency shall furnish TRAI with a Bank Guarantee from a scheduled Bank in India for the sum specified herein as security for compliance of its obligations in accordance with the terms of the Contract;

AND WHEREAS we (Insert name and address of Bank) have agreed to give the Audit Agency such a Bank Guarantee;

NOW THEREFORE we (Insert name of Bank)_____ hereby affirm that we are the Guarantors and responsible to you, on behalf of the Audit Agency up to a total of -----(amount of Guarantee)----- (in words and figures), and we hereby unconditionally, irrevocably and without demur undertake to immediately pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of ----- (amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We (Insert name of Bank)____ hereby waive the necessity of your demanding the said debt from the Audit Agency before presenting us with the demand.

We (Insert name of Bank)____ further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed thereunder or of any of the contract documents which may be made between you and the Audit Agency shall in any way release us from any liability under the guarantee and we hereby waive notice of any such change, addition or modification.

We (Insert name of Bank)____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance

of the assignment under the Contract and that it shall continue to be enforceable till all your dues, by virtue of the said Contract have been fully paid and its claims satisfied or discharged and till you, accordingly, discharge this guarantee.

We (Insert name of Bank)_____ lastly undertake not to revoke this guarantee during its currency except with your previous consent in writing.

This guarantee shall be valid upto and including the day of The pendency of any dispute or arbitration or other proceedings shall not affect this guarantee in any manner.

Dated, the.....day of2023

SIGNATURE AND SEAL OF THE
AUTHORISED OFFICER OF THE BANK

Name & Designation of the Officer-----

NAME OF BANK -----

ADDRESS -----

DATE -----

Note: The stamp papers of appropriate value shall be purchased in the name of the Bank, who issues the 'Bank Guarantee'.

Details of Zone-wise Licensed Service Area along with Geographical Areas

Zone: RO Bengaluru

S. No.	Licensed Service Area	Areas covered
1	Maharashtra	Entire area falling within the States of Maharashtra and Goa, excluding areas covered by Mumbai Metro Service Area.
2	Karnataka	Entire area falling within the State of Karnataka
3	Kerala	Entire area falling within the State of Kerala and Union Territory of Lakshadweep & Minicoy Islands
4	Mumbai	Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges

Zone: RO Bhopal

S. No.	Licensed Service Area	Areas covered
1	UP West	Entire area covered by Western Uttar Pradesh with the following as its boundary districts towards Eastern Uttar Pradesh: Pilibhit, Bareilly, Badaun, Kasganj, (Kanshiram Nagar), Etah, Mainpuri, Etawah and Auraiya. It will exclude the local telephone area of Ghaziabad and Noida. However, it will include State of Uttarakhand.
2	UP East	Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh: Shahjahanpur, Kannauj, Farrukhabad, Lakhimpur Kanpur rural and Jalaun (Orai).
3	Madhya Pradesh	Entire area falling within the States of Madhya Pradesh and Chhattisgarh.

Zone: RO Delhi

S. No.	Licensed Service Area	Areas covered
1	Delhi	Local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges
2	Jammu & Kashmir	Entire area falling within the Union Territory of Jammu & Kashmir and Ladakh.
3	Himachal Pradesh	Entire area falling within the State of Himachal Pradesh

Zone: RO Hyderabad

S. No.	Licensed Service Area	Areas covered
1	Andhra Pradesh	Entire area falling within the States of Andhra Pradesh and Telangana.
2	Odisha	Entire area falling within the State of Odisha.
3	Tamil Nadu (Including Chennai)	Entire area falling within the State of Tamil Nadu and Union Territory of Puducherry

Zone: RO Jaipur

Sl. No.	Licensed Service Area	Areas covered
1	Rajasthan	Entire area falling within the State of Rajasthan.
2	Punjab	Entire area falling within the State of Punjab and Union territory of Chandigarh and Panchkula Town of Haryana
3	Gujarat	Entire area falling within the State of Gujarat and Union Territories of Daman & Diu and Silvassa (Dadra & Nagar Haveli).
4	Haryana	Entire area falling within the State of Haryana except Panchkula Town and the local areas served by Faridabad and Gurgaon Telephone exchanges.

Zone: RO Kolkata

Sl. No.	Licensed Service Area	Areas covered
1	Kolkata	Local Areas served by Calcutta Telephones.
2	West Bengal	Entire area falling within the Union Territory of Andaman & Nicobar Islands and States of West Bengal and Sikkim, excluding the areas covered by Kolkata Metro Service Area.
3	Bihar	Entire area falling within the States of Bihar and Jharkhand.
4	Northeast	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.
5	Assam	Entire area falling within the State of Assam.

DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING BASIC TELEPHONE SERVICE (WIREFINE), CELLULAR MOBILE TELEPHONE SERVICE, AND WIRELESS DATA SERVICE IN EACH LICENSED SERVICE AREA WITH SUBSCRIBERS DETAILS

S No.	Zone	Licensed Service Area	Basic Services Provider	Subscriber base of Basic Service Provider as on Dec'22	Cellular Mobile Telephone Service Provider	Subscriber base of Cellular Mobile Telephone Service Provider as on Dec'22
1	Bengaluru	Maharashtra	Airtel	3,54,018	Airtel	2,09,34,562
			Vodafone Idea	25,958	Vodafone Idea	2,49,58,114
			RJIO	2,15,592	RJIO	3,91,62,702
			BSNL	6,24,800	BSNL	64,28,378
			TATA	2,10,820		
2		Karnataka	Airtel	10,19,470	Airtel	3,11,69,983
			Vodafone Idea	1,57,652	Vodafone Idea	75,98,993
			RJIO	7,21,102	RJIO	2,10,45,839
			BSNL	8,85,635	BSNL	64,92,981
			TATA	2,21,897		
3		Kerala	Airtel	87,613	Airtel	79,42,467
			Vodafone Idea	6,830	Vodafone Idea	1,46,84,250
			RJIO	2,14,788	RJIO	99,11,488
			BSNL	10,14,448	BSNL	99,61,133
			TATA	18,986		
4	Mumbai	Airtel	5,20,336	Airtel	94,80,918	
		Vodafone Idea	1,71,225	Vodafone Idea	1,13,67,552	
		RJIO	7,24,949	RJIO	1,21,02,729	
		MTNL	13,10,696	MTNL	10,68,028	
		TATA	4,71,710			
5	Bhopal	UP West	Airtel	1,03,285	Airtel	1,85,56,736
			Vodafone Idea	3,648	Vodafone Idea	1,70,73,244
			RJIO	4,23,462	RJIO	2,17,63,217
			BSNL	1,88,774	BSNL	55,79,253
			TATA	4,894		
6		UP East	Airtel	1,61,936	Airtel	3,64,35,124
			Vodafone Idea	16,660	Vodafone Idea	1,90,23,762
			RJIO	3,85,878	RJIO	3,49,75,500
			BSNL	1,38,197	BSNL	94,36,080
			TATA	8,150		
7		Madhya Pradesh	Airtel	4,14,607	Airtel	1,52,16,078
			Vodafone Idea	35,245	Vodafone Idea	1,73,68,867
			RJIO	5,19,977	RJIO	3,82,23,356
			BSNL	2,61,323	BSNL	54,43,063

			TATA	12,409		
8	Delhi	Delhi	Airtel	18,89,035	Airtel	1,68,26,426
			Vodafone Idea	89,445	Vodafone Idea	1,68,72,359
			RJIO	7,95,691	RJIO	1,84,87,734
			MTNL	10,97,894	MTNL	16,90,527
			TATA	1,42,415		
9		Jammu & Kashmir	Airtel	73,600	Airtel	57,95,811
			Vodafone Idea	30	Vodafone Idea	3,87,466
			RJIO	1,73,497	RJIO	50,45,691
			BSNL	88,336	BSNL	8,30,350
10		Himachal Pradesh	Airtel	3,807	Airtel	34,14,229
			Vodafone Idea	30	Vodafone Idea	4,96,145
			RJIO	45,443	RJIO	32,86,812
			BSNL	87,556	BSNL	23,91,457
			TATA	1,535		
11		Hyderabad	Andhra Pradesh	Airtel	4,21,335	Airtel
	Vodafone Idea			71,275	Vodafone Idea	1,20,60,526
	RJIO			9,79,388	RJIO	2,99,91,757
	BSNL			6,76,133	BSNL	81,56,707
	TATA			1,55,414		
12	Odisha		Airtel	0	Airtel	1,13,81,082
			Vodafone Idea	3,960	Vodafone Idea	16,47,883
			RJIO	1,91,798	RJIO	1,39,39,298
			BSNL	1,72,912	BSNL	63,18,998
			TATA	8,409		
13	Tamil Nadu		Airtel	7,71,994	Airtel	2,75,79,698
			Vodafone Idea	38,433	Vodafone Idea	1,71,42,543
			RJIO	6,31,786	RJIO	2,39,81,468
			BSNL	9,74,808	BSNL	96,43,192 +98,287 (VNO)
			TATA	1,17,545		
14	Jaipur	Rajasthan	Airtel	1,82,960	Airtel	2,19,80,740
			Vodafone Idea	15,325	Vodafone Idea	1,04,06,709
			RJIO	3,10,574	RJIO	2,44,45,346
			BSNL	2,80,128	BSNL	62,93,169
			TATA	12,901		
15		Punjab	Airtel	2,12,790	Airtel	1,22,32,409
			Vodafone Idea	2,210	Vodafone Idea	73,86,768
			RJIO	2,39,793	RJIO	112,73,435
			BSNL	3,35,015	BSNL	49,20,829
			TATA	15,450		
			Quadrant	3,18,346		
16		Gujarat	Airtel	1,95,551	Airtel	1,13,80,155
			Vodafone Idea	59,236	Vodafone Idea	2,25,28,058

