



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(2)/2023-QoS dated 05.03.2024  
Last Date of Submission of bid by 15:00 Hrs on 10.04.2024

**Tender**

**for**

**Engagement of agencies for conducting Independent  
Drive Test (IDT) for assessment of Quality of Service  
of Cellular Mobile Telecom Service**

**and**

**Empanelment of agencies for future requirement**

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

## INDEX

| <b>S. No.</b> | <b>Section</b> | <b>Title</b>   | <b>Page No.</b> |
|---------------|----------------|--|-----------------|
| 1             | Section- I     | Notice inviting Tender   | 1               |
| 2             | Section- II    | General conditions and instructions to the bidders   | 4               |
| 3             | Section- III   | Scope of work  | 21              |
| 4             | Section- IV    | Special commercial conditions  | 30              |
| 5             | Section- V     | Schedule of financial bids   | 32              |
| 6             | Section- VI    | Technical bid – sample forms   | 39              |
| 7             | Annexure-1     | Format of Performance Bank Guarantee   | 47              |
| 8             | Annexure-2A    | Details of zone-wise Licensed Service Area along with geographical areas   | 49              |
| 9             | Annexure-2B    | LSA wise details of service providers providing Cellular Mobile Telephone Service as on the 31 <sup>st</sup> December 2023 | 51              |
| 11            | Annexure 3     | Undertaking that the bidder is not an access service licensee  | 52              |
| 12            | Annexure 4     | Undertaking on blacklisted or barred from participation  | 53              |
| 13            | Annexure 5     | Bid Security Declaration   | 54              |

## Section-I

### Notice inviting Tender (NIT)

#### **Invitation of bids for engagement of agencies for conducting Independent Drive Test (IDT) for assessment of Quality of Service of Cellular Mobile Telecom Service and empanelment of agencies for future requirement**

1. 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 bids from Indian companies/ firms (hereinafter referred to as 'agency' or 'audit agency' or 'bidder'), who satisfy the eligibility conditions as mentioned in the Tender document, for conducting Independent Drive Test (IDT) for assessment of Quality of Service of Cellular Mobile Telecom 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 20<sup>th</sup> March 2009 and
- (ii) The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4<sup>th</sup> December 2012.

2. (i) All the bidders, whose bid is found technically qualified as per Clause 2.13.6, will be eligible for empanelment for meeting the future requirement of conducting Independent Drive Tests, subject to fulfilment of other conditions of empanelment as per clause 2.32 of Section-II, irrespective of whether they are finally considered for award of work or not in the present bidding process.

(ii) Bidders, who do not want to participate in financial bidding at present, may participate in the present bidding process of empanelment only. In such case, bidders shall be required to submit technical bid only.

(iii) For selection of agency for meeting the future requirement of conducting Independent Drive Tests, a separate limited tender enquiry will be floated specifying the scope of work and inviting financial bids from empanelled agencies only. In such case, empanelled agencies will not be required to submit documents for establishing their eligibility for the scope of work.

3. (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 bidder can submit the bid for **any number of zones** (one or more than one), as per bidders' choice.
4. A copy of the Tender document is available on TRAI's website [www.traigov.in](http://www.traigov.in) as well as on [www.eprocure.gov.in](http://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.
5. **Eligibility conditions:** As specified in Clause 2.2 (Eligibility Conditions) of Section-II (*General Conditions and Instructions to the Bidders*).
6. **Bid security:** The bidder shall furnish bid Security of **Rs. 4,20,000/- (Rs four lacs and twenty 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 MSME category is only applicable to those bidders who are registered under the scheduled category (61- Telecommunications) for which services is being obtained and not for all MSME categories. In case the exemption is sought, the bidder shall also submit a bid-security declaration.
7. **Last date & time of submission and opening of bid:** The bids (online as well as offline envelope) shall be submitted on or before **10.04.2024 by 15:00 Hrs**. The bid received after due date and time will not be accepted. The bids shall be opened at **15:00 Hrs** on **12.04.2024**. In case the date of submission or 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 submission or opening date due to any other unavoidable reason will be notified through TRAI website and e-procurement portal.
8. TRAI has adopted online bid submission on [www.eprocure.gov.in](http://www.eprocure.gov.in). The 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](https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf). The bidders are advised to read the terms and conditions contained in the tender document before submission of bids, as TRAI shall not be held responsible for rejection of bids due to incorrect/ faulty online bid submission.
9. Incomplete, ambiguous, conditional, unsigned bids are liable to be rejected.
10. The bids [except Envelope-3 (offline) as per clause 2.8] 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 ensure 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 with the bid should be preferably in English. In case the certificates of experience, registration etc. are 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. The consortium of companies/ firms are not allowed to participate in the tender.
16. **Clarification on tender document:** The prospective bidders, requiring any clarification on the tender document, may submit their request in writing by **15.03.2024, 17:00 hrs**, through e-procurement portal with copy to Email: **sroqos3@traigov.in**.
17. The tentative date and time schedule for various activities is as mentioned below:

| Activity  | Tentative Date | Time      |
|---|----------------|-----------|
| Issue of NIT  | 05/03/2024     | -         |
| Accessibility of Tender Document                                    | 05/03/2024     | 17:00 hrs |
| Pre – Bid Vendor Conference   | 12/03/2024     | 15:00 hrs |
| Last Date & Time of seeking clarifications                          | 15/03/2024     | 17:00 hrs |
| Issue of corrigendum/clarification on CPPP Portal , if any          | 26/03/2024     | 17:00 hrs |
| Bid submission start dated  | 28/03/2024     | 09:00 hrs |
| Last Date & Time of Submission of bids online and offline documents | 10/04/2024     | 15:00 hrs |
| Opening of Techno- Commercial Bids                                  | 12/04/2024     | 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. **"purchaser"** means the Telecom Regulatory Authority of India.
- ii. **"bidder"** means the individual or firm who participates in this tender and submits its bid.
- iii. **"successful bidder"** means the bidder to whom work in this tender is awarded.
- iv. **"work order"** means the order placed by the purchaser on the successful bidder duly signed by the purchaser including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **" contract price"** means the price payable to the successful bidder 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 shall be a company registered under the Companies Act, 2013, or a LLP registered under the Limited Liability Partnership Act, 2008, or a partnership firm registered under the Partnership Act, 1932, or a registered proprietorship firm.
- ii. The bidder should not be an access service licensee under the relevant Act.
- iii. The bidder must have a valid GST (Goods and Services Tax) registration number and PAN (Permanent Account Number).
- iv. 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.
- v. The bidder shall have minimum average annual financial turnover of rupees seven crores (Rs.7,00,00,000/-), during the last three consecutive financial years preceding the bidding year i.e. FY 2020-21, 2021-22 and 2022-23.
- vi. The bidder shall have minimum three years' experience of successfully conducting similar work of assessment of Quality of Service through drive test of mobile networks, as defined under scope of work in Section III.

#### 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. The 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 document 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 document, which it receives not later than the date specified in Section-I of this document. The copies of the query (without identifying the source) and clarifications by the purchaser shall be uploaded on TRAI's website [www.traigov.in](http://www.traigov.in) as well as on [www.eprocure.gov.in](http://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](http://www.eprocure.gov.in) and the TRAI website ([www.traigov.in](http://www.traigov.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 and incorporating 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. The clarifications on the bid documents shall, to the extent possible, be 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](http://www.eprocure.gov.in) and TRAI website ([www.traigov.in](http://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 document 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 bidder shall submit a bid security of **Rs. 4,20,000/- (rupees. four lacs and twenty 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 MSME category is only applicable to those bidders who are registered under the scheduled category (61-Telecommunications) for which services is being obtained and not for all MSME 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 three years.

- 2.7.2. The original Demand Draft/ Banker's cheque for all zones shall be submitted **physically** to Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No-709, 7<sup>th</sup> 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 Tender for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service and Empanelment of Agencies for future requirement for ..... [Please mention name of Zone 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](http://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). No interest shall be payable by TRAI on the same.

2.7.6. The bidders will be suspended from participating in the future tender of TRAI for a period upto **three years (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; or

(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 2.15 of this Section.

