



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



Limited Tender Enquiry (LTE)
for
conducting a Pilot Consumer Survey of Telecom Sector

Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi: 110029

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Telecom Regulatory Authority of India
(Consumer Affairs Division)

File no: A-26/(12)/2025-CA

Dated:

19 .05.2026

Section-I

NOTICE INVITING TENDER

Subject: Invitation of bids for engagement of TRAI empanelled Agencies for conducting a Pilot consumer survey of Telecom Sector.

To,

1. **M/s Academy of Management Studies**, 3 Floor, Block A-153, Sector-8, Dwarka, New Delhi-110 075
2. **M/s Administrative Staff College of India**, ASCI, Bella Vista, Raj Bhavan Road, Hyderabad -500 082
3. **M/s Deloitte Touche Tohmatsu India LLP**, One International Centre, Tower 3,27th Floor, Senapati Bapat Marg, Elphinstone Road (W), Mumbai (Maharashtra)
4. **M/s Ernst and Young**, Ground Floor 67, Institutional Area Sector 44, Gurgaon (Haryana)
5. **M/s Grant Thornton India LLP**, L-41 Connaught Circus, New Delhi-01
6. **M/s Price Waterhouse Coopers Private Limited**,8Th Floor Tower B, Building 8, DLF Cyber city, Gurugram Haryana

(TRAI Empanelled Agencies only)

1. The Telecom Regulatory Authority of India, 4th, 5th, 6th & 7th Floor, Tower-F, World Trade Centre, Nauroji Nagar, New Delhi: 110029 (hereinafter referred to as “TRAI” or “Authority”) hereby invites bids from Agencies empanelled with TRAI for conducting a pilot consumer survey for TRAI in respect of Telecom Sectors.
2. A copy of the Limited Tender Enquiry (hereinafter referred to as “LTE”) 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 LTE, hence a hard copy of this LTE will not be available.

3. Only TRAI empanelled Agencies are eligible to participate in this LTE. The interested Agencies shall submit their bids strictly in accordance with the formats provided in Section-V and Section-VI of this LTE. All the empanelled Agencies shall be invited for a presentation before the Committee for Survey Work based on scope of work for the purpose of shortlisting.
4. The Agency shall accept all technical/ commercial terms & conditions mentioned in this LTE.
5. TRAI reserves the right to reject any or all the bids without assigning any reason thereof.
6. The bid document, complete in all respect, shall be submitted only through Government e Marketplace (GeM) portal at <https://gem.gov.in>. The requirements and procedure for online bid submission are outlined in detail on the said Portal. The Agencies 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.
7. The last time and date for bid submission is 17:00 Hrs. on 19.06.2026. The bids received after due time and date will not be accepted. The bids will be opened online at 11:00 hrs. on 22.06.2026. 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 Government e Marketplace (GeM) portal.
8. It is the responsibility of the Agency to read all the terms & conditions of this LTE carefully before submitting the bid. The incomplete bids and bids not in accordance with the terms and conditions of this LTE shall be rejected.
9. The 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 LTE.

10. The Agency shall ensure that no addition/ deletion/ corrections have been made in the downloaded Limited Tender Enquiry being submitted and it is identical to the Limited Tender Enquiry appearing on GeM portal.
11. Tentative date/ time schedule for various activities is as mentioned below:

Sl. No.	Description	Bid schedule & Address/ details
1.	Name of LTE	Engagement of TRAI empanelled Agencies for conducting Consumer Satisfaction Survey
2.	Date of issue of LTE	20 th May 2026
3.	Last date for receiving Pre-bid clarifications	29 th May 2026 at 17:00 hrs
4.	Pre-bid meeting	4 th June 2026 at 1500 hrs
5.	Issue of clarification, if any	9 th June 2026
6.	Last date and time for submission of bids	19 th June.2026 at 1700 hrs
7.	Date and time of opening of Technical Bids	22 th June.2026 at 11.00 hrs
8.	Date and time of opening of financial bids.	Date & time will be notified through email.
9	Name and address for communication	Deputy Advisor-I(CA) TRAI 6th Floor, Tower-F, World Trade Centre, Nauroji Nagar, New Delhi: 110029 (Tele no:011-26769618 /Mob no:9891249677)

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

Deputy Advisor-I (CA)TRAI

Section II

Background

1. The Telecom Regulatory Authority of India) is a statutory body established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as “TRAI Act”), *inter-alia*, to regulate telecommunication services. The Central Government has, vide its notification, in the Ministry of Communication and Information Technology (Department of Telecommunication), No. 39, published under notification No. S.O. 44 (E) dated 09.01.2004, notified broadcasting services and cable services as telecommunication service, vesting in TRAI the jurisdiction to regulate the said sectors. Some of the functions entrusted to TRAI, under section 11 of TRAI Act, are to regulate tariff, interconnection, and quality of service of telecom and broadcasting services.
2. TRAI has issued various regulations, tariff orders and direction to regulate the telecom, and the broadcasting and cable services sector. The full text of all earlier regulations on telecom and other fields, tariff orders and Press Notes are available on TRAI’s website www.traigov.in.
3. TRAI has also issued various regulations which have direct impact on consumer perception of telecom services. Some of the recent regulations are as under:
 - a. Telecom Consumers Complaint Redressal Regulations, 2012 (01 of 2012)
 - b. Telecom Commercial Communications Customer Preference (Second Amendment) Regulations, 2025 (01 of 2025)
 - c. Telecom Consumers Protection (Twelfth Amendment) Regulations, 2024
 - d. Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)
 - e. Telecommunication Mobile Number Portability (Ninth Amendment) Regulations, 2024 (01 of 2024)
4. The TRAI empanelled agencies are requested to participate in competitive bidding for conducting the consumer satisfaction survey of the telecom consumers.
5. The outcome of the survey shall provide input to the Authority for improving regulatory framework.