			RJIO	4,94,177	RJIO	2,70,17,956
			BSNL	3,43,420	BSNL	512,39,655
			TATA	76,557		
17	Jaipur	Haryana	Airtel	96,292	Airtel	64,89,254
			Vodafone Idea	420	Vodafone Idea	75,63,522
			RJIO	95,765	RJIO	80,27,774
			BSNL	2,01,075	BSNL	46,21,826
			TATA	31,111		
18	Kolkata	Kolkata	Airtel	1,81,903	Airtel	56,99,449
			Vodafone Idea	13,855	Vodafone Idea	58,76,479
			RJIO	3,87,984	RJIO	1,02,58,126
			BSNL	2,09,708	BSNL	21,66,601
			TATA	48,667		
19	Kolkata	West Bengal	Airtel	12,784	Airtel	1,67,17,883
			Vodafone Idea	120	Vodafone Idea	1,46,21,269
			RJIO	1,91,500	RJIO	2,27,24,469
			BSNL	2,65,723	BSNL	24,05,969
			TATA	2,589		
20	Kolkata	Bihar & Jharkhand	Airtel	66,258	Airtel	3,97,26,581
			Vodafone Idea	2,080	Vodafone Idea	91,95,941
			RJIO	3,90,312	RJIO	3,62,46,456
			BSNL	1,71,257	BSNL	57,05,175
			TATA	8,920		
21	Kolkata	Northeast	Vodafone Idea	510	Airtel	58,36,711
			RJIO	1,28,643	Vodafone Idea	9,35,069
			BSNL	75,707	RJIO	39,83,794
					BSNL	13,73,270
22	Kolkata	Assam	Airtel	16,417	Airtel	1,06,48,415
			Vodafone Idea	2,640	Vodafone Idea	21,28,563
			RJIO	1,39,677	RJIO	86,21,292
			BSNL	1,09,461	BSNL	33,08,505

**DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING
BROADBAND SERVICE IN EACH LICENSED SERVICE AREA****(A) ISP Category-A Service Providers who are submitting PMR on 'All India' basis and their mapping to a Regional office for Audit purpose**

S. No.	Name of service provider	Broadband (Wireline) Subscriber as on 31.12.2022	Mapped to RO for the purpose of Audit of Broadband (Wireline) Service
1	Asianet Satellite Communications Ltd.	430633	RO Bengaluru
2	Atria Convergence Technologies Pvt. Ltd.	2142767	RO Bengaluru
3	Bharat Sanchar Nigam Ltd.	4113162	RO Bengaluru
4	D-VoiS Communications Pvt. Ltd.	179762	RO Bengaluru
5	Dwan Supports Pvt. Ltd.	51572	RO Bengaluru
6	Five Network Solution (India) Ltd.	90881	RO Bengaluru
7	Hathway Cable & Datacom Pvt. Ltd.	1129470	RO Bengaluru
8	Honesty Net Solutions (I) Pvt Ltd	18897	RO Bengaluru
9	Kerala Vision Broad Band Ltd.	786087	RO Bengaluru
10	Kings Broadband Pvt. Ltd.	21823	RO Bengaluru
11	ONEOTT iNTERTAINMENT Ltd.	1032490	RO Bengaluru
12	RailTel Corporation of India Ltd.	500990	RO Bengaluru
13	Reliance Jio Infocomm Ltd.	7648696	RO Bengaluru
14	Tata Play Broadband Pvt. Ltd	403536	RO Bengaluru
15	Tikona Infinet Pvt Ltd.	223408	RO Bengaluru
16	Bharti Airtel Ltd.	5707358	RO Delhi
17	DEN Broadband Limited	68275	RO Delhi
18	Excitel Broadband Private Limited	826836	RO Delhi
19	Fusionnet Web Services Pvt. Ltd.	73686	RO Delhi
20	Mahanagar Telephone Nigam Ltd.	399411	RO Delhi
21	Multicraft Digital Technologies Pvt. Ltd.	31127	RO Delhi
22	RI Networks Pvt Ltd	19459	RO Delhi
23	Shyam Spectra Pvt. Ltd.	25442	RO Delhi
24	SITI Broadband Services Pvt. Ltd.	133470	RO Delhi