**2.8. Documents comprising bids**

2.8.1. The 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 to establish bidder's eligibility/ technical & commercial conditions and second electronic envelope will be named as '**Financial envelope**' containing financial quote. The 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) the 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) the documentary evidence (as per Clause 2.9 of section-II) to establish that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;

(c) duly filled Form-I to Form-VI of Section- VI of the tender document;

(d) the scanned copy of authority letters/ power of attorney to designate a person to sign and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc;

(e) the scanned copy of bid security for each zone in accordance with clause 2.7 of Section-II **OR** scanned copy of Bid Security Declaration as per **Annexure 5** along with relevant certificate seeking exemption from bid security deposit and

(f) any other document as specified in the tender document.

2.8.1.2. **Financial envelope** shall contain duly filled price schedule in accordance

with **Section V** and the financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders **on the e-procurement portal only**.

2.8.1.3. **Envelope-3 (offline)** shall contain 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, 7<sup>th</sup> 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 Tender for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service and Empanelment of Agencies for future requirement, for ..... [Please mention name of Zone for which bidder is submitting the bid]*’ and the phrase: “*Do Not Open Before (due date & time of opening of tender)*”:-

- (a) the bid security (original copy);
- (b) the original authority letter/ power of attorney to designate a person to sign and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc;
- (c) duly filled Form-I to Form-VI of Section- VI of the tender; and
- (d) the letter of authorization to attend bid opening.

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.

2.8.4. The bidders are required to sign the complete bid document as per the requirements of this tender.

**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:

| <b>Sl. No.</b> | <b>Eligibility Condition</b>  | <b>Supporting Documents required</b>       |
|----------------|---|--|
| i.             | The bidder shall be a company registered under the Companies Act, 2013, or a LLP registered under the Limited Liability Partnership Act, 2008, or a Partnership Firm registered under the | Certificate of incorporation/ registration |

|      |   |  |
|------|---|--|
|      | Partnership Act, 1932, or a registered proprietorship firm.   |  |
| ii.  | The bidder should not be an access service licensee under the relevant Act.   | An undertaking as per Annexure-3.  |
| iii. | The bidder must have a valid GST (Goods and Services Tax) registration number and PAN (Permanent Account Number).   | A copy of valid PAN and GST registration number.   |
| iv.  | 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.  |
| v.   | The bidder shall have minimum average annual financial turnover of rupees seven crores only (Rs.7,00,00,000/-) during the last three consecutive financial years preceding the bidding year i.e. FY 2020-21, 2021-22 and 2022-23  | (i) Audited balance sheet; and<br><br>(ii) turnover certificate from Chartered Accountant;<br><br>for the prescribed financial years.  |
| vi.  | The bidder shall have minimum three years' experience of successfully conducting similar work of assessment of Quality of Service through drive test of mobile networks, as defined under scope of work in Section III.   | Details of each such project in <b>Form-II</b> of Section-VI along with copies (duly signed by the purchaser) of:<br>(i) purchase/ work order and<br>(ii) experience/ completion certificates. |

## **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 Section-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. The 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 Notice inviting tender given in Section-I above.
- 2.10.3. The bidder is required to submit the bid online (except envelope-3) at the e-procurement portal. The 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 2.8.1.3 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. The requirements and procedure for online bid submission are outlined in detail in '*Guidelines for hassle free Bid Submission*' on the website [https://eprocure.gov.in/cppp/hassle\\_free\\_bid\\_submission.pdf](https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf).
- 2.10.7. The bidders are advised to read carefully the terms and conditions before submission of the bids, as TRAI shall not be held responsible for rejection of bids due to incorrect/ faulty online bid 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 after the deadline for submission of bids.

## **2.12. 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.

## **2.13. Opening and evaluation of the bid**

- 2.13.1. The technical bids will be opened on **12.04.2024 at 15:00 Hrs.** online through e-procurement portal.
- 2.13.2. The participating bidders/ authorised representatives, if they so desire, may present at the time of opening of the bids.

### **(A) Technical evaluation:**

- 2.13.3. 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.

2.13.4. 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.

2.13.5. The technical bid of the bidders, who have submitted technically responsive bid in accordance to clauses 2.13.3 and 2.13.4, shall be subsequently evaluated based on following parameters:

| <b>Sl. No.</b> | <b>Evaluation Criteria</b>  | <b>Maximum Score</b> | <b>Score will be awarded on the basis of specified document</b> |
|----------------|---|----------------------|---|
| 1.             | <b>Bidder's specific experience relevant to scope of work</b>   | <b>30</b>            | <b>As mentioned in Cl. 2.9.2(vi) of Section-II</b>              |
|                | <i>Marks will be awarded to bidder as detailed below, based on the number of years for which bidder having experience of successfully conducting similar work of assessment of Quality of Service through drive test of Cellular networks, as defined under scope of work in Section III:</i>   |                      |   |
|                | <i>(a) &lt; 3 years - 0</i>   |                      |   |
|                | <i>(b) ≥ 3 years and &lt; 4 years - 20</i>  |                      |   |
|                | <i>(c) ≥ 4 years and &lt; 5 years - 25</i>  |                      |   |
|                | <i>(d) ≥ 5 years - 30</i>   |                      |   |
| 2.             | <b>Financial capability</b>   | <b>20</b>            | <b>As mentioned in Cl. 2.9.2(v) of Section-II</b>               |
|                | <i>Marks will be awarded to bidder as detailed below, based on the bidder having average annual financial turnover during the last three consecutive financial years preceding the bidding year i.e., FY 2020-21, 2021-22 and 2022-23:</i>  |                      |   |
|                | <i>(a) &lt; Rs 7 crores - 0</i>   |                      |   |
|                | <i>(b) ≥ Rs 7 crores and &lt; 10 crores - 16</i>  |                      |   |
|                | <i>(c) ≥ Rs 10 Crores and &lt; 15 crores - 17</i>   |                      |   |
|                | <i>(d) ≥ Rs 15 Crores and &lt; 20 crores - 18</i>   |                      |   |
|                | <i>(e) ≥ Rs 20 Crores - 20</i>  |                      |   |
| 3.             | <b>Drive test/ post-processing tools owned/ hired by the bidder, duly calibrated by the manufacturer, along with the required number of engineering handsets for conducting drive test of mobile networks as per the scope of work defined under Section III</b>  | <b>20</b>            | <b>As per Form-III of Section-VI</b>                            |
|                | <i>The Bidder is required to assess the quantum of drive-test/ post-processing tools required for completion of work as prescribed under scope of work in Section III. Further bidder shall be required to submit details of drive-test/ post-processing tools either owned by the bidder or planning to meet the requirement by engaging/hiring, as per Form-III of Section-VI. Quantum of such drive-test/ post-processing tools owned and hired viz-a-viz requirement to meet the scope of work shall become a basis for award of the marks.</i> |                      |   |

|    |  |           |                                     |
|----|--|-----------|-------------------------------------|
| 4. | <b>Qualification and relevant experience of key staff (As per CVs submitted) for the project</b>   | <b>20</b> | <b>As per Form-IV of Section-VI</b> |
|    | <i>The Bidder is required to assess the quantum and qualification of key staff required for completion of work in the zone for which bid is submitted, as prescribed under scope of work in Section III. Further bidder shall also require to submit details of qualification and relevant experience of key staff, in Form-IV of Section-VI. Availability of qualified key staff viz-a-viz requirement to meet the scope of work shall become a basis for award of the marks.</i> |           |                                     |
| 5. | <b>Use of advanced tools &amp; testers and analytics</b>   | <b>10</b> | <b>As per Form-V of Section- VI</b> |
|    | <i>The Marks will be awarded on the basis of write-up (around 250 words) submitted by the bidder as per Form-V of Section- VI on 'Use of advanced tools &amp; testers and analytics', for completion of work as prescribed under scope of work in Section III. If required, bidder may be asked to give a presentation.</i>  |           |                                     |

2.13.6. Only the bidder, having submitted technically responsive bid in accordance to the clauses 2.13.3 and 2.13.4 and scoring **minimum score of 65** on parameters specified in Clause 2.13.5 above, shall qualify for opening of financial bids in the second stage of bid evaluation.

2.13.7. TRAI may ask the bidders to give a presentation on their technical proposal, as per the requirement of tender evaluation committee.