Section III

General Terms & Conditions

1. **Definitions:-**

- i. “Purchaser” means Telecom Regulatory Authority of India.
- ii. “Agency/ Agencies” means TRAI empanelled Agency which is eligible to participate in this LTE and submits its bid;
- iii. “Awardee Agency/ Agencies” means the Agency/Agencies to whom work in this LTE is awarded;
- iv. “Work Order” means the order placed by the Purchaser on the Awardee Agency/Agencies and will include all attachments, appendices thereto and all documents incorporated by reference therein;
- v. “Contract Price” means the price payable to the Awardee Agency/Agencies under the work order for the full and proper performance of its contractual obligations.

2. **Cost of bidding**

The Agency 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.

3. **Bid document**

The Agency is expected to examine all instructions, forms, terms and specifications in the bid documents and clarifications/amendments/addenda, if any. The failure to furnish all the requisite 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 Agency's risk and may result in rejection of the bid.

4. **Clarification on bid document and pre-bid conference**

- (i) Agency requiring any clarification on the bidding documents shall notify the Purchaser in writing through the GeM portal. The Purchaser will 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 LTE.
- (ii) However, the Purchaser does not undertake to answer each query/ request for clarification. The Agency shall not assume that their unanswered queries have been accepted by the Purchaser.

- (iii) The copies of the query (without identifying the source) and clarifications by the Purchaser will be uploaded on TRAI's website www.trai.gov.in as well as on <https://gem.gov.in>. The clarification/ queries on bid documents should be sent in the following format:

S. No.	Clause No. with Section of LTE	Clarification/ query

- (iv) The Agencies are required to keep regular watch on GeM portal <https://gem.gov.in> and the TRAI website (www.trai.gov.in) for any amendment to the LTE or for clarifications in response to the queries raised by the Agencies up to a day prior to the last date for submission of bids.
- (v) TRAI reserves the right to reject any or all the bids in case the bids are submitted without taking into account the amendments/ clarifications mentioned in para (iv) above. Further, the Agencies shall be fully responsible for downloading of the amendments made by TRAI in the bid document and clarifications issued, if any, from the website of TRAI or GeM portal and TRAI accepts no responsibility whatsoever in this regard.
- (vi) Any clarification on the bid documents, if any required by the Agencies, will , to the extent possible, be clarified in the pre-bid conference. The pre-bid conference will be held with the Agencies, 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 one of the meeting halls of TRAI at NBCC World Trade Centre, Block F, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 or through online or hybrid mode. The Agencies should, on their own, attend the said conference without waiting for any further communication.
- (vii) As a result of the discussion in the pre-bid conference, if any modifications to the LTE are considered necessary, suitable corrigenda/ addenda will be issued. A copy of such corrigenda/ addenda will be uploaded on <https://gem.gov.in> and TRAI website (www.trai.gov.in).
- (viii) Any clarification/ corrigenda/ addenda issued by TRAI either on its own, or in response to query raised by Agencies shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.

5. Amendment of bid documents

- (i) 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 an Agency, modify bid documents by issuing amendments.

- (ii) The amendments will be notified in writing through GeM portal and TRAI website to Agencies and these amendments shall be binding on them.
- (iii) In order to allow the Agencies 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.

6. Penal provisions for bid modifications

- (i) The Agency will be suspended from participating in the future tenders of TRAI for a period of up to **three (3) years**, in any of the following circumstances:-
 - (a) in case the Agency withdraws or modifies its bid after the last date of submission of bid and during the period of validity of bid; or
 - (b) in case the Awardee Agency fails to sign the contract within the specified period of validity.

7. Documents comprising bids

- (i) The Agencies shall submit the Technical-Bid and Financial Bid online separately before the last date and time of submission of bids. The first electronic envelope will be named as '**Technical envelope**' and will contain documents to establish Agency's technical eligibility for the work propounded by this LTE and second electronic envelope will be named as '**Financial envelope**' containing financial quote. Offline documents shall be submitted in **Envelope-3 (offline)**. Broadly, the following documents are required to be submitted: -

(a) **Technical envelope** shall contain: -

- (I) copy of the LTE document and clarifications/ corrigendum issued, if any, duly signed by the authorised representative of the Agency on each page of the LTE and clarifications/ corrigendum issued, if any, as an acknowledgement that the Agency has read and accepted the terms and conditions;
 - (II) duly filled Form-I to Form-V of Section- VI of this LTE document;
 - (III) 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.;
 - (IV) any other documents as specified in the LTE.
- (b) **Financial envelope** shall contain duly filled Price Schedule in accordance with Section V of this LTE. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the Agencies on the GeM portal only.

(c) **Envelope-3 (offline)** shall contain:-

- (I) 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.;
- (II) duly filled Form-I to Form-V of Section-VI of this LTE;
- (III) letter of authorization to attend the bid opening.

The above documents (under Envelope-3 (offline)) are required to be submitted physically (i.e. offline submissions) to Deputy Advisor-I (CA) Telecom Regulatory Authority of India, 6th Floor, Tower-F, World Trade Centre, Nauroji Nagar, 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 document for conducting consumer survey*' and the phrase "*Do Not Open Before (due date and time of opening of tender)*" shall be clearly mentioned on it.

