



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



Tender No. AU-4/2/6(3)/2023-QoS dated 28.11.2025
Last Date of Submission of bid by 17:00 Hrs on 19.12.2025

Tender
for
Engagement of Agency for Conducting
QoS Performance Monitoring Report (PMR)
Audit of
Access (Wireline and Wireless) Service
and
Broadband (Wireline and Wireless) Service
of
Hyderabad Zone

Telecom Regulatory Authority of India (TRAI)
NBCC World Trade Centre, Block F, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029.

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SECTION-I

NOTICE INVITING TENDER

Invitation of Bids for Engagement of Agency for Conducting QoS Performance Monitoring Report (PMR) Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) Service

1. The Telecom Regulatory Authority of India, 4th to 7th Floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 (hereinafter referred to as “TRAI” or “Authority”) hereby invites bids from Indian companies /firms (hereinafter referred to as “Audit Agency” or “Bidder”), who satisfy the eligibility conditions as mentioned in this Tender Document for conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit of following services provided by various service providers in Hyderabad Zone : -

- (a) Access (Wireline and Wireless) Service.
- (b) Broadband (Wireline and Wireless) Service.

Presently, the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated the 2nd August, 2024 (hereinafter referred to as “QoS Regulations”) are in force, and the same may be amended from time to time. The PMRs are submitted by the service providers under provisions of the QoS Regulations.

2. Eligibility for empanelment is as under:-
 - (i) All the Bidders, whose bid is found technically qualified as per **Clause 2.13.6 of Section-II** will be eligible for empanelment for meeting the future requirement of conducting Audit and Assessment of Quality of Service in all or any of the Regional office(s)/ Zone(s) of TRAI 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.
 - (ii) Bidders can also participate in the present bidding process for empanelment only and such bidders, if empaneled, will be considered for meeting the future requirement of TRAI. Such bidders are required to submit the technical bids only.

- (iii) For selection of Audit Agency for meeting the future requirement of conducting Audit and Assessment of Quality of Service, 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. Details of the Licensed Service Areas (LSAs) along with geographical areas covered in Hyderabad Zone are given in this Tender Document at **Annexure-2A**.
 4. **Eligibility Conditions:** As specified in **Clause 2.2** (Eligibility Conditions) of **Section-II** (General Conditions and Instructions to the Bidders).
 5. **Bid Security**
 - (a) The Audit Agency shall furnish the bid Security of **Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only)**, for Hyderabad Zone in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and payable at New Delhi.
 - (b) **Exemption** of Bid security deposit will be considered for Audit Agency registered as Micro/ Small/ Start-up with NSIC/ MSME/ DPIIT, etc. Further, the exemption to MSME category is only applicable to those Audit Agencies who are registered under the scheduled category (61 - Telecommunications) for which services are to be obtained and not for all MSME categories. In case exemption is sought, the Audit Agency shall also submit a Bid-security declaration in the format provided at **Annexure 5**.
 6. A copy of the Tender Document (hereinafter referred to as "Tender") is available on TRAI's website www.trai.gov.in as well as on <https://gem.gov.in> and may be downloaded for the purpose of bid submission. As TRAI has decided to use the process of e-tendering to invite bids for this Tender, hence a hard copy of this Tender will not be available.
 7. The interested Bidders shall submit their bids strictly in accordance with the formats provided in **Section-VI** of this Tender.
 8. The Bidder shall accept all technical/ commercial terms & conditions mentioned in the Tender.
 9. TRAI reserves the right to reject any or all the bids without assigning any reason thereof.
 10. The bid document, complete in all respect, shall be submitted only through Government e-Marketplace (hereinafter referred to as "GeM") portal at <https://gem.gov.in>. Requirements and procedure for online bid submission is outlined in the said Portal. Bidders are advised to go through the details thoroughly before submission of bids, as TRAI will not be responsible for rejection of bids due to submission of incorrect/ faulty online application:-

11. The last time and date for bid submission is 17:00 Hrs. on 19.12.2025. Bids received after due time and date will not be accepted. The bids will be opened online at 17:30 Hrs on 19.12.2025. 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 the 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 GeM portal.
12. It is the responsibility of the Audit Agency to read all the terms & conditions of this Tender carefully before submitting the bid. Incomplete bids and bids not in accordance with the terms and conditions of this Tender shall be rejected.
13. Bid, having any vagueness or having incomplete information, will be liable to be rejected and shall be interpreted as incompetence, disinterest or deliberate omission on the part of the Agency to meet the requirements under this Tender.
14. The bids [except **Envelope-3** (offline) as per **Clause 2.8** of **Section - II**] received, either by post or in person, shall not be considered for opening and shall be returned to the Bidder in original unopened
15. The Audit Agency shall ensure that no addition/ deletion/ corrections have been made in the downloaded Tender being submitted and it is identical to the Tender appearing on GeM portal.
16. All computer-generated documents should be duly attested/ signed by the issuing organization.
17. In case of any correction/ addition/ alteration/ omission in the bid is found, the bid shall be treated as non-responsive. All documents submitted in the bid offer should be preferably in English. In case the certificate viz experiences, registration etc. is issued in a language other than English, the Bidder shall attach an English translation of the same duly attested by the bidder & the translator, to be true copy in addition to the relevant certificate. Consortiums of companies/ firms are not allowed to participate in the bidding process.
18. **Clarification regarding this Tender:** Prospective Bidders, requiring any clarification on the tender document, may submit their request in writing not **later than 02.12.2025** through GeM portal only with copy to e-mail: **sroqos3@tra.gov.in**.

19. Date/ time schedule for various activities is as mentioned below

S. No.	Description	Bid schedule & other details
1.	Name of Tender	Engagement of Agency for Conducting QoS Performance Monitoring Report (PMR) Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) Service for Hyderabad Zone
2.	Reference number & date	No.-AU-4/2/6(3)/2023-QoS date 28.11 .2025
3.	Date of issue of Tender	28.11 .2025
4.	Last date for receiving Pre-bid clarifications	02.12.2025 at 17:30 Hrs.
5.	Pre-bid meeting	10.12.2025 at 15:00 Hrs.
6.	Issue of clarification, if any	16.12.2025
7.	Last date and time for submission of Bids	19.12.2025 at 17:00 Hrs.
8.	Date of opening of Technical Bids	19.12.2025 at 17:30 Hrs.
9.	Date and time of Opening of Financial Bids.	Date & time will be notified through email.
10.	Name and address for communication	Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I) 5 th floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029.
11.	Bid related queries	Through GeM portal/ Email ID: sroqos3@traf.gov.in

20. Any change in the schedule of tender submission or opening etc. shall be communicated through TRAI website, GeM portal and registered emails of the Audit Agency.

(Lt. Col. Baljeet Singh Cheema)
Joint Advisor (QoS-I)
Telecom Regulatory Authority of India (TRAI)

SECTION- II

General Conditions and Instructions to the Bidders

2.1. Definitions

- (i) “The Purchaser” means Telecom Regulatory Authority of India.
- (ii) “The Bidder” means the individual or firm who participates in this Tender and submits its bid.
- (iii) “Successful Bidders” means the Bidders to whom work in this Tender is awarded.
- (iv) “The Work Order” means the order placed by the Purchaser on the Successful Bidder signed by the Purchaser and will include all attachments, appendices thereto and all documents incorporated by reference therein.
- (v) “The Contract Price” means the price payable to the Successful Bidder under the work order for the full and proper performance of its contractual obligations.
- (vi) “The quarter” means a period of three continuous calendar months ending 31st March, 30th June, 30th September and 31st December.

2.2. Eligibility Conditions

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

- (i) The Bidder must be a company registered in India under the Companies Act, 2013 OR an 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 or internet service licensee under the Indian Telegraph Act, 1885.
- (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 should not have a business relationship as on date of submission of bid, with regard to the telecom network QoS audit or telecom network operations with any of the Licensed Telecom Service Provider which may result in conflict of interest.
- (vi) The Bidder should have minimum average annual financial turnover of Rs. 1,00,00,000/- (Rupees One crore only) during the last three consecutive financial years preceding the bidding year i.e. FY 2022-23, 2023-24, and 2024-25. The Bidder should have minimum one year experience of successfully conducting telecom network QoS audit or assessment or assessment of quality of service of

telecom network relevant to the scope of work specified in **Section-III** of this Tender.