2.13.8. All the bidders, whose bid is found technically qualified as per Clause 2.13.6, will be eligible for empanelment for meeting the future requirement of conducting Independent Drive Tests, subject to fulfilment of other conditions for empanelment as per clause 2.32 of Section-II, irrespective of whether they are finally considered for award of work or not in the present bidding process.

2.13.9. The bidders, who do not want to participate in financial bidding at present, may participate in the present bidding process for empanelment only. In such case, bidders shall be required to submit technical bid only.

2.13.10. For selection of agency for meeting the future requirement of conducting Independent Drive Tests, a separate limited tender enquiry will be floated specifying the scope of work and inviting financial bids from empanelled agencies only. In such case, empanelled agencies will not be required to submit documents for establishing their eligibility for the scope of work.

**(B) Financial evaluation:**

2.13.11. The financial bids of only those bidders, who have technically qualified as per clause 2.13.6 above, shall be opened in the second stage of bid evaluation.

2.13.12. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders. The financial bid will be evaluated giving due consideration to the total quoted price for the zone i.e., as a package covering city/ area, highway, railway route, costal area and walk test for all the LSAs of

the zone. Only total quoted price for a zone will be taken into consideration for awarding ranking to bids from lowest quoted to highest quoted.

2.13.13. The bidder shall quote the price for all drive test areas (city/ area, highway, railway route, costal area and walk test) for all the LSAs of the zone. **If any bidder fails to quote price for any specific drive test area (city/ area, highway, railway route, costal area and walk test) or any LSA of the zone, then such bid shall be summarily rejected.**

2.13.14. The 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. Award of work**

2.14.1. The bidder offering lowest total quoted price inclusive of all taxes and levies in respective RO zone and covering all drive test areas in all the licensed service areas of the zone, shall be considered for award of work in that zone. The Successful Bidder shall be notified by TRAI by way of a Letter of Intent (LoI).

## **2.15. Performance Bank Guarantee**

2.15.1. The successful bidder shall furnish a Performance Bank Guarantee in the proforma given at **Annexure-1** from any scheduled Bank in India within 15 (fifteen) days from the date of receipt of the Letter of Intent (LOI) from the purchaser, for an amount equivalent to three percent (3%) of the value of the contract along with letter of unconditional and unequivocal acceptance to Letter of Intent.

2.15.2. 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 Intent and forfeit the bid security submitted by the audit agency.

2.15.3. Initially, the bank guarantee shall be valid for a period of sixty (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 work under 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.

2.15.4. On satisfactory completion of the contract in all respects, as per the terms and conditions specified in the tender document and contract, 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.

- 2.15.5. In case the contract is extended to cover assessment work for one more year, 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 work having validity for a period of sixty (60) days beyond the extended 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 work under 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.
- 2.15.6. 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 report is not as per the format approved by TRAI; or
  - (iii) the 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,
- and in such cases no money will be paid to the agency for the work done.

## **2.16. Validity of the contract**

- 2.16.1. The contract shall be valid for a period of **42 (forty two) months** from the date of acceptance of LoI for conducting Independent Drive Test (IDT) for assessment of Quality of Service of Cellular Mobile Telecom Service for **three year** as specified in the tender.
- 2.16.2. The contract period may be extended for one more year at the same rate and terms & conditions as per the contract, at the sole discretion of TRAI, with the consent of the successful bidder, to cover the independent drive test for the extended period of contract.
- 2.16.3. The empanelment of the agencies, whose bid is found technically qualified as per Clause 2.13.6, shall be for a period of five (5) years from the date of empanelment. The empanelment period may be extended for one more year at the same terms & conditions at the sole discretion of TRAI, with the consent of the successful bidder.

## **2.17. Force Majeure**

- 2.17.1. 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.
- 2.17.2. 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 seven (7) days notify to the TRAI in writing the fact of the delay, it's 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. If the force majeure conditions mentioned above continue to be in force for ninety (90) days or more at any time, TRAI shall have the option to terminate the contract on expiry of ninety (90) days of commencement of such force majeure by giving fourteen (14) days' notice to the audit agency in writing. In case of such termination, no damages shall be claimed by either party against the other, save and except those which had occurred under any other clause of this contract before such termination.

## **2.18. Termination:**

- 2.18.1. TRAI reserves the right to terminate the contract, in whole or in part for its (the purchaser's) convenience or frustration of contract as per sub-clause below, by serving 'Notice for Termination of Contract' of fourteen (14) days on the audit agency at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of TRAI or the frustration of the contract. The notice shall also indicate, inter-alia, the extent to which the audit agency's performance under the contract is terminated, and the date with effect from which such termination shall become effective. Such termination shall not prejudice or affect the rights and remedies accrued to TRAI before termination or shall accrue after the termination to TRAI. Unless otherwise instructed by TRAI, the audit agency shall continue to perform the contract to the extent not terminated.

- 2.18.2. Without prejudice to its right to impose Liquidated damages (LD), TRAI reserves the right to terminate the contract and forfeit the Performance Bank Guarantee, if:
- 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 report is not as per the format approved by TRAI; or
  - iii. if the 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,
- and in such cases no money will be paid to the agency for the work done.
- 2.18.3. 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 terminate the contract and/or impose liquidated damages as per Clause 4.3 of Section-IV.
- 2.18.4. TRAI shall be the sole judge of the adequacy of work received and their value. In case of delays or partial or poor/non-performance of the work awarded to an audit agency in a LSA/zone/state, TRAI reserves the right to withdraw the award of work from the audit agency from the LSA/zone/state where performance has not been found satisfactory and award the work to one of the empanelled bidder, in order of their price ranking in the aforesaid LSA/zone/state, on the terms, conditions and prices already approved for the said LSA/zone/state or as per any other price as mutually agreed between TRAI and the empanelled bidder. Under such circumstances, TRAI also reserves the right to terminate the contract partially or fully due to delayed or poor/non- performance, as the case may be.
- 2.18.5. Notwithstanding anything contained herein, the termination 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.

## **2.19. Indemnity**

- 2.19.1. The audit agency shall indemnify and hold harmless, free of costs, the Purchaser and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise as a result of any act or omission, or violation of any law or infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract committed by the audit agency during the discharge of its duties and obligations under this contract.
- 2.19.2. 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, employees, or servants.

## **2.20. 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.

## **2.21. Confidentiality**

- 2.21.1. The bidder shall treat all the information provided by TRAI or made available by the service providers or collected while carrying out the scope of work 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 prior written consent of TRAI. This condition shall survive the termination of the contract with the bidder.
- 2.21.2. All information gathered during the independent drive test 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.
- 2.21.3. 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.
- 2.21.4. 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 and the employees to whom access has been provided to any documents/data/software under the contract shall be bound by the confidentiality obligations as provided hereunder.
- 2.21.5. 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 independent drive test.

## **2.22. Laws governing contract**

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

## **2.23. 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.

## **2.24. Arbitration**

In the event of any dispute arising between TRAI and the audit agency, the matter shall be referred to a sole arbitrator appointed by TRAI. The audit agency

shall not be entitled to raise any objection to the appointment of the sole arbitrator by TRAI. 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 seat and venue of arbitration proceedings shall be New Delhi. The language of arbitration shall be English.

**2.25. 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.

**2.26. 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.

**2.27. 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.

**2.28. False information:**

In the event of furnishing false/incorrect/misleading information by the Bidder, the bid security of such bidder shall be forfeited, and the bidder will be suspended from participating in the future bids of TRAI for a period upto three (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.

**2.29. 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 performance bank guarantee:

*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.

## **2.30. Verification of documents and certificates**

- 2.30.1. 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.
- 2.30.2. 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 performance bank guarantee would be forfeited and the contract would be rescind and TRAI would be at liberty to procure the ordered services from any other source at the risk and cost of the defaulting bidder.

## **2.31. Rejection of bids**

- 2.31.1. 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;
  - iii. if prices are not filled in as prescribed in financial bid [the bidder is required to quote for all the drive test areas (City/ Area, highway, railway route, costal area and walk test) for all the LSAs of a zone mentioned in the price format];
  - iv. technical proposal/ bid containing any material financial information.