- (ii) The bid submitted should be properly indexed with running page numbers marked on all documents enclosed.
- (iii) The name, address, telephone/ mobile number, e-mail address of the Agency should be clearly mentioned. 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.
- (iv) Agencies are required to sign the complete bid document as per the requirements of this LTE.

8. Submission of bid and validity of bids

- (i) The standard formats for the bids i.e. Financial and Technical are at Sections V and VI of this LTE, respectively. All the details are required to be filled by the Agencies and submitted before the last date and time of submission of bids. The bids should be paginated and indexed.
- (ii) The bids must be received by the Purchaser as per timelines specified in clause 7 of Section I of this LTE and not later than the date and time indicated in the Notice Inviting Tender given in Section I of this LTE.
- (iii) The Agency is required to submit the bid (except Envelope-3) online at the GeM portal. The bids received after due time & date will not be accepted. **The offline submission of bids would not be accepted and only the documents mentioned in clause 7 (i)(c) of Section-III of this LTE shall be submitted offline.**
- (iv) The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the bid documents in accordance with clause 5 of Section III of this LTE in which case all rights and obligations of the Purchaser and Agencies previously subject to the deadline will thereafter be subjected to the extended deadline.

- (v) The bid shall remain valid for **one hundred twenty (120) days** from the last date of submission of the bid.
- (vi) Agencies 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.

9. **Modification and withdrawal of bids**

- (i) The bid modification, revision or withdrawal shall be in accordance with the provisions of GeM portal.
- (ii) Subject to clause 9(i) of Section III of this LTE, no bid shall be modified subsequent to the deadline for submission of bids.

10. **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.

11. **Opening of the bid**

- (i) The technical bids will be opened on **22.06.2026 at 11.00 hrs.** online through GeM portal.
- (ii) The participating Agencies/ authorised representative(s), if they so desire, may be present at the time of opening of the bids.

12. **Evaluation of Bids:** The bids shall be evaluated in the following steps:

Step 1 - Technical Proposal

Step 2 – Financial Proposal

13. **Technical Evaluation:** Only those bidders meeting the pre-qualification criteria/eligibility criteria will be considered for further technical evaluation.

S. No.	Description	Scoring Criteria	Maximum Marks
(A)	Survey Methodology, Tools Used & Deliverables, and Past Experience of the Bidder		60
1	Innovation and Tools used by Survey Agency (Refer to Form IV for details)	8 marks: Advanced tools (AI, GIS, Interactive dashboards) with clear benefits 4 marks: Standard digital tools with some innovation 2 marks: Limited technology usage	8

S. No.	Description	Scoring Criteria	Maximum Marks
		0 marks: No innovation	
2	Qualification and Experience of Survey Head Nominated by Survey Agency (Refer to Form III for details)	6 Marks: 15+ Years of experience in Survey, Statistics and Management 4 Marks: 10+ Years of experience in Survey, Statistics and Management 2 Mark: 5+ Years of experience in Survey, Statistics and Management	6
3	Formats of Deliverable Report by Survey Agencies (Refer to Form VI for details)	6 marks: At least 3 structured formats (detailed report, summary, dashboard) 4 marks: 2–3 formats with moderate clarity 2 marks: 1–2 basic formats 0 marks: No defined formats	6
4	Experience in conducting similar All India survey (\geq ₹1 Crore) covering >50% States/UTs in last 3 years	Up to 3 projects: 10 marks Each additional project: 10 marks (subject to maximum of 40 marks)	40
(B) Proposed Approach and Methodology			40
1	Proposed approach and methodology in response to the Scope of Work	36–40 marks: Excellent understanding; detailed, structured, and innovative approach aligned with scope 26–35 marks: Good understanding; clear approach with minor gaps 16–25 marks: Average understanding; basic approach lacking depth 0–15 marks: Poor understanding; unclear or incomplete approach	40
<i>Note: Proposal should be within 2–3 pages covering understanding of scope and methodology.</i>			

The minimum technical score for qualification is 70% of the total 100 marks obtained for technical evaluation.

14. **Final evaluation:** Final evaluation of the bid will be based upon the final technical scoring and financial scoring through **Quality-and-Cost-Based Selection (QCBS)** where **Technical Bid Score** will get a weightage of 70% and **Financial Bid Score** a weightage of 30%. The Proposal, that obtains the highest Combined Score, will be rated as the best evaluated Proposal.

Financial proposal: The bidder with technical score of less than 70 shall be disqualified and their financial bids will not be opened. Financial bids of the technically qualified bidders will be opened online on GeM portal and will be evaluated by a duly constituted Financial Bid Evaluation Committee.

The bidders who are technically compliant i.e., passing the minimum technical evaluation score as above in the technical evaluation shall be eligible for Phase-3 Evaluation of Financial Proposal.

Combined and final evaluation: For selection of a bidder, 70% of weightage will be given to the technical score of the individual empanelled Agency and 30% weightage shall be given to their corresponding financial bid. The bidder scoring highest score out of 100 will be awarded the project.

The proposal with the lowest cost shall be given a financial score of 100 and other proposals shall be given financial scores that are inversely proportional to their prices.