2.3. Cost of Bidding

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

2.4. Bid document:

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

2.5. Clarification on bid document and pre-bid conference

2.5.1. A prospective Bidder, requiring any clarification on the bid documents shall notify the Purchaser in writing through the GeM portal only, with copy to email: **sroqos3@traf.gov.in**. The Purchaser may respond, in writing, to any request for the clarification of the bid documents, which it receives not later than the dates specified in **Section-I** of this Tender. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be uploaded on TRAI's website www.traf.gov.in as well as on GeM Portal. The clarification/queries on bid documents should be sent in following format:

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

2.5.2. The Purchaser shall not be bound, nor does it undertake to answer each query/request for clarification. The Bidder shall not assume that their unanswered queries have been accepted by the Purchaser.

2.5.3. The Bidders are required to keep regular watch on GeM Portal and the TRAI website (www.traf.gov.in) for any amendment to this Tender 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.

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

2.5.5. Any clarification on the bid documents required by the Bidders shall be, to the extent possible, clarified at 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 office at Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029, or through online or hybrid mode. The prospective Bidders should, on their own, attend the said conference without waiting for any further communication.

2.5.6. 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 GeM portal and TRAI website (www.traigov.in).

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

2.6. Amendment of bid documents

2.6.1. At any time, prior to the date of submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify bid documents by issuing amendments.

2.6.2. The amendments shall be notified in writing through GeM portal and TRAI website (www.traigov.in) 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. 1,50,000/-** (Rupees One Lac Fifty Thousand only), 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 are obtained and not for all MSME categories.

However, Bidders, themselves, have to ensure that they are eligible for such exemption and submit self-attested relevant certificates and documentary proofs for claiming the same. 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 Bank Guarantee (PBG) before the deadline defined in the bid

document, they may be suspended from participating in future tenders of TRAI for a period up to three (3) years and if the Bidder has been empanelled, it may be removed from the panel of Auditors of TRAI.

- 2.7.2. Original Demand Draft/ Banker's cheque for Hyderabad Zone shall be submitted **physically** to Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I), Room No:534, 5th Floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029, before last date and time of submission of bids as mentioned in **Section-I**, in a single envelope duly super-scribed '*Bid security for conducting QoS PMR Audit of Access (Wireline and Wireless) Services and Broadband (Wireline and Wireless) for Hyderabad Zone*'. 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 GeM Portal.
- 2.7.4. **Bids received without bid security or Annexure-5 (in case of exemption of bid security deposit), as applicable, shall be rejected summarily.**
- 2.7.5. The bid security shall be refunded to the unsuccessful Bidders 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 tenders of TRAI for a period up to **three (3) years**, in any of the following circumstances/ events if:-
- (a) the bidder withdraws or modifies its bid, after last date of submission of bid, during the period of validity of bid;
 - (b) the Successful Bidder fails:-
 - (i) to sign the contract; or
 - (ii) to furnish Performance Bank Guarantee (PBG) in accordance with **Clause 2.15. of Section - II.**

2.8. Documents Comprising Bids

- 2.8.1. Bidder shall submit the Techno-Commercial Bid and Financial Bid online separately before the last date and time of submission. First electronic envelope will be named as '***Technical Envelope***' and will contain documents to establish Bidder's eligibility/ technical & commercial conditions, and second electronic envelope will be named as '***Financial Envelope***' containing financial quote. Offline documents shall be submitted in ***Envelope-3 (offline)***. Broadly, following documents are required to be submitted: -

2.8.1.1. Technical envelope shall contain:-

- (i) 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 and clarifications/ corrigendum issued, if any, as an acknowledgement that the Bidder has read and accepted the terms and conditions;
- (ii) 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;
 - (iii) duly filled **Form-I to Form-VI of Section-VI** of the Tender;
 - (iv) 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;
 - (v) scanned copy of bid security for **Hyderabad 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
 - (vi) any other documents as specified in the tender document.

2.8.1.2. Financial envelope shall contain:-

- (i) duly filled Price Schedule in accordance with **Section V**. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders on the **GeM Portal** only.

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

- (a) original Bid security;
- (b) 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;
- (d) letter of authorization to attend bid opening.

The above documents are required to be submitted physically (i.e. offline submissions) to Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I), Room No. 534, 5th Floor, Block F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 on or before the last date and time of submission of bids in a sealed envelope. The envelope shall be superscribed as *‘Bid security for conducting QoS PMR Audit of Access (Wireline and Wireless) Services and Broadband (Wireline and Wireless) for Hyderabad Zone [and the phrase: “Do Not Open Before (due date and time of opening of tender)”]*.

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 should be clearly mentioned on the bid. Any corrections or overwriting in the

bid should be attested by the authorized person signing the bid, failing which the proposal shall be liable to be rejected.

- 2.8.4. 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 shall be eligible for bidding.

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

S. No.	Eligibility Condition	Supporting Documents required
i.	The Bidder must be a company registered in India 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.	Certificate of incorporation/ registration.
ii.	The Bidder should not be an access or internet service licensee under the Indian Telegraph Act, 1885.	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 self-certified 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 not have a business relationship as on date of submission of bid, with regard to the telecom network QoS audit or telecom network operations with	An undertaking as per Annexure 6 .

	any of the Licensed Telecom Service Provider, which may result in conflict of interest.	
vi.	The Bidder shall have minimum average annual financial turnover of (Rupees One Crore only) during the last three consecutive financial years preceding the bidding year i.e. FY 2022-23, 2023-24 and 2024-25	(i) Audited balance sheet; and (ii) Turnover Certificate from Chartered Accountant for the prescribed financial years.
vii.	The Bidder shall have minimum one (1) year experience of successfully conducting telecom network QoS audit or assessment/ monitoring of quality of service of telecom network relevant to the scope of work specified in Section-III of the Tender.	Details of each such project in Form-II of Section-VI along with copies (<u>duly signed by the purchaser</u>) of: (i) Purchase/ Work order and ii) Experience or completion certificates:

2.10. Submission of bid and Validity of Bids

- 2.10.1. The standard formats for the Financial bid and Techno- Commercial bid are at **Section-V** and **Section-VI** respectively. All the details are required to be filled by the Bidders and submitted before the last date and time of submission. The bids should be paginated and indexed.
- 2.10.2. Bids must be received by the Purchaser as per **Clause 2.7** of **Section-II** not later than the date and time specified in the Notice inviting tender given in **Section-I** above.
- 2.10.3. The Bidder is required to submit the bid (except **Envelope-3**) online at GeM portal. Tender bids received after due time & date will not be accepted. **Offline submission of bids would not be accepted and only the documents mentioned in Clause 2.8.1.3 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** of **Section – II** in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subjected to the extended deadline.
- 2.10.5. The bid shall remain valid for **one hundred twenty (120) days** from the last date of submission of the bid.
- 2.10.6. Requirements and procedure for online bid submission is outlined in detail on **GeM Portal**.

2.10.7. Bidders are advised to go through the details thoroughly before submission of bids, as TRAI shall not be held responsible for rejection of bids due to incorrect/ faulty online application submission.

2.11. Modification and withdrawal of bids

2.11.1. The bid modification, revision or withdrawal shall be in accordance with the provisions of GeM Portal.

2.11.2. Subject to **Clause 2.10.1 of Section-II**, no bid shall be modified subsequent to 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 Techno-Commercial bids will be opened on **19.12.2025 at 17.30 Hrs.** online through GeM portal.

2.13.2. The participating Bidders/ authorised representative(s), if they so desire, may be 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, Techno-Commercial 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. Techno-Commercial Bid of the Bidders, who have submitted technically responsive bid in accordance to the **Clauses 2.13.3 and 2.13.4 of Section-II**, shall be subsequently evaluated based on following parameters:

Sl. No.	Evaluation Criteria	Maximum Score	Score will be awarded on the basis of specified document
1.	Bidder's specific experience relevant to Scope of Work	30	As mentioned in Clause 2.9 (vii) of Section-II
	<i>Marks shall be awarded to Bidder as detailed below, based on the number of years for which Bidder has experience of successfully conducting telecom network QoS audit or assessment of quality of service of telecom network relevant to the Scope of Work specified in Section III of the tender document:</i>		
	<i>(a) < 1 years</i>		<i>- 0</i>
	<i>(b) ≥ 1 years and < 2 years</i>		<i>- 20</i>