## **2.32. Empanelment security**

- 2.32.1. As this tender is also an invitation to the prospective bidders, to get empanelled as audit agency, if intended, for conducting independent drive test for future requirement of TRAI, other than the existing scope of work as contained in Section III of this bid document, the selected bidders are required to submit an empanelment security of **Rs. 1,00,000/- (Rs. One Lac only)**, in the form of Demand Draft/ Banker's cheque or Bank Guarantee, with a validity period of sixty two (62) months, after issue of letter of intent for empanelment subject to the acceptance of the terms and condition of the empanelment.
- 2.32.2. However, the successful bidder shall be required to submit applicable performance bank guarantee separately, for the work awarded through limited tender enquiry.

2.32.3. The empanelment security shall be refunded, after expiry of empanelment period subject to satisfactory completion of all obligations. No interest shall be payable by TRAI on the same.

**2.33. Purchaser's right to vary quantities**

TRAI reserves the right to increase or decrease up to 25% of the quantum of work specified (on per year basis) in the schedule of financial bids (Section-V) without any change in the unit price or other terms and conditions during the validity of the contract.

## SECTION-III

### Scope of work

#### 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 the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service.

Accordingly, TRAI has 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 these regulations.

3.1.2. TRAI has issued following regulations prescribing benchmarks for various QoS parameters for Cellular Mobile Telephone 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 20th March 2009 |
| 2      | The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4th December 2012   |

Above regulations are available on TRAI's website ([www.trai.gov.in](http://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 conducting independent drive test of cellular mobile networks, if applicable, within the broad scope of work of this tender.

3.1.4. The detailed explanation and measurement methodology of each of the QoS parameters for Cellular Mobile Telephone Service and Wireless Data service are given in the Explanatory Memorandum of the respective regulations.

3.1.5. The objective of this tender is to engage an agency for carrying out assessment of Quality of Service of cellular mobile networks by conducting independent drive test in selected cities or areas, highways, railway routes & coastal areas and walk test at select locations, in each of the licensed service areas (LSA) in the contracted zone, as per the following broad scope of work:-

- (a) selection/ finalisation of route for conducting independent drive test in selected cities or areas, highways, railway routes & coastal areas and walk test at select locations, in each of the licensed service areas in the contracted zone in consultation with TRAI;
- (b) arranging all required latest tools for conducting independent drive test including analysis/ post-processing of the same;
- (c) conducting independent drive/ walk test to assess Quality of Service of cellular mobile networks operating on various technologies of all TSPs providing services in the LSA/ area designated;
- (d) post-processing of data captured during independent drive test and analysing the same to bring out salient observations through graphical representations and recommendations to improve Quality of Services; and
- (e) submission of reports to TRAI as per specified format and schedule.

### **3.2. Detailed scope of work:**

3.2.1. The assessment of Quality of Service of cellular mobile networks by conducting independent drive test shall be conducted for all mobile technologies (2G/ 3G/ 4G/ 5G etc.), through which services are being provided by service providers in the LSA.

3.2.2. 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

3.2.3. The monthly/ quarterly schedule for conducting independent drive test for assessment of Quality of Service shall be finalised by the agency, in consultation with TRAI respective Regional Office (RO), before the start of assessment of the Quality of Service.

3.2.4. The agency shall undertake assessment of Quality of Service provided by all service providers (licensee) in each of the Licensed Service areas under the respective Zone, in co-ordination with respective Regional Office (RO) of TRAI, in the following manner:

#### **(a) Scope for conducting independent drive test:**

- i. Independent drive test shall be carried out in selected cities or areas, highways, railway routes including metro routes & coastal areas, in each of the licensed service areas in the contracted zone in consultation with TRAI.
- ii. Independent drive test shall also include walk-tests and static data testing at selected hotspots/ locations/ indoor complexes/ buildings.

- iii. Independent drive test shall cover Voice and Data service, for all mobile technologies, offered by various service providers like 2G/ 3G/ 4G/ 5G. LSA wise details of service providers providing cellular mobile telephone service is given in **Annexure-2B**.
- iv. Independent Drive Test shall be planned in such a manner that at least one independent drive test shall be conducted in each licensed service area of the contracted zone, every quarter.
- v. Any request by the Agency on restriction on number of cities or areas, highways, railway routes, coastal areas for which drive test or walk-tests is planned, shall not be entertained, provided total annual quantum of actual drive test shall remain within  $\pm 25\%$  of the total annual quantum of drive test requirement as mentioned in Section V of the tender for the zone.
- vi. Cities or areas, highways, railway routes, coastal areas, walk-tests, hotspots etc, where independent drive test is to be carried out, shall be decided in consultation with TRAI.
- vii. Payment shall be made on the basis of unit price quoted by the agency for the total distance covered in drive test, irrespective of number of days required to conduct the drive test. Normally 2 to 5 days are required to carry out drive test of a city or area.
- viii. Drive tests on highways and railway routes (in train) may cover multiple LSAs, in the respective zone.
- ix. Drive tests in coastal area may require to be carried out in sea/ river/ canal upto maritime boundary.
- x. Drive tests in an area shall be conducted simultaneously for all the service providers providing service in that area. The agency may undertake drive test in a service area simultaneously for voice and data services, covering 2G/3G/ 4G/ 5G networks.
- xi. Independent drive test shall cover a city and its adjoining semi-urban/ rural areas, including congested areas and important indoor sites, public places and shall normally cover a distance of 80 kilometres in a day.
- xii. In case of Highways, the drive test shall normally cover a distance of 250 Kms in a day. In the case of Railway routes (in train), the drive test shall normally cover a distance of 250 to 350 Kms in a day.
- xiii. Scope of drive test of Railway routes shall also include metro rail routes.
- xiv. The drive tests shall be conducted for 8-10 hours in a day, normally between 9 am to 7 pm. However, for congested/ specific areas, drive test may be conducted during early morning or late night, in consultation with TRAI.
- xv. The vehicle to be used for the drive tests shall be equipped with the test tool that automatically initiate test calls on the Cellular networks.
- xvi. The holding period of each test call will normally be 90 to 120 seconds (for City) and 120 to 180 seconds (for highway/ railway routes), based on the assessment requirement.

- xvii. The speed of the vehicle, in the case of drive tests in cities, should normally be kept at around 30-50 kms/hour (around 30 kms/hr in case of geographically small cities) and around 50-70 Kms/ hr along highways.
- xviii. The agency shall maintain adequate number of spare test equipment to ensure smooth conduct of independent drive test.

**(b) Selection of route for conducting independent drive test:**

- i. Drive test route shall be decided by the agency in consultation and approval of the TRAI.
- ii. Past performance of service providers as reported in the PMRs, network related complaints received by the TSPs and result of previous drive tests undertaken by TSPs/ TRAI etc. may form the basis for deciding the drive test cities /areas and route selection.
- iii. Focus of the drive test shall be to cover areas where large numbers of network related complaints are received.
- iv. The secrecy of route shall be maintained by the selected bidder. Further, the data collected by the agency during the execution of this contract or analysis thereof shall be kept securely and shall not be shared with any other entity without explicit permission of TRAI.

**(c) Drive Test Methodology:**

- i. The agency shall obtain the details of network deployed along with coverage (with coverage map), details of last drive test conducted and remedial action, if any, taken by TSPs in the area selected for drive test, from all service providers before commencing the drive test.
- ii. **(a)** The total number of handsets required during the drive test in a city area or highways, shall be such that it should be able to capture/ perform the testing covering at least following scenarios:
  - a. TSP wise testing of Voice service offered on circuit switched technology (2G/ 3G) in auto selection mode.
  - b. TSP wise testing of Voice service offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode.
  - c. TSP wise MOS (mean opinion score) testing, based on POLQA V3 or equivalent ITU-T standard, of Voice service offered on packet switched technologies (4G/ 5G) in auto selection mode.
  - d. TSP wise testing of Data service (uplink and downlink both) offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode. Both the tests may be conducted using same handset, if technically possible.
  - e. All Handsets being used for drive test should be capable of taking observations for all the allocated spectrum bands used by service providers in India.