The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

As an example, the following procedure may be followed. In a particular case of selection of empanelled Agency, minimum qualifying marks for technical qualification is 75 and the weightage of the technical bids and financial bids is 70:30. In response to the RFP, three (03) proposals, A, B & C were received. The technical evaluation committee after evaluation awarded them 75, 80 and 90 marks respectively out of 100. The minimum qualifying marks were 75. All the three (03) proposals were, therefore, found technically suitable and their financial bid were opened at the notified date and time. The financial evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal	Bid Amount (per sample)
A	Rs.120
B	Rs.100
C	Rs.110

Using the formula LEC / EC , where LEC stands for lowest evaluated cost and EC stands for bid amount, the committee gave them the following points for financial proposals:

A: $100 / 120 = 83$ points

B: $100 / 100 = 100$ points

C: $100 / 110 = 91$ points

In the combined evaluation, thereafter, the committee calculated the combined technical and financial score as under:

Proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.4$ points.

Proposal B: $80 \times 0.70 + 100 \times 0.30 = 86$ points

Proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.3$ points.

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 77.4 points: H3

Proposal B: 86 points: H2

Proposal C: 90.3 points: H1

Proposal C at the evaluated cost of Rs.110 was, therefore, declared as winner and recommended for approval, to the competent authority.

15. **Award of work:** The successful bidder shall confirm the acceptance of the Work Order within seven days of the issue of the order
16. **Performance Bank Guarantee:** The Awardee Agency shall furnish a Performance Bank Guarantee (hereinafter referred to as PBG), of an amount equivalent to 5% of the total contract value (including tax as applicable) within seven (7) days from the issue of Work Order along with a letter communicating its unconditional and unequivocal acceptance of the terms of the Work Order. The PBG should be drawn by a Scheduled Commercial Bank in favour of "Telecom Regulatory Authority of India,

New Delhi”. The PBG should be valid for a period of sixty (60) days beyond the period of validity of contract.

- The PBG furnished by the Agency shall be encashed and forfeited by TRAI without prior permission of Awardee Agency/ respective Bank in the event of breach or non-observance of any of the terms & condition of this LTE.
- In case of poor performance, breach of confidential information or any other type of default of the conditions specified by this LTE, the TRAI will have the right to forfeit the PBG and may blacklist the Awardee Agency.

17. **Validity of Contract**

- i. The contract shall be valid for a period of twelve (12) months from the date of signing of the contract.
- ii. The contract period may be extended up to maximum twelve (12) months, on six (6) month basis, at the same rate and terms & conditions, as per the contract, at the sole discretion of TRAI, to cover the consumer survey in the extended period. In case the contract is extended to cover Consumer Survey work for one (1) or more months, but not more than twelve(12) months, the Agency shall submit, within fifteen(15) days of intimation about such extension by the Purchaser, a fresh PBG for amount equivalent to three per cent (5%) 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(6) months on similar terms, at least one(1) month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantee 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 Agency, at its risk and cost. No interest or

18. **Purchaser’s right to vary quantities**

The Purchaser reserves the right to increase or decrease the number of consumer surveys, amounting maximum up to twenty five (25) percent of the total contract value as provided in the Schedule for Financial Bids (i.e. Section-V of this LTE), without change in the unit price or other terms and conditions during the validity of the contract, including the extended period (if extended).

19. **Force Majeure**

- (i) If the performance in full or part as specified in the contract is prevented, restricted, delayed or interfered by reasons of-

- (a) fire, explosion, cyclone, floods;
- (b) war, revolution, acts of public enemies, blockage, or embargo;
- (c) any law, order, proclamation, ordinance, demand, lock down imposition by Government, or authority or representative of any Government;
- (d) strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; or
- (e) any other circumstances beyond the control of the party affected,

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

- (ii) If at any time during the performance of the contract, the Awardee Agency should encounter force majeure conditions mentioned in clause 20 (i) above impeding timely completion of the work, the Awardee Agency shall, within seven (7) days, notify to the Purchaser in writing the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the notice of the Awardee Agency, the Purchaser may evaluate the situation and may, at its discretion, extend the period for performance of the contract after mutual discussion with the Awardee 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 conditions by giving fourteen (14) days' notice to the Awardee 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.

20. **Termination:**

- (i) TRAI reserves the right to terminate the contract, in whole or in part, for its (the Purchaser's) convenience or upon frustration of the contract as per sub-clause below, by serving Notice for Termination of Contract of fourteen (14) days on the Awardee Agency at any time during the currency of the contract. The notice will specify that the termination is for the convenience of TRAI or the frustration of the contract. The notice will also indicate, inter-alia, the extent to which the Awardee 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 which shall accrue upon TRAI after termination. Unless otherwise instructed by TRAI, the Awardee Agency shall continue to perform the contract to the extent not terminated.

- (ii) Without prejudice to its right to impose liquidated damages, TRAI reserves the right to terminate the contract and forfeit the PBG if:-
 - (a) the Awardee Agency fails to carry out the task as per the terms and conditions specified in the tender document and the contract; or
 - (b) TRAI upon assessing the work done by the Awardee Agency, finds it to be failing to meet performance standards; or
 - (c) the Awardee Agency has breached terms of the contract; or
 - (d) the survey report is not as per the format approved by TRAI; or
 - (e) the survey 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 Awardee Agency.
- (iii) The delivery of the performance of the work shall be done by the Awardee Agency in accordance with the time schedule specified by TRAI. TRAI shall be the sole judge of the adequacy of work received and their value. In case the work is not completed within the stipulated delivery period, as indicated in the contract, or in case of poor performance or non-performance of the work, TRAI reserves the right to terminate the contract and/ or impose liquidated damages as per clause **13 of Section-IV** of this LTE.
- (iv) The termination of the contract shall be at the risk and responsibility of the Agency and TRAI reserves the right to get the work completed for the remaining part at the risk and cost of the defaulting Agency.

21. **Data accuracy:** The Awardee Agency shall be solely responsible for ensuring the accuracy, completeness, and reliability of the data and findings presented in the report.