	(c) ≥ 2 years and < 3 years - 25 (d) ≥ 3 years - 30		
2.	Financial capability	20	As mentioned in Clause 2.9 (vi) of Section-II
	Marks shall 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 2022-23, 2023-24 and 2024-25: (a) $< \text{Rs one crore}$ - 0 (b) $\geq \text{Rs 1 crore and } < 2 \text{ crore}$ - 10 (c) $\geq \text{Rs 2 crore and } < 3 \text{ crore}$ - 15 (d) $\geq \text{Rs 3Crores}$ - 20		
3.	Audit Methodology	20	As per Form-III of Section-VI
	Bidder is required to submit the broad description of the proposed audit methodology including sample design and work plan for performing the audit and assessment of quality of service, as per Form-III of Section-VI . Proposed audit methodology shall become a basis for award of the marks. If required, Bidder may be asked to give a presentation to explain the audit methodology.		
4.	Qualification and relevant experience of key staff (As per CVs submitted) for the project	20	As per Form-IV of Section-VI
	Bidder is required to assess the quantum and qualification of key staff required for completion of work in Hyderabad Zone as prescribed under Scope of Work in Section III . Further Bidder shall also submit the details of qualification and relevant experience of key staff, in Form-IV of Section-VI . Availability of qualified key staff vis-a-vis requirement to meet the scope of work shall become a basis for award of the marks.		
5.	Innovation and use of tools & testers	10	As per Form-VII of Section-VI
	Marks shall be awarded on the basis of write-up (around 250 words) submitted by the Bidder as per Form-V of Section- VI on 'Note on Innovation and use of tools & testers', for completion of work as prescribed under scope of work in Section III . If required, Bidder may be asked to give a presentation.		

2.13.6. Only the Bidder, having submitted technically responsive bid, in accordance with the **Clauses 2.13.3 and 2.13.4 of Section-II** and scoring minimum **score of 70** on parameters specified in **Clause 2.13.5 of Section-II** above, shall qualify for opening of Financial Bids in the second stage of bid evaluation. TRAI may ask the Bidders to give a presentation on their technical proposal, as per the requirement of tender evaluation committee.

(B) Financial Evaluation:

2.13.7. The Financial Bids of only those Bidders, who have technically qualified as per **Clause 2.13.6 of Section-II** above, shall be opened in the second stage of bid evaluation.

2.13.8. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the Bidders. The financial bid shall be evaluated giving due consideration to the total quoted price for the **Hyderabad Zone** i.e., as a package covering Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) Service. Only total quoted price for a **Hyderabad Zone** will be taken into consideration for awarding ranking to bids from lowest quoted to highest quoted.

2.13.9. 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 Hyderabad Zone, the total shall be corrected taking into account the rates quoted for the service areas within the Hyderabad Zone. If the Bidder does not accept the correction of the errors, its 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 **Hyderabad Zone** and covering all services and all licensed service areas, shall be considered for award of work. 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 **fifteen days** from the date of receipt of the **Letter of Intent (LoI)** from the Purchaser, for an amount equivalent to **three per cent (3%)** of the value of the contract along with letter of unconditional and unequivocal acceptance to the 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 Performance Bank Guarantee shall be **valid** for a period of **sixty days** beyond the validity of the contract between the Purchaser and the Audit Agency for Conducting QoS Performance Monitoring Report (PMR) Audit pertaining to this Tender. 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 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 audit and assessment work for **one or more quarter**, but **not more than four quarters**, the Audit Agency shall submit, **within fifteen days** of intimation about such extension by TRAI, a **fresh Performance Bank Guarantee** for amount equivalent to **three per cent (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 the Performance Bank Guarantee, in full or part, in case:-
- (i) the Audit Agency fails to carry out the assigned task as per the terms and conditions specified in the tender document and contract; or
 - (ii) the audit report is not as per the format approved by TRAI; or
 - (iii) the audit report contains information which is found to be factually incorrect or materially wrong by TRAI and the decision of TRAI as regards such material incorrectness of the report shall be final and binding on the Audit Agency.

2.16. Validity of Contract

- 2.16.1. The contract shall be valid for a period of **eighteen (18) months** from the date of signing of the contract, covering audit and assessment of Quality of Service for **one year consisting of four quarters** as specified in the Tender Document.
- 2.16.2. The contract period may be **extended for one or more quarters**, but not more than **four**, at the same rate and terms & conditions as per the contract, at the sole discretion of TRAI, to cover the audit and assessment of Quality of Service in the next year.

- 2.16.3. The empanelment of the agencies, whose bid is found technically qualified as per **Clause 2.13.6 of Section-II**, shall be for a period of **three (3) years**. The empanelment period may be extended for **one more year** at the same terms and conditions at the sole discretion of TRAI.

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 Audit Agency may be excused from its performance to the extent such performance relates to such prevention, restriction, delay or interference, provided the Audit Agency uses its best efforts to remove such cause of non-performance, and when removed, the Audit Agency shall continue performance with utmost urgency.

- 2.17.2. If at any time during the performance of the contract, the Audit Agency should encounter force majeure conditions mentioned above impeding timely completion of the work, the Audit Agency shall, **within seven (7) days**, notify to the TRAI in writing the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the notice of the Audit Agency, TRAI may evaluate the situation and may at its discretion extend the period for performance of the contract after mutual discussion with the Audit Agency. 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 the **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 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, 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 and the contract; or
 - (ii) TRAI, upon assessing the work done by the Audit Agency, finds it to be failing to meet performance standards; or
 - (iii) the Audit Agency has breached terms of the contract; or
 - (iv) the audit report is not as per the format approved by TRAI; or
 - (v) the audit report contains information which is found to be factually incorrect or materially wrong by TRAI and the decision of TRAI as regards such material incorrectness of the report shall be final and binding on the Audit Agency.
- 2.18.3. Delivery of the performance of the work shall be done by the Audit Agency in accordance with the time schedule specified by TRAI. In case the work is not completed within the stipulated delivery period, as indicated in the contract, TRAI reserves the right to terminate the contract and/or impose liquidated damages as per **Clause 4.4 of Section-IV** of this Tender.
- 2.18.4. 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 or its employees during the discharge of its duties and obligations under the 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 the contract. The Audit Agency shall indemnify TRAI in respect of any damages, claim, loss or action against TRAI for act of commission or omission on the part of the Audit Agency, its agents or servants.

2.20. 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 Office of TRAI i.e., **Hyderabad Zone**.

2.21. Confidentiality

- 2.21.1. The Audit Agency shall treat all the information provided by TRAI or made available by the service providers 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 Audit Agency shall be the exclusive property of TRAI and the Audit Agency shall not disclose the contents of such reports, data, results, etc. to any third party without the written consent of TRAI. This condition shall survive the termination of the contract with the Audit Agency.
- 2.21.2. All information gathered for and during the audit and assessment of Quality of Service and reports shall be the sole property of TRAI. The Audit Agency shall not transfer/ pass on the information of one service provider to another service provider or to any third party under any circumstances.
- 2.21.3. The Audit Agency 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 Audit Agency 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 audit.

2.22. Laws governing contract

The laws notified in 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 jurisdiction to decide any dispute arising out of or in respect of the contract entered 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 thereunder for the time being in force. 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 Audit Agency, the Bid Security of such Audit Agency shall be forfeited, and the Audit Agency will be **suspended** from participating in the future bids of TRAI for a period up to **three (03) years** and if the Audit Agency has been empanelled, it may be removed from the panel of Auditors of TRAI.

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 if the Audit Agency has been empanelled, it may be removed from the panel of Auditors of TRAI, 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 such 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/ tampered/ 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 Bidder. In case contract has been awarded to the Bidder, then Performance Bank Guarantee would be forfeited, and the contract would be rescinded, and TRAI would be at liberty to get the work completed 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 **Clause 2.7 of Section-II** and bid validity is less than the period prescribed in **Clause 2.10.5 of Section-II** mentioned above;
 - ii. If the eligibility condition as per **Clause 2.2 of Section-II** is not met;
 - iii. **Financial Bid Format:** If Prices are not filled in as prescribed in financial bid format. The Bidder has to quote for all the services of all the Licensed Service Areas of **Hyderabad Zone** as mentioned.
 - iv. **Technical Proposal/ Bid:** If the technical proposal contains 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 audit and assessment of quality of service for future requirement of TRAI, other than the existing scope of work as contained in **Section-III** of this Tender, the selected Bidders are required to submit an empanelment security of Rs. 1,00,000/- (Rupees One Lakh only), in the form of Demand Draft/ Banker's cheque or Bank Guarantee, with a validity period of thirty eight (38) 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 empanelled Bidder shall be required to submit applicable Performance Bank Guarantee separately, for the work awarded through limited tender enquiry, if any.
- 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.

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 a periodical assessment of the quality of services provided by the service providers so as to protect the interest of the consumers of telecommunication services.