25	Weebo Networks Pvt. Ltd.	20714	RO Delhi
26	Bluelotus Support Services Pvt. Ltd.	208855	RO Hyderabad
27	Pioneer Elabs Limited	234024	RO Hyderabad
28	Airlink Communications Pvt. Ltd.	16238	RO Jaipur
29	GTPL Broadband Pvt. Ltd.	782272	RO Jaipur
30	Ishan Netsol Pvt Ltd	63671	RO Jaipur
31	Netplus Broadband Services Pvt. Ltd.	584047	RO Jaipur
32	Quadrant Televentures Ltd.	247933	RO Jaipur
33	You Broadband India Ltd.	847978	RO Jaipur
34	Alliance Broadband Services Pvt. Ltd.	520175	RO Kolkata
35	Balaji Teleworks Development Pvt. Ltd.	11205	RO Kolkata
36	Indinet Service Pvt. Ltd.	124236	RO Kolkata
37	Meghbela Cable & Broadband Services (P) Ltd	35346	RO Kolkata

(B) Other Service Providers who are submitting PMR on ‘LSA basis ‘. These Service providers, in addition to ISPs Category ‘A’ in table ‘A’ above, shall be mapped to the respective RO against each LSA for the purpose of Clause 3.2.7(B)(iii).

S. No.	Service Provider	LSA	Broadband (Wireline) Subscriber as on 31.12.2022
1	ADN Broadband Pvt.Ltd.	Delhi	30953
2	Airfiber Networks Pvt. Ltd.	Karnataka	17162
		Tamilnadu	
3	Airnet Cable and Datacom Pvt.Ltd.	Maharashtra	98575
		Mumbai	
4	Angel Air Network Solutions Private Limited	Punjab	10566
		Rajasthan	
5	ANI Network Pvt.Ltd.	Delhi	146255
6	Apple Broadband Services Pvt. Ltd.	Andhra Pradesh	11488
7	Candor Infosolution Pvt. Ltd.	Bihar	19859
		Delhi	
		Haryana	
8	City Online Services Ltd	Andhra Pradesh	13705
		Karnataka	

9	DDC Broadband Pvt.Ltd.	Delhi	13358
10	Digital Network Associates Pvt. Ltd.	Maharashtra	24917
		Mumbai	
11	DL GTPL Broadband Pvt. Ltd.	Gujarat	11971
		Maharashtra	
12	DNA Infotel Pvt Ltd	Maharashtra	36786
13	Ethernet Xpress(I) Pvt. Ltd.	Maharashtra	28198
14	Excell Media Pvt. Ltd.	Andhra Pradesh	143086
		Karnataka	
15	Genstar Network Solutions Pvt. Ltd.	Mumbai	19197
16	GTPL KCBPL Broadband Private Limited	Kolkata	115442
		Odisha	
		West Bengal	
17	Instanet Technologies Pvt. Ltd.	Maharashtra	36406
18	Intech Online Pvt. Ltd.	Maharashtra	80339
		Mumbai	
19	Intermedia Cable Communication Pvt Ltd	Maharashtra	11313
20	Joister Infoserve Pvt. Ltd.	Maharashtra	77567
		Mumbai	
21	Juweriyah Networks Private Limited	Maharashtra	26232
		Mumbai	
22	K NET Solutions Private Limited	Tamilnadu	59986
23	Kernel Fibernet Online Network Pvt Ltd	Kerala	24710
24	Microscan Infocommtech Private Limited	Maharashtra	57289
		Mumbai	
25	Net 9 Fibernet Pvt. Ltd. (formerly Net 9 Online Hathway Pvt. Ltd.)	Mumbai	10814
26	Nuron Networks Private Limited	Karnataka	27264
27	Orange Infocom Pvt. Ltd.	Maharashtra	10305
28	Pacenet Meghbela Broadband Pvt. Ltd.	Kolkata	13153
29	Paradise Telecom Pvt. Ltd.	Maharashtra	14795
30	Quest Consultancy Pvt. Ltd.	Gujarat	15507
31	Radinet Info Solutions Pvt Ltd	Madhya Pradesh	39295
		Maharashtra	
		Rajasthan	
		Uttar Pradesh (West)	
32	Rainbow Communications India Private Limited	Tamilnadu	15327
33	Rajesh Digital & Datacom Pvt. Ltd.	Mumbai	16846
34	Readylink Internet Services Limited	Tamilnadu	27390
35	Shree Omkar Infocom Pvt. Ltd.	Maharashtra	24574
36	Sikka Broadband(P) Ltd.	Uttar Pradesh (East)	21841
37	Spiderlink Networks Pvt. Ltd.	Rajasthan	19873
38	Sristi Sanchar Webnet Limited	Kolkata	28825