22. **Indemnity**

- (i) The Awardee 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 Awardee Agency during the discharge of its duties and obligations under the contract.
- (ii) In no event shall TRAI be liable to the Awardee 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 Awardee Agency under this contract. The Awardee 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 Awardee Agency, its agents or servants.

23. **Coordination**

The Awardee Agency shall appoint one of its employees as coordinator, who shall represent it in all dealings with the TRAI. The Purchaser, either directly or through its Regional Offices, may also monitor the process of sample collection by the Awardee Agency/Agencies.

24. **Confidentiality**

- (i) The Awardee 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 Awardee Agency shall be the exclusive property of TRAI and the Awardee 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 Awardee Agency.
- (ii) All information gathered for and during the consumer survey shall be the sole property of TRAI. The Awardee Agency shall not transfer/ pass on the information of one service provider to another service provider, or to any third party, under any circumstances.
- (iii) The Awardee 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.
- (iv) The Awardee 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.
- (v) The Awardee Agency, if required, shall be asked to enter into a confidentiality agreement {Non-Disclosure Agreement (NDA)} with TRAI, to this effect, before start of the survey.
- (vi) In case of breach of the above confidentiality information/act/conditions mentioned in sub-clauses (i) to (v) of clause 25 of Section III of this LTE, the Purchaser (TRAI) will take legal action against the Awardee Agency as per respective Act.

25. **Laws governing contract**

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

26. **Jurisdiction of courts**

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

27. Arbitration

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

28. Language of the bid and bid cost:

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

29. 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 shall be borne by the Awardee Agency.

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

The Awardee Agency shall not assign the contract, the benefit or burden thereof, to any other person or persons or body corporate. No under letting or sub-letting to any person or body corporate for the execution of the contract, or any other part thereof, is permitted under any circumstances. However, if it is felt essential than any partner organization or outsourced agency engaged by the Survey Agency for execution of the survey activities shall be duly intimated to TRAI in advance for information and necessary concurrence.

31. False information:

- (i) In the event that the Agency furnishes false, incorrect or misleading information, the Agency will be suspended from participating in the future bids of TRAI for a period up to three (03) years and/ or the Agency may be removed from the panel of TRAI.
- (ii) Further, if during the performance of the contract, it is detected that the contract has been obtained by furnishing false, incorrect or misleading information in the bid, the contract is liable to be terminated and PBG and other payments due to the Awardee Agency shall be forfeited and/ or the Awardee Agency may be removed from the panel of TRAI and liable to be blacklisted.

32. **Verification of Documents and Certificates**

- (i) The Agency shall verify the genuineness and correctness of all documents before submitting them in reference to this LTE. The onus of proving the genuineness of the submitted documents shall rest with the Agency.
- (ii) As per requirement of the conditions provided in this LTE, if any document/paper/certificate submitted by the Agency is found to be false/fabricated/tampered/manipulated at any stage during bid evaluation or after award of contract, then the Performance Bank Guarantee of the Agency would be forfeited. TRAI also reserves its right to disqualify the Agency from this LTE or to rescind the contract and to get the work completed for the remaining part from any other source at the risk and cost of the Agency.

33. **Rejection of bids**

- (i) While all the conditions specified in the bid documents are critical and are required to be complied, special attention of the Agency is invited to the following clauses of the bid documents, non-compliance of any one of which shall result in rejection of the bid:-
 - (a) Financial Bid Format: If prices are not filled in as prescribed-----the Agency has to quote for all the services of all the Licensed Service Areas mentioned in the price.
 - (b) Technical proposal/ bid: If technical proposal contains any material financial information.

Section IV

Objective & Scope of Work

A. Objective:

The objective of this LTE is to assess consumers' satisfaction with telecom services and provide evidence-based insights to help TRAI improve the regulatory mechanism.

B. Scope of work:

1. The survey shall be done to assess the consumer perception and satisfaction about **Service Acquisition Stages for Telecom services across nation**. The overall quality of user experience is evaluated by measuring satisfaction throughout all phases of obtaining services and products. These stages are:
 - **Before Acquiring the Service**
 - o Availability of relevant information
 - o Variety of Tariff offered
 - **During the Service Acquisition Process**
 - o Time required for service activation
 - o Quality of customer support
 - **After Obtaining the Service**
 - o Options for payment methods
 - o Reliability of the service
 - o Comparison of service features with the value provided
2. **Data Collection Methodology:** Data collection for the survey shall be undertaken through two standardized and technology-enabled methodologies, namely **Computer Assisted Telephonic Interviews (CATI)** and **Computer Assisted Personal Interviews (CAPI)**, to ensure the comprehensiveness, reliability, and efficiency of data acquisition.

Under the **CATI** approach, structured telephonic interviews will be conducted using computerized systems to facilitate uniformity, minimize interviewer bias, and enhance the precision of responses.

Under the **CAPI** approach, data will be collected through face-to-face interviews conducted using handheld or digital devices. The system shall capture and record the **geolocation coordinates (Latitude and longitude)** of the respondent to validate the authenticity of the fieldwork. Additionally, an **OTP-based authentication mechanism** shall be employed prior to each interview to verify the identity and genuineness of the participant. These combined methods aim to uphold high standards of accuracy, transparency, and data integrity while ensuring efficient monitoring and auditability of the overall survey process.

The Awardee Agency may undertake the survey using either of the following options:

(i) at least 80% of the total survey samples shall be conducted through the CAPI (Computer-Assisted Personal Interviewing) method, with the remaining up to 20% through the CATI (Computer-Assisted Telephone Interviewing) method; or

(ii) 100% of the survey samples may be conducted through the CAPI method.