3.1.2. Accordingly, TRAI released revised QoS Regulations namely “the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated 2nd August, 2024 (hereinafter referred as “QoS Regulations”) prescribing benchmarks for various QoS parameters for both Access and Broadband services provided on wireline and wireless media. These regulations are effective from 1st October, 2024. The QoS Regulations are available on TRAI’s website at following url:

https://traai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf

3.1.3. The QoS Regulations are updated from time to time. TRAI may also update/modify the QoS parameters or their benchmarks and add new QoS parameters during the currency of the contract. Therefore, the Audit Agency shall be required to conduct the audit of the PMRs submitted by the service providers as per the applicable QoS parameters (refer **clauses 3.2, 3.3 and 3.4 of Section-III**), as on the date of the audit.

3.1.4. Regulation (14) of the QoS Regulations provides that “*The Authority may, from time to time, through audit conducted either by its own officers or employees or through an agency appointed by it, verify the performance against the Quality of Service parameters, specified in regulation 4, regulation 6, regulation 7, regulation 9 and regulation 10, as reported to the Authority under regulation 13 by the service provider*”.

3.1.5. Measurement methodology of each of the QoS parameters for access service (wireless), access service (wireline) and broadband (wireline) service is given in Schedule-I of the QoS Regulations.

3.1.6. Further, all service providers, as mandated in the QoS Regulations, are required to submit the compliance report also referred as Performance Monitoring Report (PMR) in prescribed format within a period of fifteen (15) days from the end of respective quarter or month, as applicable. PMR for access service (wireless) is submitted on monthly basis whereas PMR for access service (wireline) and broadband (wireline) service is submitted on quarterly basis.

3.1.7. TRAI intends to engage audit agency for audit of the PMR of access service (wireless), access service (wireline) and broadband (wireline) service submitted by various service providers as per the methodology given below.

3.2. Audit of PMR of Access Service (Wireless)

3.2.1. The scope of the audit for access service (wireless), *inter-alia*, includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 6, 7 and 10 of the QoS Regulations.

3.2.2. The details of service providers providing access service (wireless) with subscriber details as on **31st March 2025**, in each Licensed Service Area are given in **Annexure-2B**. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the audit agency may refer the same.

3.2.3. PMR and respective CGI (cell) wise data submitted by service providers along with PMR will be provided by TRAI to the Audit agency.

3.2.4. Frequency of Audit:

In respect of access service (wireless), all the Licensed Service Areas of all the service providers in the Hyderabad Zone be audited at least once in a year, subject to that:

3.2.4.1. The Audit will be done for any three (3) un-audited monthly PMRs which are selected from the last six (6) approved monthly PMRs of the month of April 2025 onwards. In case PMRs of last six (6) months are not available then the selection will be made from the available approved monthly PMRs.

3.2.4.2. All LSAs of the Hyderabad Regional Office for a particular service provider are to be audited within a block of three (3) months. If service provider is enabling audit at central location, then audit of all the LSAs may be done in a particular month. In case of multi-location audit, all the LSAs of the Hyderabad Regional Office may be covered within a block of three (3) months.

3.2.4.3. Similarly, LSAs of other service providers will be audited in remaining three (3) blocks of three (3) months.

3.2.4.4. Accordingly, tentative schedule of audit is given below. However, final schedule will be finalised by Hyderabad Regional Office in consultation with the selected audit agency.

RO	No of LSAs	M-1	M-2	M-3	M-4	M-5	M-6	M-7	M-8	M-9	M-10	M-11	M-12
Hyderabad	3		T-4			T-2			T-3			T-1	

Note: M - Stands for month; T-stands for TSP

3.2.5. Audit Methodology for Audit of PMR of Access Service (Wireless)

3.2.5.1. The Audit Agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of access service (wireless), as per the scope of work of the audit.

3.2.5.2. Broad guidelines to be followed for audit of PMR of access service (wireless) are elaborated below. However, Audit Agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and Hyderabad ROs, so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Basic details (Technology wise number of base stations and cells)	(a) Verify the number of Cells and Base stations of each technology of respective LSA given in 'Basic details' through NOC/ OSS or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report. (c) Record major changes (increase or decrease) observed in the three (3) PMRs under audit along with reasons given by the TSP.
2.	Cell Bouncing Busy Hour (CBBH)	(a) Identify minimum three hundred and eighty-five (385) cells from respective LSA under audit from the CGI wise data of CBBH provided by TRAI. (b) Verify the CBBH of these cells for one day through NOC/ OSS or any other relevant tool. The day can be same or different for different cells.
3.	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	(a) Verify availability of service wise geospatial coverage map on service provider's website (b) Verify its compliance with the TRAI Direction no RG-17/(3)/2022-QoS dated 22.11.2024. Non-compliance, if any, may be

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		recorded in the report along with reason given by the TSP. (c) Verify whether logs, of changes made in coverage map, are maintained (d) Select minimum fifty (50) cells, from the last PMR which is required to be updated in coverage map as per the regulations, for respective LSA under audit and verify whether coverage map has been updated for these cells. (e) Select minimum ten (10) feedback given by subscribers (only specific to incorrect coverage representation) for respective LSA under audit and ascertain the details of action taken by the service provider
4.	Cumulative downtime (Cells not available for service) and Worst Affected Cells due to downtime	(a) Identify minimum three hundred and eighty-five (385) cells from respective LSA under audit from the CGI wise data of downtime/ Cell master provided by TRAI. (b) Seek log of all alarms generated for these cells for one (1) day (whole twenty-four {24} hours of the day) from the TSP. The day can be same or different for different cells. (c) The log needs to be extracted from NOC/ OSS or any other relevant tool in front of the audit agency. (d) Log can be in any format, but TSP may provide a document explaining each field captured in the log file. (e) The audit agency needs to verify the downtime provided by TSP in PMR from the log for these cells. (f) Identification of cells should be based on various factors (which

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		may keep changing over a period to make it dynamic) to capture representative performance like Cells reported NIL downtime in the whole reporting period, Cell having continuous poor downtime except certain days, specific pocket of poor downtime except certain cells, wide variation in downtime across three (3) PMRs under audit, downtime reported for period prior to their date of commissioning or after date of de-commissioning, cells of different technologies located at same location but having wide variation in downtime etc.
5.	Percentage of significant network outage (services not available in a district for more than four {4} hours) reported to the Authority within twenty-four (24) hrs of start of the outage	(a) Verify period of significant network outage reported to TRAI by taking downtime of minimum ten (10) cells (randomly distributed across the affected geography). (b) Downtime of selected cells may be taken for -48 hours from time of occurrence till +48 hours after reported rectification of outage. (c) Details of other incidence, if any provided by TRAI, will also be verified in similar manner.
6.	Call Set-up Success Rate: Intra-Service provider (within service provider's network) And Call Set-up Success Rate: Inter-Service provider (incoming from other service providers' network)	(a) Details of information corresponding to these parameters provided in 'Supporting Info' may be verified from the primary data extracted from NOC/ OSS or any other relevant tool. (b) Similar details as on date of audit may also be recorded. (c) Details of calls segregated between intra-service provider and inter-service provider may be recorded in the report.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
7.	Point of Interconnection (POI) Congestion (90 th percentile value)	(a) Verify the calculation of 'PoI congestion' reported in PMR with the record maintained by the service provider. (b) Verify the number of PoI working as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report. (c) Select minimum three (3) PoIs (each POI should be with different service provider) and verify the details of 'Number of failed calls during TCBH' and 'Number of call attempts to the PoI during TCBH' of previous day to the day of audit and calculate the value of PoI congestion as per measurement methodology. (d) Record the PoI congestion so obtained along with PoI congestion calculated by the service provider for reporting in the PMR for the selected three (3) PoIs
8.	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (s, t)] And DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) [PS_QSD (s, t)]	(a) Identify minimum three hundred and eighty-five (385) cells from respective LSA under audit from the CGI wise data of both CS_QSD (s, t) and PS_QSD (s, t) provided by TRAI from each PMR. (b) Identify one (1) day for each of cells selected above, (c) Primary data related to "Total number of interrupted (dropped) calls" and "Total number of calls successfully established" for above selected cells for CBBH of the selected day need to be extracted from NOC/ OSS or any other relevant tool in front of the audit agency.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(d) From the primary data so extracted, calculate DCR value and compare the same with the reported value. (e) Similarly, DCR for these cells may also be computed using primary data for last five (5) days from the date of audit. The same shall be included in report. (f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like high usage of codes, Cell having continuous poor DCR except certain days, wide variation in DCR across three PMRs under audit, etc.
9.	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (s, t)] And Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (s, t)]	(a) Identify minimum three hundred and eighty-five (385) cells from respective LSA under audit from the CGI wise data of each ULPDR_QSD (s, t) and DLPDR_QSD (s, t) provided by TRAI from each PMR. (b) Identify one (1) day for each of cells selected above, (c) Primary data related to numerator and denominator used for calculating the performance against the QoS parameter as mentioned in measurement methodology for above selected cells for CBBH of the selected day need to be extracted from NOC/ OSS or any other relevant tool in front of the audit agency. (d) From the primary data so extracted, calculate value of ULPDR or DLPDR, as applicable, and compare the same with the reported value.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(e) Similarly, ULPDR or DLPDR, as applicable, for these cells may also be computed using primary data for last five (5) days from the date of audit. The same shall be included in report. (f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like high usage of codes, Cell having continuous poor PDR except certain days, wide variation in PDR across three PMRs under audit, etc.
10.	Latency (in 4G and 5G network)	(a) Verify the measurement setup used to collect the test samples. Details must include broad diagram showing locations and details of test server(s). (b) Number of cells selected for testing by the service provider shall be recorded along with period and time of the testing. (c) Collect measured test results and calculate the performance against these parameters and compare them with the reported values. (d) Details submitted by the service provider for 'DU_Speed' may be verified for minimum five (5) tariff offerings in respective LSA. (e) Verify whether offered typical download and upload speed is mentioned by the service provider in various tariff offerings on their website.
11.	Packet Drop Rate (in 4G and 5G network)	
12.	Percentile value of measured test samples for which download, and upload speed is $\geq$ offered typical download and upload speed in tariff offerings	
13.	Jitter (in 4G and 5G network)	
14.	Maximum Bandwidth utilization between radio and core network during TCBH	(a) Verify the record related to maximum bandwidth utilisation of all the RAN to Core network links on any consecutive four (4) days of

