

Reply to the Clarifications sought for Tender id 2023_TRAI_784174_1

SNo.	Clause no.	Clause Description	Query	Clarification issued
1	3.1.5 (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.	<p>1. Require details on how many NOC, OSS, BSS, CRM, exchanges each provider have across all zones along with physical location (for Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service providers) to estimate efforts for live data collection from there. Kindly provide same.</p> <p>2. 3 days live data can be collected by visiting the service provider's location in one day? Or we need to visit their location on all three days and collect data?</p>	<p>1. Kindly refer to Clause 3.2.4 & 3.2.5 wherein subscribers details of service providers as on 30.06.2023 is mentioned, from which, assessment of the service providers' network can be done.</p> <p>2. Please refer clause 3.1.5(d), 3.2.7(A)(ix), 3.2.7(B)(x), wherein it is mentioned that live data shall be collected by visiting the service provider's premises for any three consecutive days in a quarter.</p>
2	3.2.5	Annexure-2C include the details of Internet Service Providers having more than 10,000 Broadband (Wireline) subscribers as on 30th June 2023. 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.	It means only 25% of the total ISPs provided in Annexure-2C are required to be audited in a year?	<i>The clause is self explanatory</i>
3	3.2.7 (B) (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.	Will Category A ISPs provide monthly data for limited zones and circles (for which we will bid)? Kindly clarify.	<i>The clause is self explanatory. Audit for ISP category 'A' is to be done on 'All India' basis, however for live measurement, kindly refer to modified clause 3.2.7 (B)(x) (b).</i>
4	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.	Need more clarification on this point. On which templates containing verified data we have to take sign of Nodal officer of service provider? Kindly explain in more details.	<i>The clause is self explanatory. Kindly also refer clause 3.3.1 and 3.4.4 of Section-III.</i>
5	3.2.7 (B) (x)	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.	Require LSA wise SDCA (with exchanges locations/address) for all basic wireline telephone service providers & POP list for all broadband service providers to estimate efforts of live data collection.	<i>Kindly refer to clarification # 1.</i>
6	3.2.7(A) (iii)	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.	<p>1. To audit the integrity of the system and processes implemented for collecting raw data for QoS parameters, all formula and counter details will be provided by the service providers or TRAI?</p> <p>2. While auditing integrity, do we need to check at counter definition level? If yes, then who will provide standard counter definition?</p>	<i>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. Kindly also refer clause 3.3.1 of Section-III.</i>

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7	3.2.7 (A) (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.	During the LSA visit or in monthly raw data, the service coverage and RLT parameter dump will be provided?	<i>The clause is self explanatory. Kindly also refer to regulation 6 of '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'.</i>
8	3.2.7 (C) (ii) & (iii)	(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 >= 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): Within 60 seconds > 60% Within 90 seconds > 80%	What will be the source of this data (ii) and (iii)? We will be getting raw data from respective services providers for measuring and auditing these KPIs?	<i>The clause is self explanatory. Kindly also refer clause 3.2.7 (C) of Section-III.</i>
9	3.2.7 (C) (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.	Require more clarification on call records. Voice Recording of call is also required?	<i>The clause is self explanatory. However, voice recording of call is not required.</i>
10	3.7.5	There shall be no change in the composition of key staff proposed by the Bidder at the time of evaluation of technical bids and the delivery of scope of work 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 staff having same or better qualification and work experience. No key resource shall be replaced by the Bidder without prior approval of TRAI.	We would try providing same resources as mentioned in bid response. But by the time project is awarded (which takes usually 2-3 months), those resources might not be available due to various reasons. So, bidder should be allowed to provide alternate resource with same qualification in case that particular resource is not available. Kindly clarify on same.	<i>The clause is self explanatory.</i>
11	2.8.1.3	Envelope-3 (offline) shall contain: (c) Duly filled Form-I to Form-VI of Section- VI of the tender.	In offline envelope, under Form II, copies of purchase orders and completion/experience certificates are also required to be submitted? Or only Form II? Kindly clarify.	<i>Yes, these documents are required to be submitted with Form II in Offline envelope.</i>
12	General query		There is a limit of file size (it shows pop up with error "Java heap space") while uploading technical envelope on CPP, request to increase limit to 500 MB as size of the entire PDF files gets too high after combining all documents.	Kindly refer: https://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page
13			Live data of customer service quality parameters like billing, complaint, customer care etc. are also required to be collected? It will be collected from which system?	<i>The relevant clauses are self explanatory.</i>
14			The service providers of all types of services (cellular, basic wirelines, broadband) must provide the raw data on a specific FTP server in *.csv format, cell wise, on a daily basis. Kindly clarify.	<i>Query is not clear.</i>
15			Physical location for collection of live data related to billing, customer complaints, customer care is different than technical KPIs?	<i>The relevant clauses are self explanatory.</i>
16			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 4.3 of Section-IV-Special Commercial Conditions of the Contract .	Regarding deliverable, please clarify below point: - Whether hardcopies of reports need to be sent to TRAI central office as well as respective ROs in each zone? - Also, kindly confirm, whether an agency personnel have to visit physically to Ros office in each zone to get the final confirmation on the report submission?