3. **Data Sampling Methodology:** A **stratified sampling methodology** shall be adopted to ensure fair and representative coverage across **Licensed Service Areas (LSAs), Telecom Service Providers (TSPs), and types of telecom services**. The sampling framework will follow a three-tier structure as outlined below:

- **First Stratified Level – Licensed Service Areas (LSAs):** Representation will be ensured across all LSAs to capture regional diversity and service variations across geographic areas.
- **Second Stratified Level – Telecom Service Providers (TSPs):** Samples will be distributed among different service providers within each LSA to reflect performance variations across TSPs.
- **Third Stratified Level – Type of Service:** Representation will be maintained across all service categories — Wireless (Voice + Broadband), and— to cover the full spectrum of telecom services.

The sample size has been determined with a 95% confidence level and a 5% confidence interval for each Telecom Service Provider within every Licensed Service Area. Samples will be drawn in proportion to the subscriber base of each segment to ensure statistical validity, accuracy, and comprehensive representation of consumer experiences nationwide.

4. **Satisfaction Indicators for Individuals – Telecom Services:** Suggested List of indicators is as follows

Service Acquisition Stage	Stage	Indicators
Before Acquiring the Service	Knowledge	Availability of information
		Ease of accessing information
		Satisfaction and variety of Tariffs offered
	Purchase	Satisfaction with the variety of products and services provided
		Satisfaction with package details
During the Service Acquisition Process	Join	Confirmation of the Sales/Subscription Contract
		Satisfaction with clarity of contract terms and conditions
		Satisfaction with the time taken to install and activate the service
	Payment	Satisfaction with the accuracy of bills
		Satisfaction with diversity of payment methods
		Satisfaction with payment procedures (alerts, reminders, etc.)
After Obtaining the Service	Usage	Satisfaction with the reliability of the service
		Satisfaction with quality, speed, etc., of the service
	Getting Help	Satisfaction with the benefits of the service provided for the amount paid
		Ease of obtaining the desired outcome from the service
		Effectiveness of Consumer Grievance Redressal Mechanism established by the Service Providers for different services.
		Effectiveness of Consumer Grievance Redressal Mechanism in respect of UCC complaints, established by the regulator or service providers

Service Acquisition Stage	Stage	Indicators
	Renewal / Termination	Effectiveness of Mobile Number Portability processes.
		Ease of cancelling service

5. A detailed and structured **question tree(s)** shall be designed to serve as the foundation of the survey instrument, ensuring logical sequencing and smooth navigation across question modules based on the sample questionnaire provided in Consumer Survey Format at **Annexure-7**. The question tree will integrate all essential parameters, including respondent demographics, service type, experience indicators, and satisfaction metrics, to facilitate coherent data flow and minimize respondent confusion. Each branch of the question tree will be developed to maintain contextual relevance and dynamic progression based on previous responses, enabling an adaptive and respondent-friendly survey experience. This structured design approach will ensure that all critical aspects of consumer feedback are comprehensively captured with clarity, accuracy, and completeness.
6. The preparation and finalization of the question tree(s) for the survey shall be done in consultation with TRAI. Further, TRAI reserves the right to modify the format of the question tree for the survey, as per its requirements.
7. While conducting survey, following conditions shall be ensured by the Awardee Agency:-
 - (i) the survey needs to be conducted in two (2) Licensed Service Areas (hereinafter referred to as "LSA") i.e. Bihar and Uttar Pradesh (East) and should cover at least four (4) districts in each LSA. The details of the LSA along with geographical areas covered are contained in **Annexure-2A**;
 - (ii) the details of sample size for each service provider service area-wise in respect of Access(Wireless) Service are given in **Annexure- 2B**;
 - (iii) sample size has been determined for confidence level of ninety five percent (95%) and with a confidence interval of five percent (5%) in each of the service areas and for each of the service providers (licensees);
 - (iv) wherever, the subscriber base is low, the sample size shall be determined in consultation with TRAI; and
 - (v) survey shall be conducted in Computer Assisted Telephonic Interview (CATI) and Computer Assisted Personal Interviews (CAPI) approach. 20% of samples to be treated under CATI approach and 80% under CAPI Approach.

8. The **draft report** prepared under the assignment shall **bear a watermark of the TRAI logo** on all pages to ensure authenticity and official identification of the document. TRAI reserves the right to modify the format of the report, as per its requirements.
9. The Awardee Agency shall conduct the survey as per the schedule indicated in the table below:

Sl. No.	Activity	Timeline (Days)
1	Date of Acceptance of Work Order	T0
2	Submission of Questionnaire	T0+20 days
3	Completion of Survey	T0+50 days
4	Submission of Draft Report	T0+80 days
5	Presentation to TRAI	T0+90 days
6	Submission of Final Report	T0+100 days
7	Time of Survey	10.00 am to 8.00 pm (including weekends)
8	Languages supported	Hindi or English or official language of the State/LSA

10. Other obligations of the Awardee Agency

- (i) The Awardee Agency shall provide details of the composition of the proposed team and tasks of each team member including supervisor who will be involved in the survey activities.
- (ii) The survey shall be completed within the time limits mentioned in this LTE.
- (iii) The Awardee Agency shall preserve all the data formats and information collected for a period of twelve months after the expiry of the contract and shall produce the same to TRAI as and when called upon by TRAI.
- (iv) All the information collected during the survey, including computer databases of questionnaires, background information, reports, etc. shall be the property of TRAI.
- (v) The Awardee Agency shall not use/disseminate/ disclose the information collected during the survey to any third party/ organization, unless otherwise permitted by TRAI in writing.
- (vi) The Awardee Agency shall be solely responsible for ensuring the accuracy, completeness, and reliability of the data and findings presented in the report.