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		the assessment period and calculate the performance against the parameter. The same shall be compared with the reported value in PMR. (b) Verify the number of RAN to Core network links as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report. (c) Select minimum three (3) RAN to Core network links and verify the bandwidth utilisation of these three (3) links during TCBH of previous day to the day of audit.
15.	SDCCH Congestion/ RRC Congestion	(a) Verify the record maintained by the service provider against these parameters and measurement methodology adopted by the service provider. (b) The performance against the parameters for the day preceding to the day of audit may be verified and recorded in the report.
16.	Traffic Channel congestion i.e. TCH, RAB, E-RAB, EN-DC (E-UTRAN New Radio Dual Connectivity for NSA to access 4G and 5G both networks at same time) or DRB (Data Radio Bearer for SA) Congestion	
17.	Connections with good voice quality	
18.	Messaging: Successful SMS delivery within service provider's network	
19.	Billing and charging complaints	(a) Day wise details of 'total billing and charging complaints reported' may be obtained. (b) One (1) sample day may be selected and details of complaints received on selected day may be obtained from service provider. (c) Hundred (100) complaints of different categories may be selected and verified for their resolution
20.	Resolution of billing/ charging complaints within four (4) weeks	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		along with time taken to resolve the complaint. (d) Another hundred (100) cases may be selected from the complaints not found valid and check whether they are not valid complaint as per clause 7.1.1 of Schedule-I of QoS Regulations. (e) TRAI may also provide the details of certain billing and charging complaints (maximum fifty (50) complaints) received during the period under audit. Verify whether these complaints are included by the service provider while calculating the performance against the parameter. (f) Further, resolution provided, and time taken to resolve these complaints may be verified.
21.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	(a) Seek list of customers who have been given adjustment in their account and the same may be collected. (b) Select ten (10) customers from the list and verify that adjustment has been given within one (1) week.
22.	Accessibility of call centre/ customer care	(a) Methodology adopted to calculate the performance against the parameters may be verified.
23.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	(b) Record maintained by service provider may also be verified and compared with the performance observed during last five (5) days prior to the date of audit.
24.	Termination/ closure of service within seven (7) working days of receipt of customer's request	(a) Record maintained by service provider may also be verified and ten (10) termination/ closure

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		requests may be verified on sample basis.
25.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	(a) Seek list of customers who have been given refund and the same may be collected. (b) Select minimum ten (10) sample customers and verify the time taken to refund the deposits.
26.	Verification of drive test conducted by service providers	(a) Verify the records maintained by service providers for conducting drive test as per regulation 7(2) of the QoS Regulations.
27.	Exclusion	(a) Information submitted by service provider for 'Exclusion' may be verified on sample basis for maximum five incidences. (b) It may be verified that the reported incidence is allowed to be exempted under the QoS Regulations. (c) It also needs to be verified that performance of only impacted duration has been excluded.

Note:-

- (i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.
- (ii) The prescribed samples are to be selected from all PMRs under audit.

3.3. Audit of PMR of Access Service (Wireline)

3.3.1. The scope of the audit for access service (wireline), *inter-alia*, includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 4 and 10 of the QoS Regulations.

3.3.2. The details of service providers providing access service (wireline) with subscriber details as on **31st March 2025**, in each Licensed Service Area are given in **Annexure-2B**. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the audit agency may refer the same.

3.3.3. PMR and supporting information submitted by service providers along with PMR, will be provided by TRAI to the Audit Agency.

3.3.4. Frequency of Audit:

In respect of access service (wireline), all the Licensed Service Areas of all the service providers in the Hyderabad Zone shall be audited at least once in a year, subject to that:

3.3.4.1. The Audit will be done for any one (1) un-audited quarterly PMR which is selected from the last two (2) approved quarterly PMRs of the quarter ending June, 2025 onwards. In case PMRs of last two (2) quarters are not available then the only available approved quarterly PMR will be selected for audit.

3.3.4.2. Final schedule for audit of various service providers/ LSAs will be decided by the Hyderabad Regional Office in consultation with the selected audit agency. However, it may be ensured that various service providers/ LSAs are distributed equally, to the extent possible, in four (4) quarters of the year.

3.3.5. Audit Methodology for Audit of PMR of Access Service (Wireline)

3.3.5.1. The Audit Agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of access service (wireline), as per the scope of work of the audit.

3.3.5.2. Broad guidelines to be followed for audit of PMR of access service (wireline) are elaborated below. However, audit agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and Hyderabad ROs so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Subscriber details	(a) Verify the number of subscribers (prepaid and postpaid) through NOC/ OSS/ BSS or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.
2.	Provision of a service within seven (7) working days of payment of demand note by the customer	(a) Obtain a list of new connections applied and demand note paid by the customers during the audited period. In case service provider do not collect any amount before

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		provisioning of new connections then all requests received for providing new connections during the audited period may be obtained from the service provider. The list should include date of request/ payment of demand note amount and date of providing the connection. (b) From the list so obtained, calculate the performance against the QoS parameter and verify the same from the reported value. (c) Further, select minimum five (5) cases from each of the following categories: (i) cases for which new connections provided within seven (7) working days of payment of demand note by the customer or date of request, as applicable. (ii) cases for which new connections provided after seven (7) working days of payment of demand note by the customer or date of request, as applicable. (iii) cases for which connection was not provided within the audited period. (d) Verify the details of these fifteen (15) selected cases through NOC/ OSS/ BSS or any other relevant tool.
3.	Fault incidences (No. of faults per hundred {100} subscribers) and Fault repair by next working day and Fault repair within three (3) working days and Mean Time-To-Repair (MTTR)	(a) Obtain day wise number of faults reported during the audited period. (b) Calculate the performance against the QoS parameter 'Fault incidences (No. of faults per hundred {100} subscribers)' and verify the same from the reported value. (c) Select one (1) day from the audited period for detailed examination and obtain the list of customers who reported fault during the selected day. The list should include the time of reporting fault by the customer and rectification of fault. Select minimum five (5) customers from the list.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(d) Also take a list of customers who have reported the fault more than once in the audited period. Select minimum five (5) customers from the list. (e) Verify the details of these ten (10) selected customers through NOC/ OSS/ BSS or any other relevant tool. (f) Obtain a list of customers to whom rent rebate/ validity extension provided due to delay in rectification of fault and select minimum five (5) customers from the list. (g) Verify the details of these selected customers through NOC/ OSS/ BSS or any other relevant tool. (h) Take a list of customers whose fault repaired after three (3) working days in the audited period. (i) Select minimum five (5) customers from this list and verify whether these customers were given rebate or not.
4.	Point of Interconnection (POI) Congestion (90 th percentile value)	(a) Verify the calculation of 'PoI congestion' reported in PMR with the record maintained by the service provider. (b) Verify the number of PoI working as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report. (c) Select minimum three (3) PoIs (each POI should be with different service provider) and verify the details of 'Number of failed calls during TCBH' and 'Number of call attempts to the PoI during TCBH' of previous day to the day of audit and calculate the value of PoI congestion as per measurement methodology. (d) Record the PoI congestion so obtained along with PoI congestion calculated by the service provider for reporting in the PMR for the selected three (3) PoIs

S. No.	QoS Parameter to be audited	Broad guidelines for audit
5.	Billing and charging complaints	(a) Same methodology as prescribed for access service (wireless) may be followed for access service (wireline).
6.	Resolution of billing/ charging complaints within four (4) weeks	
7.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	
8.	Accessibility of call centre/ customer care	
9.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	
10.	Termination/ closure of service within seven (7) working days of receipt of customer's request	
11.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	

Note: In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.