- (b) The total number of handsets required during the drive test in Railway routes (including metro rail routes), Coastal area and walk test, shall be such that it should be able to capture/ perform the testing covering atleast following scenarios:
- a. TSP wise testing of Voice service offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode.
  - b. TSP wise testing of Data service (uplink and downlink both) offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode. Both the tests may be conducted using same handset, if technically possible.
  - c. All Handsets being used for drive test should be capable of taking observations for all the allocated spectrum bands used by service providers in India.
- iii. During drive test, all required parameters related to voice and data services should be captured. Some of the indicative parameters, but not limited to, are as follows:
- A. Voice Service (During entire drive test route):
    - a) Coverage (%)- Signal strength
    - b) Cell details including Latitude and Longitude
    - c) Call setup success rate
    - d) Call Blocked rate
    - e) Call drop rate
    - f) Received Quality (%)
    - g) Handover Success Rate
    - h) MOS (mean opinion score)
    - i) Call setup time
    - j) Downlink packet (voice) drop rate
    - k) Uplink packet (voice) drop rate
    - l) SINR
  - B. Dynamic Data Service (During entire drive test route):
    - a) Cell details including Latitude and Longitude
    - b) Data Throughput (Downlink and uplink both)
    - c) Latency
    - d) Jitter
  - C. Static Data Service (Only at Hotspots):
    - a) Data Throughput (Down link and uplink)
    - b) Data transmission Success rate (Download and upload attempts)
    - c) Web page download time
    - d) Video streaming delay
    - e) Latency
    - f) Data Packet loss rate
    - g) Jitter
- iv. The voice/data test is also required to be carried out at selected hotspots. There will be no separate charge payable for hotspot testing, it should be included in

the drive test charge. However, maximum number of hotspots required to be tested during drive-test may be one hotspot per 30 Kms of drive test.

- v. TRAI may modify or upgrade the above mentioned drive test methodology in consultation with the selected agency and the agency shall undertake drive test of cellular networks in accordance with such modification, if any, notified by TRAI.
- vi. Agency should provide update of the drive test progress, by sharing live location at all times to TRAI.

**(d) Arranging all required tools for conducting independent drive test including analysis/ post-processing of the same:**

- i. The drive test shall be conducted using licensed tools/ devices, duly calibrated by the manufacturer, by the agency.
- ii. The agency shall arrange all required tools and logistics including vehicle (ship/ boat for coastal area), train ticket bookings for rail or metro route testing, platform tickets etc, for conducting independent drive test including analysis/ post-processing of the same. However, drive test of railway route (including metro rail route) shall be carried out using train/ metro and expenditure of the same shall be borne by the agency.

**(e) Analysis/ post-processing of data captured during independent drive test:**

- i. The Data Post Processing stage should be started immediately after completion of drive testing of selected city/ area or highway or railway route or coastal area. Following practice shall be adopted to ensure the tamper proof results:
  - a. The team shall be able to load the drive data/ log files on the relevant post processing tool for analysis. All external connection to these desktops/ laptops like CD-ROM, flash drives and internet shall be disabled to avoid duplication of log files.
  - b. The city or area under test shall be divided into smaller grids to narrow down at the grid level and to identify and highlight the grid/ area level problems rather than looking at the complete city level i.e., clusters based reporting and analysis is required. The highlighted grid/ area level problems shall clearly indicate the areas with poor service levels for each of the service provider.

A summary table indicating the areas having poor service in terms of the KPIs should also be submitted with supporting visual colour coded maps/ plots- representing performance against different KPIs.
- ii. The agency may also extend the access of the post-processing tool to TRAI with at least one user license.
- iii. The agency may be asked to demonstrate the post-processing activity to TRAI, if so desired, on sample basis.

**(f) Submission of reports to TRAI as per specified format and schedule:**

- i. The agency shall be required to carry out an analysis of the drive test results and submit the reports giving such information and, in such format, as may be agreed by TRAI including graphical representation.
- ii. The reports shall be required to be submitted on LSA/ State/ UT/ District basis.
- iii. The agency shall preserve the complete log files for a period of six months after the expiry of the contract and shall submit the same to TRAI as and when required to do so.
- iv. Captured raw data files should be provided to TRAI.
- v. After completion of the drive test, the agency is required to submit the report of the independent drive test in such a manner that all the metrics captured for different services (voice and data) and different service providers, are displayed individually and in comparative form using a Graphical tools including plotting of all the events like call drop, call block, call handover failure etc. on the map for data visualization and analysis. The analytical based tool/ software shall be internationally compatible and be used to show comparison of TSPs' performance at city/ highway/ railway route level.
- vi. The format of report shall be prepared by the agency and get it approved from TRAI before submission.
- vii. The agency may be asked by TRAI for presentation on the reports before their acceptance.

**3.3. Guidelines for Tamper-proof data collection:**

3.3.1. Before the execution of data collection activities initial planning for the smooth conduct of this activity, shall be done by the agency as per the check list given here under:

- i. The drive test tool, used for drive test shall be of latest version and licensed and detailed specification of the tool shall be clearly specified in the report.
- ii. The handsets used in the drive tests and whole measurement system shall have the necessary calibration records, having validity during the measurement period and shall be mentioned in the report.
- iii. Adequate Power backup and drive test handset positions should be properly setup in the vehicle/ boat/ steamer/ train compartment. To minimize power outages incidents, provision for backup power supply lasting for the full day shall be arranged by the agency. Portable car inverter may be used to charge the drive test tools and handsets.
- iv. The tool/ equipment shall be placed in cabinets or installed in the holder in the test vehicles/ train, to make it rugged and shock proof. Each measurement must be GPS referenced.
- v. The test MS/UE is to be installed on a rail or mounting board in the particular case of larger vehicles such as Mini Vans or SUVs.

### **3.4. Data Collection Checklist:**

3.4.1. Standard industry practices shall be adopted while performing the data collection to ensure it is done in a controlled environment to replicate the performance of the customer experiences; to mitigate bias towards any particular service provider. Same type (make & model) of handsets, tools and servers shall be used across all operators for all the voice/ data test cases.

### **3.5. Miscellaneous:**

3.5.1. The agency shall follow the instructions issued by TRAI, including the Regional Offices of TRAI.

3.5.2. The agency shall be required to deploy required resources in terms of IDT Tool kits, software licences, software tools, technically skilled manpower, vehicles etc, for conducting IDT.

3.5.3. Expenses towards boarding, lodging and travelling for conducting assessment of Quality of Service of mobile networks through drive tests shall be borne by the agency itself.

3.5.4. The agency shall arrange the required and spare number of SIM cards from the service provider free of cost, for the drive tests through respective Regional office of TRAI. The agency shall contact the service provider in this regard to collect the SIM card and test nos. for voice call, details of FTP server for data testing etc., prior to undertaking the drive tests activity. However, it may be checked that no priority has been set to test sim by TSP.

3.5.5. TRAI at any point of time can ask for authenticity of any observation furnished by the agency. TRAI has the right to verify authenticity of each of the observations. Expenses towards boarding, lodging and travelling for the staff of the agency for this purpose shall also be borne by the agency itself.

### **3.6. Reporting Formats:**

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

3.6.2. The agency shall submit to TRAI sample design and reporting formats as specified in the delivery schedule at Clause 4.3 of section IV. TRAI may suggest modifications to the sample design and reporting formats and the agency shall modify the sample design and reporting formats, as suggested by TRAI, and approval shall be taken before taking up the job in hand. The final approved design and reporting format shall be submitted by the agency within time period as specified in the delivery schedule at Clause 4.3 of section-IV, after incorporating modifications/corrections suggested by TRAI. TRAI's decision in this matter shall be final.

3.6.3. If representative of TRAI is deputed for verification, the agency shall extend all cooperation with such representative of TRAI in the measurement/ post-processing process and the officer shall be supplied with all the information needed for such verification.

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

### **3.7. Deliverables**

3.7.1. The agency shall submit the drive test reports for each city or area, highway, railway route or coastal area in the formats approved by TRAI for the purpose. The railway route and highway drive test conducted, covering more than one service area, shall be reported separately for each service area.

3.7.2. Two copies (printed) of such report covering all services, both voice and data, and all technologies shall be submitted to TRAI within the time period prescribed in this tender document. The soft copies of each report shall also be submitted by the agency along with the hard copies.