11. Deliverables

- (i) The Awardee Agency shall submit a detailed report in soft copy and also ten (10) hard copies to TRAI. The report shall, *inter-alia*, contain the survey results of each LSA for each service and each TSP, including executive summary, and critical findings along with detailed category-wise analysis.

- (ii) After the submission of a draft report, the Awardee Agency shall make a brief presentation to TRAI on the survey conducted.
- (iii) The Awardee Agency shall carry out corrections/ modifications, if any, as desired by TRAI before submission of the final report.
- (iv) The Awardee Agency shall submit the original soft/hard copies of samples collected during the survey along with the final report.

12. Obligations of TRAI

- (i) TRAI will make data available, if required by the Awardee Agency, and such other information as may be requested by the Awardee Agency, which is available with TRAI, for carrying out the survey.

13. **Penalty:** In the event of the failure of the Awardee Agency to deliver the survey reports along with other deliverables within the date specified, TRAI may, without prejudice to its right, deduct as liquidated damages, the sum equivalent to 0.5% of the total contract price (including taxes) for delay of each week or part thereof, subject to a maximum of 10% of the total contract price. But if the delay is on account of any cause, for which the Awardee Agency promptly notifies TRAI and TRAI accepts the same as a reasonable ground for extending the time for delivery, no liquidated damages will be levied during the additional time agreed to by TRAI.

14. Terms of Payment:

- (i) The Payment Schedule will be as under:

Milestone	Deliverables	Payment to be released (in %)
I	Receipt of Acceptance Letter, PBG, composition of survey team and Final Question Tree by TRAI	5%
II	Draft survey report	45%
III	Final Survey report – soft copy & 10 hard copy; Soft copy and hard copy of data collected.	50%

- (ii) On completion of each milestone, the Awardee Agency shall produce bills along with the deliverables for release of the payment.
- (iii) The payment shall be released only after verification of the milestones and its acceptance by TRAI. The survey report shall be rejected if the survey has not been carried out in accordance with the requirements of the LTE or the contract, or if it is not in the format approved by TRAI. Payment will be released after deducting the applicable penalty, if any, during the settlement of bills.

- (iv) Tax Deducted at Source (TDS) and all other applicable taxes will be deducted as per extant rules before release of payment.

Miscellaneous:

- (i) All the expenses towards boarding, lodging, and travelling of team members of the Awardee Agency for conducting survey shall be borne by the Awardee Agency itself.
- (ii) TRAI may, at any point in time, ask for supporting documents to verify the authenticity of the survey conducted. Further, TRAI shall have the right to verify authenticity of each of the observations on its own.
- (iii) The Awardee Agency shall give access to the tools and applications used for the survey to TRAI or its representatives/ officers, as and when required.
- (iv) The Awardee Agency shall make a presentation on the findings of the survey to TRAI, as and when required.
- (v) There shall be no change in the composition of the team proposed by the Awardee Agency during the survey work. However, in case of the occurrence of an unforeseen event, beyond the control of the Awardee Agency, TRAI may permit replacement of a member in the team.

Section V

Schedule for financial bid

The agency shall submit the Financial Bid, in a separate sheet online. The Agency should note that:

1. Agency shall quote prices for both Bihar and UP(East) LSAs and for earmarked services. Any financial bid for other than these 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 will be done based on the total price quoted.

Note – For sample size for the survey of each service area and for each service provider, refer Annexure-2B, 2C and 2D)

The survey agency shall submit the Financial Bid in the format given below:

Sl. no	Service for which consumer survey to be done	Number of Samples to be treated (A)	Per Sample cost (Rupees in words and figures) (B)	Total Quotation (Rupees in words and figures) C = A x B
1	Access Service (Wireless) for UP East LSA (Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh: Shahjahanpur, Kannauj, Farrukhabad, Lakhimpur Kanpur rural and Jalaun (Orai))	384 x 4 = 1536		
2	Access Service (Wireless) for Bihar LSA (Entire area falling within the States of Bihar and Jharkhand)	384 x 4 = 1536		
Total Samples		3072		
Grand Total (in Rs.)				
Grand Total in Words:				

Note: The Financial Bid shall be inclusive of all taxes, levies and duties including service tax.

Section-VI

TECHNICAL BID – SAMPLE FORMS

FORM-I : PROPOSAL SUBMISSION FORM

(To be submitted on Agency's letter head)

From,

(Name and address of the agency)

To

Deputy Advisor-I (CA)
Telecom Regulatory Authority of India (TRAI),
Room No. 618 , 6th Floor, Block F,
NBCC World Trade Centre, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029

Subject: Invitation of Bids for Conducting Consumer Survey of Access (wireless) Service provided by various service providers

Sir,

We, the undersigned, offer to provide our services for the work of conducting consumer survey of Access (wireless) Service provided by various service providers in accordance with LTE No. _____ dated _____ 2026.

1. We are hereby submitting our proposal, in sealed envelope as per the **Clause 6** of **Section-III** of the LTE document.
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 LTE No. _____ dated _____ 2026 for conducting consumer survey of Access (wireless) Service for TRAI, and hereby accept and comply to all terms and conditions mentioned therein and undertake that we shall ensure clause by clause compliance to this LTE.