3.4. Audit of PMR of Broadband (Wireline) Service

3.4.1. The scope of the audit for broadband (wireline) service, *inter-alia*, includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 9 and 10 of the QoS Regulations.

3.4.2. In accordance with the provisions of the revised QoS Regulations, all Internet Service Providers (ISPs) whose total number of subscribers as on last day of the

preceding financial year is more than ten (10) thousand are required to submit the Performance Monitoring Report on Quality of Service of Broadband (Wireline) service.

3.4.3. Accordingly, details of ISPs providing broadband (wireline) service and having subscribers more than ten (10) thousand as on **31st March 2025** are given in **Annexure-2C**. The updated data is published by TRAI from time to time on the website www.traigov.in and the audit agency may refer the same.

3.4.4. PMR and supporting information submitted by service providers along with PMR, will be provided by TRAI to the Audit agency.

3.4.5. Frequency of Audit

3.4.5.1. Service providers, having Pan India authorization (ISP Category 'A'), are submitting the PMR for broadband (wireline) service on 'All India' basis whereas other ISPs are submitting the PMR on 'Service area' basis.

3.4.5.2. Further, each ISP is mapped to a Regional Office, for the purpose of audit of PMR of broadband (wireline) service, as detailed in **Annexure-2C**. The audit agency of a **Hyderabad Zone** is required to carry out the audit of Internet Service Providers associated to that Hyderabad zone. However, in a year only fifty (50) percent of all Internet Service Providers, associated to a Hyderabad zone, is required to be audited. Selection of fifty (50) percent Internet Service Providers shall be decided in consultation with TRAI.

3.4.5.3. Each of the selected ISPs are required to be audited once in a year.

3.4.5.4. The Audit will be done for any one (1) un-audited quarterly PMR which is selected from the last two (2) approved quarterly PMRs of the quarter ending June 2025 onwards. In case PMRs of last two (2) quarters are not available then the only available approved quarterly PMR will be selected for audit.

3.4.5.5. In case, an ISP is submitting the PMR on service area basis then PMRs of all service areas of the Hyderabad Regional Office will be taken into consideration for the purpose of audit.

3.4.6. Audit Methodology for Audit of PMR of Broadband (Wireline) Service

3.4.6.1. The Audit Agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of Broadband (Wireline) Service, as per the scope of work of the audit.

3.4.6.2. Broad guidelines to be followed for audit of PMR of Broadband (Wireline) Service are elaborated below. However, Audit Agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and Hyderabad RO so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Subscriber details	(a) Verify the number of subscribers (prepaid and postpaid) through NOC/ OSS/ BSS or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.
2.	Provision of a service within seven (7) working days of payment of demand note by the customer	(a) Obtain a list of new connections applied and demand note paid by the customers during the audited period. In case service provider do not collect any amount before provisioning of new connections then all requests received for providing new connections during the audited period may be obtained from the service provider. The list should include date of request/ payment of demand note amount and date of providing the connection. (b) Form the list so obtained, calculate the performance against the QoS parameter and verify the same from the reported value. (c) Further, select minimum five (5) cases from each of the following categories: (i) cases for which new connections provided within seven (7) working days of payment of demand note by the customer or date of request, as applicable. (ii) cases for which new connections provided after seven (7) working days of payment of demand note by the customer or date of request, as applicable. (iii) cases for which connection was not provided within the audited period. (d) Verify the details of these fifteen (15) selected cases through NOC/ OSS/ BSS or any other relevant tool.
3.	Latency	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
4.	Packet Drop Rate	(a) Verify the measurement setup used to collect the test samples. Details must include broad diagram showing locations and details of test server(s).
5.	Percentile value of measured test samples for which download, and upload speed is $\geq$ offered typical download and upload speed in tariff offerings	(b) Number of subscribers selected for testing by the service provider shall be recorded along with period and time of the testing.
6.	Jitter	(c) Collect measured test results and calculate the performance against these parameters and compare them with the reported values. (d) Details submitted by the service provider for 'DU_Speed' may be verified for minimum five (5) tariff offerings. (e) Verify whether offered typical download and upload speed is mentioned by the service provider in various tariff offerings on their website.
7.	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	(a) Obtain the details of bandwidth utilisation of each Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) for the TCBH of the previous day to the day of audit. (b) Calculate the performance of the QoS parameter for the day and compare the same with the reported value and indicate reasons for major deviation, if any.
8.	Fault incidences (No. of faults per hundred {100} subscribers) and Fault repair by next working day and	(a) Obtain day wise number of faults reported during the audited period. (b) Calculate the performance against the QoS parameter 'Fault incidences (No. of faults per hundred {100} subscribers)' and verify the same from the reported value. (c) Select one (1) day from the audited period for detailed examination and

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	Fault repair within three (3) working days	obtain the list of customers who reported fault during the selected day. The list should include the time of reporting fault by the customer and rectification of fault. Select minimum five (5) customers from the list. (d) Also take a list of customers who have reported the fault more than once in the audited period. Select minimum five (5) customers from the list. (e) Verify the details of these ten (10) selected customers through NOC/ OSS/ BSS or any other relevant tool. (f) Obtain a list of customers to whom rent rebate/ validity extension provided due to delay in rectification of fault and select minimum five (5) customers from the list. (g) Verify the details of these selected customers through NOC/ OSS/ BSS or any other relevant tool. (h) Take a list of customers whose fault repaired after three (3) working days in the audited period. (i) Select minimum five (5) customers from this list and verify whether these customers were given rebate or not.
9.	Billing and charging complaints	(a) Same methodology as prescribed for access service (wireless) may be followed for broadband (wireline) service.
10.	Resolution of billing/ charging complaints within four weeks	
11.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	significant network outage, as applicable	
12.	Accessibility of call centre/ customer care	
13.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	
14.	Termination/ closure of service within seven (7) working days of receipt of customer's request	
15.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	

Note:-

- (i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.
- (ii) In case, an ISP is submitting the PMR on service area basis then PMRs of all service areas of the Hyderabad Regional Office/ Zone will be taken into consideration for selecting the desired samples against each QoS parameters.

3.5. Other obligation of the Audit Agency

3.5.1. The Audit Agency shall prepare the audit plan in consultation with Hyderabad Regional Office of TRAI including plan to visit service provider's premise at least two (2) weeks in advance.

3.5.2. The Audit Agency is required to submit detailed audit methodology based on the above-mentioned scope of work, to be followed for conduct of the audit.

3.5.3. The Audit Agency should give a detailed composition of the proposed key team and tasks of each team member having relevant experience including supervisor that will be involved in the audit of PMR at different service areas.

3.5.4. The Audit Agency shall preserve all the data formats containing the observations made by the audit agency for a period of six (6) months after the expiry of the contract and shall produce the same to TRAI as and when called upon by TRAI.

3.6. Reporting

- 3.6.1. The Audit Agency shall include licensee-wise critical findings in each report.
- 3.6.2. The Audit Agency is required to develop data formats including executive summary, critical findings, and detailed data analysis thereof for reporting the results of the audit.
- 3.6.3. The Audit Agency shall submit sample format for the audit report to TRAI. TRAI may suggest modifications to the sample format for the audit report and the Audit Agency shall modify the sample format for audit report, as suggested by TRAI, and final approval shall be taken before taking up the job in hand. However, the approved format for audit report will be provisional and may be reviewed as per requirement of TRAI audit report.
- 3.6.4. Audit of PMR will be conducted under the complete supervision of the Regional Office of TRAI at Hyderabad. The Audit Agency shall extend all cooperation to the Hyderabad Regional Office for the audit of PMRs.
- 3.6.5. TRAI may also suggest changes to the reporting format at any point of time in case it is felt that such a change is necessary, and the Audit Agency shall carry out such changes in the reporting format.