3.7.3. The report shall contain the results of drive tests with relevant references and comparison of performance of the service providers on various Quality of Service parameters in the city or highway or rail routes or coastal areas, as the case may be. The report shall also contain an Executive Summary and Critical findings along with detailed analysis to share with the service provider to take further follow-up action. Additionally, the report should be useful for the customers. Terminologies used in common parlance be used while describing the quality of the networks for ease of use of customers. Also, the plots of coverage, quality and MOS (mean opinion score) of voice service and download throughput speed for data service shall be presented in such a manner that they are useful to the customers to locate specific areas on the map.

3.7.4. A separate consolidated report is also required to be submitted at the end of year for each service provider covering all service areas of the zone and technologies in which the service provider is operating.

### **3.8. TRAI's Inputs:**

3.8.1. TRAI will make available the relevant Quality of Service Regulations of Cellular Mobile Telephone Services and Wireless Data Service. These regulations are available on TRAI website at <https://traigov.in/release-publication/consolidated-regulations/telecom>.

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

3.8.3. TRAI will also intervene and coordinate with the service providers, if required, in case of reported non-cooperation by the service providers for the conduct of drive tests.

## Section-IV

### Special commercial conditions

#### 4.1 Scope of Work

4.1.1 The scope of work for conducting Independent Drive Test for assessment of quality of service of cellular mobile telecom services are given in Section-III of this tender document.

#### 4.2 Payment terms:

4.2.1 Payment shall be made on quarterly basis, after completion of the Independent Drive test scheduled for the quarter and submission of the reports as per the schedule prescribed in Clause 4.3 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 invoice on quarterly basis, after submission of monthly reports for the Independent Drive Tests conducted during the quarter and its acceptance by TRAI. A Quarter means a period of three continuous month ending on 31 <sup>st</sup> March, 30 <sup>th</sup> June, 30 <sup>th</sup> September and 31 <sup>st</sup> December. | Hundred percent (100%) of the Independent drive test completed during the quarter. |

4.2.2 In case the validity of the contract is extended for one more year, in accordance with Clause 2.16 of Section-II hereinbefore, payment for the extended period will also be made as per the above schedule.

4.2.3 The independent drive test 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 Independent drive test and for submission of the report thereof shall be given, except for situation arising out of force majeure events specified under Clause 2.17 of Section-II.**

#### 4.3 Delivery Schedule:

| S. No. | Deliverable   | Period  |
|--------|---|---|
| 1.     | Submission of all sample design and reporting formats by the audit agency | Within two weeks from the date of award of work |

|    |   |   |
|----|---|---|
| 2. | Submission of final design and reporting formats by the audit agency incorporating modifications and corrections suggested by TRAI and its acceptance | Within two weeks from the date of modification and corrections on the sample design and reporting formats suggested by TRAI   |
| 3. | Commencement of Independent Drive Test  | Beginning of the month following date of award of work or any subsequent month, as decided by TRAI and continued for every subsequent month till the validity of the contract |
| 4. | Submission of monthly reports   | Latest by the end of subsequent month   |

#### 4.4 Acceptance of the reports and Liquidated damages (LD):

- (i) In case the monthly reports of the Independent drive test are delayed for a zone, Liquidated damages (LD) shall be levied by TRAI at the rate of –
- for delay upto two weeks, 5% (five per cent) of the value of delayed work per week or part thereof;
  - for delay beyond two weeks and upto four weeks, 6% (six per cent) of the value of delayed work per week or part thereof:
- Provided* that the total amount of the Liquidated damages (LD) imposed shall not exceed ten percent (10%) of the contract value of the zone;
- the total Liquidated damages amount shall be deducted from the amount payable to the audit agency by TRAI;
  - in case the monthly report for independent drive test 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.
- (ii) In case the 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 or all the technologies offered by service providers are not covered for independent drive test, such report 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.
- (iii) In case of incomplete or partial submission of report by the audit agency, there will be no partial acceptance of the report and no payment shall be made by TRAI for such partial or incomplete report.
- (iv) If the report is not accepted by TRAI for any reason, including the reason that report is not in accordance with the format approved by TRAI, without prejudice to any other rights, no payment shall be made to the audit agency.

## SECTION-V

### **Schedule for Financial Bid for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom 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), as per bidder's choice.*
2. *Bidders shall quote prices for all drive test areas (City/Area, Highway, Railway Route, Coastal area and Walk test) for all the LSAs under the respective RO Zone. If bidder fails to quote price for any specific drive test area (City/Area, Highway, Railway Route, Coastal area and Walk test) or any LSA of the respective RO Zone, then such bid shall be summarily rejected at the stage of financial bid evaluation.*
3. *The rates shall be inclusive of all charges (all the taxes, levies, duties etc.).*
4. *Financial evaluation for the Zone will be done based on the total price quoted for the Zone as a whole for all drive test areas for all the LSAs of the zone.*
5. *Financial bid is to be submitted for Zone quoted. Remaining Zones should be left blank. In case, the Bidder is submitting the bid only for empanelment, then a blank financial bid may be submitted. Kindly fill the following table:*

| <b>S No</b> | <b>Zone</b>       | <b>Financial bid Submitted<br/>(Yes/ No)</b> |
|-------------|-------------------|--|
| 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**

| S No                           | Drive* Test Area | LSA                                       | Quantity Per Year (In Kms) (A) | Unit rates for Drive Test per KM (in Rs) (B) | Tax on Unit Rate for Drive Test per KM (in Rs) (C) | Total Unit rates for Drive Test per KM (in Rs) (D=B+C) | Total Quoted Rate for three years (in Rs) (E=3xAxD) |
|--------------------------------|------------------|---|--------------------------------|--|--|--|---|
| 1                              | City/ Area       | Maharashtra                               | 1200                           |  |  |  |   |
|                                |                  | Karnataka                                 | 1400                           |  |  |  |   |
|                                |                  | Kerala                                    | 1000                           |  |  |  |   |
|                                |                  | Mumbai                                    | 600                            |  |  |  |   |
| 2                              | Walk Test        | Maharashtra                               | 40                             |  |  |  |   |
|                                |                  | Karnataka                                 | 40                             |  |  |  |   |
|                                |                  | Kerala                                    | 30                             |  |  |  |   |
|                                |                  | Mumbai                                    | 10                             |  |  |  |   |
| 3                              | Highway          | Maharashtra, Karnataka, Kerala and Mumbai | 1500                           |  |  |  |   |
| 4                              | Railway Route    | Maharashtra, Karnataka, Kerala and Mumbai | 1000                           |  |  |  |   |
| 5                              | Coastal Area     | Maharashtra                               | 20                             |  |  |  |   |
|                                |                  | Karnataka                                 | 20                             |  |  |  |   |
|                                |                  | Kerala                                    | 20                             |  |  |  |   |
|                                |                  | Mumbai                                    | 20                             |  |  |  |   |
| <b>Grand Total (1+2+3+4+5)</b> |                  |   |                                |  |  |  |   |

\*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.

**Total (in words): Rupees** \_\_\_\_\_

\_\_\_\_\_

**Zone: RO Bhopal Zone**

| S No                         | Drive* Test Area | LSA                                 | Quantity per year (In Kms) (A) | Unit rates for Drive Test per KM (in Rs) (B) | Tax on Unit rate for Drive Test per KM (in Rs) (C) | Total Unit rates for Drive Test per KM (in Rs) (D=B+C) | Total Quoted Rate for 3-years (in Rs) (E=3xAxD) |
|------------------------------|------------------|-------------------------------------|--------------------------------|--|--|--|---|
| 1                            | City/ Area       | UP West                             | 1400                           |  |  |  |   |
|                              |                  | UP East                             | 1400                           |  |  |  |   |
|                              |                  | Madhya Pradesh                      | 1700                           |  |  |  |   |
| 2                            | Walk Test        | UP West                             | 10                             |  |  |  |   |
|                              |                  | UP East                             | 20                             |  |  |  |   |
|                              |                  | Madhya Pradesh                      | 25                             |  |  |  |   |
| 3                            | Highway          | UP West, UP East and Madhya Pradesh | 1200                           |  |  |  |   |
| 4                            | Railway Route    | UP West, UP East and Madhya Pradesh | 1000                           |  |  |  |   |
| <b>Grand Total (1+2+3+4)</b> |                  |                                     |                                |  |  |  |   |