Dated, the..... day of2026

Yours faithfully,

Witness:

(Signature of the Authorized signatory)

Signature.....

Name of the Signatory

Address.....

Title of the Signatory

Mobile No.

E-mail address

FORM-II: BROAD DESCRIPTION OF THE SURVEY METHODOLOGY INCLUDING SAMPLE DESIGN AND WORK PLAN FOR PERFORMING THE CONSUMER SURVEY

(Please mention the methodology including sample design and work plan – by survey agency)

(Signature of the Authorised signatory)

Name and Title of the Signatory

FORM-III : 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 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 LTE No. _____ dated ___ 2026 for conducting Consumer Survey of Access (wireless) Service and for TRAI, and hereby undertake that we have sufficient technically skilled manpower with requisite technical and managerial competence, having the domain knowledge of conducting the Survey work as defined under scope of work given in **Section IV** of LTE.

(Signature of the Authorised signatory)

Name and Title of the Signatory

FORM-IV: NOTE ON INNOVATION AND USE OF TOOLS FOR CONDUCT OF CONSUMER SURVEY

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

(Signature of the Authorised signatory)

Name and Title of the Signatory

FORM-V: 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 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.		
2.	Duly filled Form-I to Form-V of Section-VI of the LTE.		
3.	Letter of authorization to attend bid opening		
Technical Envelope (To be submitted ONLINE)			
1.	Undertaking as per Annexure-3 that the bidder is not an access or internet service licensee under the Indian Telegraph Act, 1885 and The Telecommunication Act 2023.		
2.	Undertaking as per Annexure-4 that the bidder is not blacklisted or barred from participation.		
3.	Undertaking as per Annexure-6 that the bidder is not having business relationship with any of the licensed Telecom Service Providers in India.		
4.	Duly filled Form-I to Form-V of Section-VI of the tender document.		
5.	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.		
6.	Copy of the LTE along with amendments/ corrigendum/ clarifications issued by TRAI, if any, duly signed by the Agency		
Financial Envelope (To be submitted ONLINE)			
8.	Financial bid as per Section V of the LTE.		

(Signature of the Authorised signatory)

Name and Title of the Signatory

FORM-VI: Submission of Deliverables: Requirement for Agencies to Present at Least Three Formats of the Deliverable Report

(Requirement for Agencies to Present at Least Three Formats of the Deliverable Report)

(Signature of the Authorised signatory)

Name and Title of the Signatory

ANNEXURE-1 : PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the Indian Stamp Act, 1899)

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 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 Consumer Satisfaction Survey of Access (Wireless) Service;

AND WHEREAS it has been undertaken by the Agency in the said Contract, that the Agency shall furnish TRAI with a Bank Guarantee from a Scheduled Commercial 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 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 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 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 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 of2026

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, which shall issue the ‘Performance Bank Guarantee’.

ANNEXURE-2A: DETAILS OF LICENSED SERVICE AREA ALONG WITH GEOGRAPHICAL AREA

S. No.	Licensed Service Area	Geographical Areas covered
1	UP East	Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh: Shahjahanpur, Kannauj, Farrukhabad, Lakhimpur Kanpur rural and Jalaun (Orai).
2	Bihar	Entire area falling within the States of Bihar and Jharkhand.

ANNEXURE-2B: DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING ACCESS (WIRELESS) AND BROADBAND (WIRELESS) SERVICE IN EACH LICENSED SERVICE AREA

S. No.	Licensed Service Area	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2025	Survey Sample Size
1	UP (East)	Airtel	36484630	384
		Vodafone Idea	16128148	384
		RJIL	41697984	384
		BSNL	8081876	384
2	Bihar & Jharkhand	Airtel	41096191	384
		Vodafone Idea	7727548	384
		RJIL	41730845	384
		BSNL	5771775	384
Grand Total			198,718,997	3072

ANNEXURE-3: UNDERTAKING

(On Company's letter head)

M/s. _____ is not an access or internet service licensee under the Indian Telegraph Act, 1885 and/or the Telecommunications Act, 2023.

(Signature of Agency)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

ANNEXURE-4 : UNDERTAKING

(On Company's letter head)

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

(Signature of Agency)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

ANNEXURE-5: UNDERTAKING

(On Company's letter head)

I, _____, am the authorized representative of M/s _____, to submit the bid(s) for the Limited Tender Enquiry No. _____ dated _____.

2. We hereby undertake that our organisation does not have a business relationship as on the date of submission of bid, with regard to the consumer survey of Access (Wireless) Service or their network operations with any of the Licensed Service Provider in India, 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 regard to the consumer satisfaction survey of Access (Wireless) Service or their network operations with any of the Licensed Service Provider in India, during the currency of the contract.

(Signature of Bidder)

Name of Authorized Signatory : _____

Designation : _____

Mobile/Telephone No. : _____

Email : _____

(Company Seal)

ANNEXURE-6 : SAMPLE FORMAT FOR SURVEY

Telecom Regulatory Authority of India (TRAI)	
Consumer Survey Format	
Name of the Consumer	
Age of the Consumer	
Gender of the Consumer	
Address of the Consumer	
Mobile Number	
City & LSA	
Urban/Rural	
Mode	(CATI/CAPI)
Service type	Wireless/Mobile
Nature of Subscription	(Prepaid/Postpaid)
Name of the Service Provider	
Period since which a consumer is attached to the current Service Provider	Approx

Note: Awardee Agency shall prepare a question tree based on sub-clauses 1 and 4 of clause B of Section IV of the LTE. Preparation and finalization of question tree for the survey will be done in consultation with the TRAI