39	Stampede Communications Pvt. Ltd.	Kerala	19568
40	Tachyon Communications Private Limited	Uttar Pradesh (East)	22668
41	Tata Teleservices Limited	Andhra Pradesh	21970
		Bihar	
		Delhi	
		Gujarat	
		Karnataka	
		Kerala	
		Kolkata	
		Punjab	
		Rajasthan	
Tamilnadu			
42	Tata Teleservices(Maharashtra) Ltd.	Maharashtra	25919
		Mumbai	
43	Vijaylakshmi Net Services Pvt.Ltd.	Andhra Pradesh	10483
44	Vortex Netsol Pvt. Ltd.	Gujarat	75110
		Maharashtra	
		Mumbai	
45	Wan and Lan Internet Pvt. Ltd.	Mumbai	26022
46	WAVE Fiber Pvt.Ltd.	Andhra Pradesh	22284
47	Wish Net Pvt. Ltd.	Andhra Pradesh	121074
		Assam	
		Bihar	
		Kolkata	
		Madhya Pradesh	
		Odisha	
West Bengal			
48	Yashash Cable Network Pvt Ltd	Karnataka	16106

UNDERTAKING FROM THE BIDDER

(On Company`s letter head)

1. I/We_____ have read the Tender No._____ dated __ 2023 for Conducting Audit and Assessment of Quality of Service for TRAI, and hereby accept all terms and conditions mentioned in the same.
2. We undertake that we shall ensure clause by clause compliance of this Tender.
3. The details of Bid Security (if applicable) amount paid is given below:

Bid Security

- a. Bank Name/Branch:
- b. Amount:
- c. DD/ Banker Cheque details:

Yours faithfully,

(Signature of Bidder)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

UNDERTAKING
(On Company`s letter head)

M/s. _____ have not been blacklisted or barred from participation in bidding processes either individually or as a member of a consortium as on the date of submission of bid, due to any reasons including poor or non- performance/delayed delivery or for any other reason by any Central/State Government departments, and/or autonomous bodies.

(Signature of Bidder)

Name of Authorized Signatory: _____
Designation: _____
Mobile/Telephone No.: _____
Email: _____

(Company Seal)

Bid Security Declaration
(On Company`s letter head)

(To be submitted by the bidder, who is claiming exemption from payment of Bid Security, as per GFR 170)

I _____, authorized representative of M/s _____, submitting the bids for the Tender enquire no. _____ and claimed exemption from paying bid security being registered as Micro/Small/Start-up with NSIC/MSME/DIPP etc. We hereby undertake that if we withdraw or modify our bids during the period of validity, or if we are awarded the contract and fail to sign the contract, or to submit a performance security (PBG) before the deadline defined in the bid document, we are liable to be suspended from participating in future tenders of TRAI, for a period upto 3-years.

--to be digitally signed by bidder--

Date: _____

(Name and Address of the Bidder)

Declaration
(On Company`s letter head)

I _____, authorized representative of M/s _____, submitting the bids for the Tender enquire no. _____. We hereby declare that no addition/ deletion/ corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on e-procurement Portal. In the event any correction/ addition/ alteration/ omission in the tender document submitted is observed/found, my tender/ bid is liable to be rejected summarily.

--to be digitally signed by bidder--

Date: _____

(Name and Address of the Bidder)

Declaration

(On Company`s letter head)

I _____, authorized representative of M/s _____, submitting the bids for the Tender enquire no. _____. We hereby declare that our organisation do not have a business relationship with any of the Licensed Telecom Service Provider in India during last one year, from date of submission of bid.

--to be digitally signed by bidder--

Date: _____

(Name and Address of the

Bidder)