*\*Note: For S. Nos 1 & 2 the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

**Total (in words): Rupees** \_\_\_\_\_

\_\_\_\_\_

**Zone: RO Delhi Zone**

| S No                         | Drive* Test Area | LSA   | Quantity per year (In Kms) (A) | Unit rates for Drive Test per KM (in Rs) (B) | Tax on unit rate for Drive Test per KM (in Rs) (C) | Total Unit rates for Drive Test per KM (in Rs) (D=B+C) | Total Quoted Rate for 3-years (in Rs) (E=3xAxD) |
|------------------------------|------------------|---|--------------------------------|--|--|--|---|
| 1                            | City/ Area       | Delhi                                       | 2500                           |  |  |  |   |
|                              |                  | Himachal Pradesh                            | 800                            |  |  |  |   |
|                              |                  | Jammu & Kashmir                             | 800                            |  |  |  |   |
| 2                            | Walk Test        | Delhi                                       | 20                             |  |  |  |   |
|                              |                  | Himachal Pradesh                            | 10                             |  |  |  |   |
|                              |                  | Jammu & Kashmir                             | 10                             |  |  |  |   |
| 3                            | Highway          | Delhi, Himachal Pradesh and Jammu & Kashmir | 1300                           |  |  |  |   |
| 4                            | Railway Route    | Delhi, Himachal Pradesh and Jammu & Kashmir | 1300                           |  |  |  |   |
| <b>Grand Total (1+2+3+4)</b> |                  |   |                                |  |  |  |   |

*\*Note: For S. Nos 1 & 2 the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

**Total (in words): Rupees** \_\_\_\_\_

\_\_\_\_\_

**Zone: RO Hyderabad Zone**

| S No                           | Drive* Test Area | LSA                                  | Quantity per year (In Kms) (A) | Unit rates for Drive Test per KM (in Rs) (B) | Tax on unit rate for Drive Test per KM (in Rs) (C) | Total Unit rates for Drive Test per KM (in Rs) (D=B+C) | Total Quoted Rate for 3-years (in Rs) (E=3xAxD) |
|--------------------------------|------------------|--------------------------------------|--------------------------------|--|--|--|---|
| 1                              | City/ Area       | Andhra Pradesh                       | 1800                           |  |  |  |   |
|                                |                  | Odisha                               | 1000                           |  |  |  |   |
|                                |                  | Tamilnadu                            | 1600                           |  |  |  |   |
| 2                              | Walk Test        | Andhra Pradesh                       | 15                             |  |  |  |   |
|                                |                  | Odisha                               | 10                             |  |  |  |   |
|                                |                  | Tamilnadu                            | 15                             |  |  |  |   |
| 3                              | Highway          | Andhra Pradesh, Odisha and Tamilnadu | 1200                           |  |  |  |   |
| 4                              | Railway Route    | Andhra Pradesh, Odisha and Tamilnadu | 1100                           |  |  |  |   |
| 5                              | Coastal Area     | Andhra Pradesh                       | 10                             |  |  |  |   |
|                                |                  | Odisha                               | 10                             |  |  |  |   |
|                                |                  | Tamilnadu                            | 10                             |  |  |  |   |
| <b>Grand Total (1+2+3+4+5)</b> |                  |                                      |                                |  |  |  |   |

*\*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

**Total (in words): Rupees** \_\_\_\_\_

\_\_\_\_\_

**Zone: RO Jaipur Zone**

| S No                           | Drive* Test Area | LSA                                    | Quantity per year (In Kms) (A) | Unit rates for Drive Test per KM (in Rs) (B) | Tax on unit rate for Drive Test per KM (in Rs) (C) | Total Unit rates for Drive Test per KM (in Rs) (D) | Total Quoted Rate for 3-years (in Rs) (E=3xAxD) |
|--------------------------------|------------------|--|--------------------------------|--|--|--|---|
| 1                              | City/ Area       | Rajasthan                              | 1200                           |  |  |  |   |
|                                |                  | Punjab                                 | 1000                           |  |  |  |   |
|                                |                  | Gujarat                                | 1200                           |  |  |  |   |
|                                |                  | Haryana                                | 800                            |  |  |  |   |
| 2                              | Walk Test        | Rajasthan                              | 6                              |  |  |  |   |
|                                |                  | Punjab                                 | 6                              |  |  |  |   |
|                                |                  | Gujarat                                | 6                              |  |  |  |   |
|                                |                  | Haryana                                | 6                              |  |  |  |   |
| 3                              | Highway          | Rajasthan, Punjab, Gujarat and Haryana | 1000                           |  |  |  |   |
| 4                              | Railway Route    | Rajasthan, Punjab, Gujarat and Haryana | 1500                           |  |  |  |   |
| 5                              | Coastal Area     | Gujarat                                | 100                            |  |  |  |   |
| <b>Grand Total (1+2+3+4+5)</b> |                  |  |                                |  |  |  |   |

*\*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

**Total (in words): Rupees** \_\_\_\_\_

\_\_\_\_\_

**Zone: RO Kolkata Zone**

| S No                           | Drive* Test Area | LSA   | Quantity per year (In Kms) (A) | Unit rates for Drive Test per KM (in Rs) (B) | Tax on unit rate for Drive Test per KM (in Rs) (C) | Total Unit rates for Drive Test per KM (in Rs) (D) | Total Quoted Rate for 3-years (in Rs) (E=3xAxD) |
|--------------------------------|------------------|---|--------------------------------|--|--|--|---|
| 1                              | City/ Area       | Kolkata   | 600                            |  |  |  |   |
|                                |                  | West Bengal   | 1200                           |  |  |  |   |
|                                |                  | Bihar & Jharkhand   | 1400                           |  |  |  |   |
|                                |                  | North East  | 1200                           |  |  |  |   |
|                                |                  | Assam   | 800                            |  |  |  |   |
| 2                              | Walk Test        | Kolkata   | 5                              |  |  |  |   |
|                                |                  | West Bengal   | 10                             |  |  |  |   |
|                                |                  | Bihar & Jharkhand   | 10                             |  |  |  |   |
|                                |                  | North East  | 5                              |  |  |  |   |
|                                |                  | Assam   | 5                              |  |  |  |   |
| 3                              | Highway          | Kolkata, West Bengal, Bihar & Jharkhand, North East and Assam | 1000                           |  |  |  |   |
| 4                              | Railway Route    | Kolkata, West Bengal, Bihar & Jharkhand, North East and Assam | 500                            |  |  |  |   |
| 5                              | Coastal Area     | West Bengal   | 150                            |  |  |  |   |
| <b>Grand Total (1+2+3+4+5)</b> |                  |   |                                |  |  |  |   |

\*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.

**Total (in words): Rupees** \_\_\_\_\_

\_\_\_\_\_

**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 Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service and Empanelment of Agencies for future requirement.**

Sir,

1. We, the undersigned offer to provide our services for the work of Conducting Independent Drive Test (IDT) for assessment of Quality of Service of Cellular Mobile Telecom Service in accordance with the tender document.
2. We are hereby submitting our Proposal, for the following Zone(s), along with applicable Bid security or Bid Security Declaration, as per the clause 2.7 of Section- II of the tender document:

| S No | Zone              | Please mention Yes/ No | Bid Security Details (DD/ Banker's cheque Number, Date, Bank/ Branch Name, Amount) |
|------|-------------------|------------------------|--|
| 1.   | RO Kolkata Zone   |                        |  |
| 2.   | RO Bengaluru Zone |                        |  |
| 3.   | RO Hyderabad Zone |                        |  |
| 4.   | RO Bhopal Zone    |                        |  |
| 5.   | RO Jaipur Zone    |                        |  |
| 6.   | RO Delhi Zone     |                        |  |

3. Our proposal is binding upon us for a period of **120 days** from the last date of submission of the bid.
4. We understand that TRAI reserves the right to accept or reject any bid without assigning any reason.
5. 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.
6. Undersigned is duly authorized to sign the bid and submit the proposal on behalf of M/s \_\_\_\_\_ (Relevant authority letter/ power of attorney is attached herewith).
7. I/We have read the Tender No. \_\_\_\_\_ dated \_\_\_\_\_ 2024 for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service for TRAI, and hereby accept and comply to all terms and conditions mentioned therein and undertake that we shall ensure clause by clause compliance to this Tender.