3.7. TRAI's Inputs

- 3.7.1. TRAI will issue suitable instructions to service providers in this respect after the award of the contract.
- 3.7.2. TRAI will make available the relevant QoS Regulations.
- 3.7.3. TRAI will make available the performance monitoring reports along with other supporting information submitted by the service providers in respect of Access (Wireline and Wireless) service and Broadband (Wireline and Wireless) service.
- 3.7.4. TRAI will also make available details of contact persons of service providers and such other information requested by the Audit Agency which is available with TRAI, and which is necessary for carrying out the audit and assessment of Quality of Service of service providers.

3.8. Miscellaneous

- 3.8.1. Expenses towards boarding, lodging and travelling for conducting audit shall be borne by the Audit Agency itself.
- 3.8.2. TRAI at any point of time can ask for supporting documents for verifying the authenticity of any observation furnished, in respect of any service provider. TRAI has the right to verify authenticity of each of the observations. This may also involve contacting any service provider again for this purpose. Expenses towards boarding, lodging and travelling for the staff of the Audit Agency for this purpose shall also be borne by the Audit Agency itself.
- 3.8.3. The Audit Agency shall give access of the tools and applications used, if any, for the audit to the TRAI officials, as and when required by TRAI.

3.8.4. The Audit Agency shall provide training on the usage of tools and applications if any used for audit to the TRAI officials.

3.8.5. There shall be no change in the composition of key staff proposed by the Audit Agency at the time of evaluation of financial bids and the delivery of scope of work during the currency of the contract. However, in case of occurrence of unforeseen event not in control of the Audit Agency, TRAI, at its own discretion, may permit replacement of key resource with staff having same or better qualification and work experience. No key resource shall be replaced by the Audit Agency without prior approval of TRAI.

SECTION-IV

SPECIAL COMMERCIAL CONDITIONS

4.1 Scope of Work

The scope of work for Conducting QoS PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers are given in **Section-III** of this Tender.

4.2 Payment terms

4.2.1 Payment shall be made after completion of audit of the PMRs of respective service as per the following schedule and after acceptance of audit report by TRAI as specified in the contract:-

4.2.1.1 Payment shall be made on **quarterly basis** against the accepted PMR reports by **Hyderabad Regional Office**.

4.2.1.2 If the PMR Audit for one (1) or more LSAs remains incomplete for reasons **solely not attributable** to the Audit Agency, TRAI may, at its sole discretion, accept the audit report. In such case, the payment will be released on proportionate basis for the LSAs for which PMR Audit reports have been duly submitted and accepted by TRAI.

4.2.2 In case the validity of the contract is extended for **one (1) or more quarters**, but not more than four (4) quarters, in accordance with **Clause 2.16.2 of Section-II** hereinbefore, payment for the extended period will also be made as per the above schedule.

4.3 Delivery Schedule

4.3.1 The PMR Audit work shall be completed, and all the reports shall be submitted within the timelines, as specified in the tender.

4.3.2 **No extension of time for completion of the PMR Audit work and for submission of the report thereof shall be given, except for situation arising out of force majeure events specified under Clause 2.17.1 of Section-II.**

4.3.3 The schedule for completion of work is detailed as under:-

S. No.	Deliverable	Period
(a)	Submission of all sample design and reporting formats by the Audit Agency	Within two (2) weeks from the date of award of work
(b)	Submission of final design and reporting formats by the Audit Agency incorporating modifications and corrections suggested by TRAI and its acceptance	Within two (2) weeks from the date of modification and corrections on the sample design and reporting formats suggested by TRAI

S. No.	Deliverable	Period
(c)	Commencement of QoS PMR Audit of Access (Wireline and Wireless) Service and Broadband (Wireline and Wireless) Service	On providing access to performance monitoring reports along with other supporting information required for PMR Audit or as decided by TRAI
(d)	Submission of PMR Audit reports	Within ninety (90) days of commencement of PMR Audit as per Serial No. (c) of this table

4.4 Acceptance of the reports and Liquidated Damages

- (i) In case the PMR Audit reports of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service is delayed, liquidated damages shall be levied by TRAI, from the amount payable to the Audit Agency, at the following rates:

- (a) for delay up to two (2) weeks, five per cent (5%) of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof;
- (b) for delay beyond two (2) weeks and up to four (4) weeks, six per cent (6%) of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof.

Provided that the total amount of the liquidated damages imposed shall not exceed ten percent (10%) of the contract value of the **Hyderabad Zone**.

- (ii) In case the consolidated report for PMR audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers is delayed **beyond four (4) weeks**, the report shall not be accepted, and no payment shall be made by TRAI whatsoever for such delayed report submitted after **four (4) weeks** of due date for submission of the report.
- (iii) In case the audit report is found by TRAI to be materially or factually incorrect or is not as per the format of report approved by TRAI, the report for such service shall be liable to be rejected and no payment shall be made for such contracted work, if rejected by TRAI. TRAI may also forfeit and encash the Performance Bank Guarantee in such a situation. The decision of TRAI as regards such material or factual incorrectness of the report shall be final and binding on the Audit Agency.
- (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.
- (v) TRAI may ask Audit Agency to submit clarification or additional information as many times as required on PMR Audit report within forty-five (45) days of

its submission to TRAI and Audit Agency shall submit the clarification or additional information for each occasion within fifteen (15) days of receipt of the communication from TRAI. In case of delayed submission or non-submission or non-satisfactory submission of the clarification, the report shall not be accepted, and no payment shall be made by TRAI.

SECTION-V

SCHEDULE FOR FINANCIAL BID FOR AUDIT AND ASSESSMENT OF QUALITY OF SERVICE

The Audit Agency shall submit the Financial Bid in a separate sheet online for Hyderabad zone. The Audit Agency should note that:

1. *Audit Agency shall quote prices for all LSAs and all services under the **Hyderabad Zone**. Any financial bid for few LSAs/ PMRs or few services under a **RO Hyderabad Zone** shall be summarily rejected at the stage of financial bid evaluation.*
2. *The rates shall be inclusive of all charges, taxes, levies, duties, etc.*
3. *Financial evaluation for the **Hyderabad Zone** will be done based on the total price quoted for the Zone.*

Zone: RO Hyderabad: (Total LSA - 3) (Andhra Pradesh, Odisha and Tamil Nadu including Chennai)							
S. No.	Service for which PMR to be audited	Total Quantity for PMR Audit (per year)	Unit price per PMR (in Rs)	Taxes (%)	Tax Amount per PMR (in Rs)	Total Unit Price per PMR Including Taxes (in Rs)	Total Price for all PMRs per year Including Taxes (in Rs)
		(a)	(b)	(c)	(d)	(e) = (b) + (d)	(f) = (a) * (e)
1.	Access Service (Wireless)	36					
2.	Access Service (Wireline)	13					
3.	Broadband Service (Wireline)	7					
A = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.1: Hyderabad Zone

SECTION VI

TECHNO-COMMERCIAL BID – SAMPLE FORMS

FORM-1

PROPOSAL SUBMISSION FORM

(To be submitted on Agency's letter head)

From,

(Name and address of the agency)

To

Lt Col Baljeet Singh Cheema
Joint Advisor (QoS-I)
Telecom Regulatory Authority of India (TRAI),
Room No. 534, 5th Floor, Block F,
NBCC World Trade Centre, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029

Subject: Invitation of Bids for Conducting QoS PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers in Hyderabad Zone

Sir,

We, the undersigned, offer to provide our services for the work of QoS PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service provided by various service providers in accordance with the Tender.

1. We are hereby submitting our Proposal, in sealed envelope, for the Hyderabad Zone along with applicable Bid security or Bid Security Declaration in **Annexure-5**, as per the **Clause 2.7 of Section-II** of the Tender document as per following details:-

Zone	Bid Security Details (DD/ Banker's cheque Number, Date, Bank/ Branch Name, Amount)
RO Hyderabad Zone	

2. Our proposal is binding upon us for a period of one hundred and twenty (120) days from the last date of submission of the bid.
3. We understand that TRAI reserves the right to accept or reject any bid without assigning any reason.