Dated, the..... day of .....2024

Yours faithfully,

Witness:  
Signature.....  
Address.....

(Signature of the Authorized signatory)  
Name of the Signatory  
Title of the Signatory  
Mobile No.  
E-mail address

## Form-II

### Details of Projects with reference to clause 2.2(vi) and 2.9.2 (vi) of Section-II

(Please submit separate sheet for each project)

|     |   |                                      |
|-----|---|--------------------------------------|
| 1.  | Project Name  |                                      |
| 2.  | Complete details of the Purchaser   | Name:<br>Address:<br>Contact Number: |
| 3.  | Purchase/ work order Number and Date  |                                      |
| 4.  | Copy of Purchase/ work order attached   |                                      |
| 5.  | Brief Description of the Project  |                                      |
| 6.  | Relevance of the project with the scope of work specified in Section-III of the tender document         |                                      |
| 7.  | Actual Date of Start of the project (DD/MM/YYYY)  |                                      |
| 8.  | If project completed, then date of completion (DD/MM/YYYY)  |                                      |
| 9.  | If project not completed, then present status and likely date of completion of the project (DD/MM/YYYY) |                                      |
| 10. | Contract Value (in Rs)  |                                      |
| 11. | No. of Professional Staff deployed in the project   |                                      |
| 12. | Experience or completion certificate Number and Date  |                                      |
| 13. | Copy of experience or completion certificate attached   |                                      |

(Signature of the Authorised signatory)  
Name and Title of the Signatory

**Form-III**

**Details of Drive test/ post-processing tools owned/ hired by the bidder, duly calibrated by the manufacturer, along with the required number of engineering handsets for conducting drive test of mobile networks as per the scope of work defined under Section III**

**Number of the Zones for which Bid is submitted:** \_\_\_\_\_

**(Details in below mentioned table should be filled for all the zones for which Bid is submitted)**

| <b>S. No.</b> | <b>Description of Tools/ Handsets required to accomplish the scope of work of the tender</b> | <b>Quantity of Tools/ handsets, required to accomplish the scope of work of the tender</b> | <b>Owned or Planning to Own by the bidder (Mention the quantity)</b> | <b>Hired or Planning to Hire by the bidder (Mention the quantity)</b> | <b>Tools details, if any</b> |
|---------------|--|--|--|---|------------------------------|
| 1             |  |  |  |   |                              |
| 2             |  |  |  |   |                              |
| 3             |  |  |  |   |                              |

**(Signature of the Authorised signatory)**  
**Name and Title of the Signatory**

**Form-IV**

**Qualification and relevant experience of key staff for the project**

**1. Quantum and qualification of key staff required for completion of work**

| S. No. | Zone | No of Key Staff Required | Qualification/ Experience required |
|--------|------|--------------------------|------------------------------------|
|        |      |                          |                                    |
|        |      |                          |                                    |

**2. Details of qualification and relevant experience of key staff available with the Bidder:**

| S. No. | Zone | Name | Position | Qualification | Experience |
|--------|------|------|----------|---------------|------------|
|        |      |      |          |               |            |
|        |      |      |          |               |            |

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

I/We \_\_\_\_\_ have read the Tender No. \_\_\_\_\_ dated \_\_ 2024 for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service, 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**.

(Signature of the Authorised signatory)  
Name and Title of the Signatory

## **Form-V**

### **Note on Use of advanced tools & testers and analytics**

(Please mention details on use of advanced tools & testers and analytics to be used by agency during the independent drive test.)

(Signature of the Authorised signatory)  
Name and Title of the Signatory

**Form-VI**  
**CHECKLIST FOR SUBMISSION OF DOCUMENTS**

| S<br>No  | Documents with Technical Proposal   | Yes/No | Page Number<br>in the bid |
|--|---|--------|---------------------------|
| <b>Envelope-3 (To be submitted OFFLINE)</b>        |   |        |                           |
| 1  | Original Bid Security<br><b>OR</b><br>Original Bid Security Declaration as per <b>Annexure 5</b> along with relevant certificate seeking exemption from Bid security deposit                |        |                           |
| 2  | Original Authority letter(s)/ power of attorney to designate a person to sign and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc.       |        |                           |
| 3  | Duly filled Form-I to Form-VI of Section- VI of the tender  |        |                           |
| 4  | Letter of authorization to attend bid opening   |        |                           |
| <b>Technical Envelope (To be submitted ONLINE)</b> |   |        |                           |
| 1  | Certificate of incorporation/ registration  |        |                           |
| 2  | Undertaking as per <b>Annexure-3</b> that the bidder is not an access service licensee under the relevant Act.  |        |                           |
| 3  | Copy of PAN   |        |                           |
| 4  | Copy of GST registration  |        |                           |
| 5  | Undertaking as per <b>Annexure-4</b> that the bidder is not blacklisted or barred from participation.   |        |                           |
| 6  | <b>Audited balance sheet and turnover certificate from Chartered Accountant</b> for FY 2020-21, 2021-22 and 2022-23.  |        |                           |
| 7  | Details of each project in Form-II of Section-VI along with <b>copies (duly signed by the purchaser)</b> of<br>(i) purchase/ work order; and<br>(ii) experience or completion certificates. |        |                           |
| 8  | Duly filled Form-I to Form-VI of Section- VI of the tender document.  |        |                           |
| 9  | Scanned copy of Bid Security<br><b>OR</b><br>Scanned copy of Bid Security Declaration as per <b>Annexure 5</b> along with relevant certificate seeking exemption from Bid security deposit  |        |                           |

|  |  |  |  |
|--|--|--|--|
| 10   | Scanned copy of Authority letter(s)/ power of attorney to designate a person to sign and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc. |  |  |
| 11   | Copy of the Tender document along with amendments/corrigendum/clarifications issued by TRAI, if any, <b>duly signed by the bidder</b>  |  |  |
| <b>Financial Envelope (To be submitted ONLINE)</b> |  |  |  |
| 1  | Financial bid as per Section V of the tender document.   |  |  |

Authorised signatory:  
Name and Title of Signatory

**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”), for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service, provided by the telecom service providers and Empanelment of Agencies for future requirement;

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 of .....2024

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**

| <b>S. No.</b> | <b>Licensed Service Area</b> | <b>Areas covered</b>  |
|---------------|------------------------------|---|
| 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**

| <b>S. No.</b> | <b>Licensed Service Area</b> | <b>Areas covered</b>   |
|---------------|------------------------------|--|
| 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**

| <b>S. No.</b> | <b>Licensed Service Area</b> | <b>Areas covered</b>  |
|---------------|------------------------------|---|
| 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**

| <b>S. No.</b> | <b>Licensed Service Area</b>   | <b>Areas covered</b>   |
|---------------|--------------------------------|--|
| 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**

| <b>S. No.</b> | <b>Licensed Service Area</b> | <b>Areas covered</b>   |
|---------------|------------------------------|--|
| 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**

| <b>S. No.</b> | <b>Licensed Service Area</b> | <b>Areas covered</b>   |
|---------------|------------------------------|--|
| 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.   |

**LSA wise details of service providers providing Cellular Mobile Telephone  
Service as on the 31<sup>st</sup> December, 2023**

| <b>S. No</b> | <b>Service Provider</b> | <b>No of LSA</b> | <b>Existing service areas</b>  |
|--------------|-------------------------|------------------|--|
| 1            | AIRTEL                  | 22               | Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal |
| 2            | BSNL                    | 20               | Andhra Pradesh, Assam, Bihar, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal                |
| 3            | MTNL                    | 2                | Delhi, Mumbai  |
| 4            | RJIL                    | 22               | Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal |
| 5            | VIL                     | 22               | Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal |

**UNDERTAKING**

*(On Company`s letter head)*

M/s. \_\_\_\_\_ is not an access service licensee under the relevant Act.

(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.

(Signature of Bidder)

Name of Authorized Signatory: \_\_\_\_\_

Designation: \_\_\_\_\_

Mobile/Telephone No.: \_\_\_\_\_

Email: \_\_\_\_\_

(Company Seal)