4. No addition/ deletion/ corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on GeM portal.
5. Undersigned is duly authorized to sign the bids and submit the proposal on behalf of M/s _____ (Relevant authority letter/ power of attorney is attached herewith).
6. I/ We have read the Tender No. AU-4/2/6(3)/2023-QoS dated **28.11.2025** for Conducting QoS PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service of RO Hyderabad zone TRAI and hereby accept and comply with all terms and conditions mentioned therein and undertake that we shall ensure clause by clause compliance with this Tender.

Dated, the..... day of2025

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 Clause 2.9.2 (vii) of Section-II

(Please submit separate sheet for each project)

1.	Project Name	
2.	Complete details of the Purchaser	Name: Address: 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

**BROAD DESCRIPTION OF THE AUDIT METHODOLOGY INCLUDING SAMPLE
DESIGN AND WORK PLAN FOR PERFORMING THE PMR AUDIT**

(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.	No. of Key Staff Required	Qualification/ Relevant Experience required to complete Scope of Work

2. Details of qualification and relevant experience of key staff available with the Audit Agency

S. No.	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. AU-4/2/6(3)/2023-QoS dated 28.11.2025 for Conducting QoS PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service of RO Hyderabad zone TRAI, and hereby undertake that we have sufficient technically skilled manpower with requisite technical and managerial competence, having the domain knowledge of conducting the audit work as defined under scope of work given in **Section III** of the **Tender**.

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

FORM-V

NOTE ON INNOVATION AND USE OF TOOLS FOR CONDUCT OF PMR AUDIT

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

(Signature of the Authorised signatory)

Name and Title of the Signatory

FORM-VI
CHECKLIST FOR SUBMISSION OF DOCUMENTS

S. No.	Documents with Technical Proposal	Yes/ No	Page Number in the bid
Envelope-3 (To be submitted OFFLINE)			
1.	Original Bid Security OR Original Bid Security Declaration as per Annexure-5 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		
Technical Envelope (To be submitted ONLINE)			
1.	Certificate of incorporation/ registration		
2.	Undertaking as per Annexure-3 that the Bidder is not an access or internet service licensee under the Indian Telegraph Act 1885		
3	Copy of PAN		
4	Copy of GST registration		
5.	Undertaking as per Annexure-4 that the Bidder is not blacklisted or barred from participation.		
6.	Undertaking as per Annexure-6 that the Bidder is not having business relationship.		
7	Audited balance sheet and turnover certificate from Chartered Accountant for FY 2022-23, 2023-24 and 2024-25.		
8	Details of each project in Form-II of Section-VI along with copies (duly signed by the purchaser) of (i) purchase/ work order; and experience or completion certificates.		

S. No.	Documents with Technical Proposal	Yes/ No	Page Number in the bid
9.	Duly filled in Form-I to Form-VI of Section-VI of the tender document.		
10.	Scanned copy of Bid Security OR Scanned copy of Bid Security Declaration as per Annexure-5 along with relevant certificate seeking exemption from Bid security deposit		
11.	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.		
12.	Copy of the Tender along with amendments/ corrigendum/ clarifications issued by TRAI, if any, duly signed by the Audit Agency		
Financial Envelope (To be submitted ONLINE)			
9.	Financial bid as per Section V of the Tender.		

(Signature of the Authorised signatory)

Name and Title of the Signatory

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the Stamp Act)

To

**The Secretary,
Telecom Regulatory Authority of India (TRAI)
NBCC World Trade Centre,
4th to 7th Floor, Block F, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029**

WHEREAS ----- (Name and address of the firm) (hereinafter called “the Audit Agency”) has undertaken, in pursuance of contract No.----- dated ----- (hereinafter called “the Contract”) awarded by the Telecom Regulatory Authority of India (hereinafter referred to as “TRAI”), to conduct QoS PMR Audit of Access (wireline and wireless) Service and Broadband (wireline and wireless) Services in LSAs under **Hyderabad Regional Office/ Zone**.

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 **Rs. XXX/- (Rupeesin words..... only)**, 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 **Rs. XXX/-** (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 of2025

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 LICENSED SERVICE AREA ALONG WITH GEOGRAPHICAL AREAS
FOR HYDERABAD ZONE**

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

**DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING ACCESS
(WIRELINE AND WIRELESS) AND BROADBAND (WIRELESS) SERVICE IN EACH
LICENSED SERVICE AREA WITH SUBSCRIBERS DETAILS**

S. No.	Zone	Licensed Service Area	Access (wireline)	Subscriber base of Access (wireline) Provider as on 31.03.2025	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2025
1.	Hyderabad	Andhra Pradesh	Airtel	818838	Airtel	33923195
			RJIL	1602029	RJIL	31776074
			BSNL	668464	BSNL	6937453
			TTSL	225405	Vodafone Idea	9699287
			APSFL	629518		
2.		Odisha	Airtel	75498	Airtel	11996212
			RJIL	192026	RJIL	15956645
			BSNL	157382	BSNL	5573279
			TTSL	16821	Vodafone Idea	1397972
3.		Tamil Nadu	Airtel	1005678	Airtel	30155175
			RJIL	942822	RJIL	24608262
			BSNL	996350	BSNL	7783902
			TTSL	132543	Vodafone Idea	14731787

**DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING BROADBAND
(WIRELINE) SERVICE IN EACH LICENSED SERVICE AREA**

(A) ISP Category - A Service Providers who are submitting PMR on ‘All India’ basis and their mapping to Regional office Hyderabad Zone for Audit purpose.

S. No.	Name of service provider	Broadband (Wireline) Subscriber as on 31.03.2025
1.	Blue Lotus Support Services Pvt Ltd.	308556
2.	D-ATUM Vilcom Private Limited	22863
3.	Pioneer eLabs Limited	283205
4.	Sri Sai Communication and Internet Private Limited	14053

(B) Other Service Providers who are submitting PMR on ‘LSA basis’. These Service providers, in addition to ISPs Category ‘A’ in table ‘A’ above, have been mapped to Regional office Hyderabad Zone against each LSA for the Audit purpose as per Clause 3.4.5.2.

S. No.	Name of Service Providers	Broadband (Wireline) Subscriber as on 31.03.2025	Service Area
1.	Airfiber Networks Pvt. Ltd.	23373	Karnataka, Tamil Nadu
2.	Andhra Pradesh State FibreNet Pvt. Ltd.	520309	Andhra Pradesh
3.	Excell Media Pvt. Ltd.	121981	Andhra Pradesh
4.	K Net Solutions Pvt. Ltd.	68887	Tamil Nadu
5.	Readylink Internet Services Limited	23095	Tamil Nadu
6.	Tata Teleservices Limited	24304	Andhra Pradesh, Bihar, Delhi, Gujarat, Karnataka, Kolkata, Punjab, Tamil Nadu
7.	Thamizhaga Internet Communications Pvt. Ltd.	89098	Tamil Nadu
8.	Vainavi Industries Limited	11207	Andhra Pradesh
9.	Vijayalakshmi Net Services Private Limited	11496	Andhra Pradesh
10.	Wave Fiber Private Limited	42084	Andhra Pradesh

UNDERTAKING

(On Company's letter head)

M/s. _____ is not an access or internet service licensee under the Indian Telegraph Act, 1885.

(Signature of Agency)

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 department, PSUs and/or autonomous bodies.

(Signature of Agency)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

BID SECURITY DECLARATION

(On Company's letter head)

(To be submitted by the Audit Agency, who is claiming exemption from payment of Bid Security, as per Rule 170 of General Financial Rules, 2017)

I, _____, authorized representative of M/s _____, submitting the bid for the Tender No. ____ dated ____, claim exemption from paying bid security since we are registered as Micro/ Small/ Start-up with NSIC/ MSME/ DIPP, etc. We hereby undertake that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and fail to sign the contract, or to submit a Performance Bank Guarantee (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 up to 3-years and/or may be removed from the panel of Auditors of TRAI.

(Signature of Agency)

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

(Company Seal)

UNDERTAKING
(On Company's letter head)

I, _____, am an authorized representative of
M/s _____ to submit the bid for the **Tender No. AU-4/2/6(3)/2023-QoS**
dated 28.11.2025.

2. We hereby undertake that our organisation does not have a business relationship with regard to the telecom network QoS audit or telecom network operations with any of the Licensed Telecom Service Provider, as on the date of submission of the above-mentioned bid, which may result in conflict of interest.

3. We further undertake that in the event of award of work, M/s _____ shall not enter into a business relationship with any of the Licensed Telecom Service Provider, with regard to the above-mentioned bid during the currency of the contract.

(Signature of Bidder)

Name of Authorized Signatory : _____

Designation : _____

Mobile/Telephone No. : _____

Email : _____

(Company Seal)