Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nehru Marg (Old Minto Road, New Delhi – 110 002
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Dated 21st April, 2017

CLARIFICATIONS ON TENDER DOCUMENT FOR AUDIT AND ASSESSMENT OF QUALITY OF SERVICE OF BASIC SERVICE (WIRELINE), CELLULAR MOBILE TELEPHONE SERVICE AND BROADBAND SERVICE

1. **As per the tender EMD is given as Rs. 300000 and 500000. Two different values for earnest money mentioned. Request you to please clarify which one is correct. [Page 2, Clause 4(ii) & 6, and Page 5, Clause 3]:**

We would like it to be 3 lacs, and hopefully limited to 3 lacs even if we bid for multiple zones.

Clarifications: The Earnest Money Deposit will be Rs.300000 (Rupees Three Lakhs only) per Zone.

2. **As per Earlier tender (2015) there was 10% in advance payment on report format submission, however there is no condition of advance payment in current tender. Please confirm if there will be any advance payment or not. [Page (11), Clause 17.1]:**

Clarifications: No advance payment is envisaged in the present tender.

3. **Please clarify for 3 days live measurement of wireless data services, if we have to measure the service Activation/Provisioning also or only PDP context activation and drop rate, since in page no. 29, clause(a 2.8) all these three parameters are given for measurement [Page 17, Clause 1.3 (a)]:**

Clarifications: For live measurement of wireless data services (2G, 3G and 4G services), only PDP Context Activation Success Rate and Drop Rate need to be measured.

4. **Please clarify, the data drive test will be for one day separate or will be conduct for 3 days (normal) and 6 days (difficult) with voice drive test (OADT) [Page 30, Clause 2.12 (vi)]:**

Clarifications: Operator Assisted Drive test of mobile network shall be for one day, in addition to the drive tests for 3 days in normal LDCAs and 6 day in large/difficult LDCAs. In this regard, please refer to para 2.47 on page 38.

5. As per the clause 23 of the tender document, financial bid should be inclusive of all taxes. However, since implementation of GST is being actively discussed upon and is in pipeline, and as we have no clarity on what will out the costing as per the current tax provisions without considering the provisions of GST. Once applicable, we understand that the provisions of GST will be applied as per the GOI regulations and any incremental cost implications due to it will be covered extra depending on the tax rate at the point of billing [Page 16, Clause 23]:

Clarifications: The financial bids may be submitted excusive of all taxes.

6. Please clarify on the term verification. Comparison of the quarterly PMR on basis the raw data with PMR submitted with service providers is clear. However, request you to please help us understand the activities that you would like an agency to conduct/follow as a part of the verification activities mentioned [Page 17-18, Clause 1.3 (d)]:

Clarifications: Please refer to para 2.17 on page 32.

7. As per our understanding and experience, operators usually start sharing monthly PMR raw data with audit agencies by 5th of every month and audit activity for all 2G, 3G and 4G operators will going to take time. So uploading monthly PMR data on TRAI web portal by 7th of the following month will going to be a daunting task and practically would be difficult to execute on ground. Hence, would request to kindly look into it and extend it further [Page 31, Clause 2.14]:

Clarifications: The monthly PMR data has to be submitted by 7th of the following month. In case any difficulty is experience by the audit agency in submitting the data by the 7th of the following month on account of limited working days due to holidays, festivals or law and order problems or natural calamities etc. the same may be submitted by 10th of the following month.

8. Operator assisted drive test-quarterly - This is required for 2G & 3 Voice, 4G data? No data drive test for 2G and 3G required? Also, VoLTE drive test is required? [Page 14, Clause 17.6, point no. 11]:

Clarifications: The Tender Documents are self explanatory on the above points.

9. CDMA operators not required to be assessed? [Page 17, Clause 1.3(a)]:

Clarifications: CDMA operators are also required to be assessed.

10. Who will be responsible for procuring test server for download and upload test? [Page 18, Clause 1.3 (f)]:

Clarifications: The Test Server could be a server of the audit agency or a server of the Authority, as may be agreed with the audit agency or specified in this regard. Procurement of test server is not envisaged under the tender.

11. Audits mentioned in points "e" and "f" to be done at what frequency? Monthly or quarterly? [Page 18, Clause 1.3, (e) & (f)]:

Explanation: The audits mentioned at Clause 1.3 (e) and (f) on page 18 have to be undertaken on quarterly basis.

12. We assume drive test logs of particular city will be provided by TRAI as this scope doesn't include drive test. [Page 30, Clause 2.12, Sr. No. (v) & (vi)]:

Clarifications: Please refer to item (g) on page 37 to 40.

13. We assume as below,

1. **Physical visit not required for (a) Live measurement, (b) Monthly PMR, (c) Quarterly PMR, (d) verification of quarterly PMR submitted by service providers.**
2. **Physical visit required for (e) customer service quality parameters for cellular mobile telephone service; all parameters relating basic service(wireline) and broadband service; and wireless data (Page 29-30):**

Clarifications: Please refer to paras 2.6 to 2.44 on page 29 to 37, which are self explanatory. The data for live measurement shall be extracted from each operator's server/NOC etc. at the end of each day by the audit agency. The extraction of data for generation of PMRs is explained in para 2.11 to 2.15.

14. We assume all require detail for commercial billing/ complaint audits will be provided by service providers. Please confirm. [Page 33, Clause 2.22, 2.23]

Clarifications: TRAI will advise the service providers to provide all assistance to the audit agency in conducting the audit, including provision of the required data and documents.

15. Data tests to be done at stationary hotspot? Or in parallel with voice drive test in moving condition? [Page 38, Clause 2.47]:

Clarifications: The drive tests for data service have to be done at stationary mode at hotspots separately.

16. We assume drive test logs to be processed and analysed by Agency. Please confirm. If yes, processing will provide post processing tool for processing and analysis of logs?[Page 38, Clause 2.48]:

Clarifications: Further to the discussions during the pre-bid conference on 7th April, 2017, it has been decided that the processing may be done by the service provider. However, the technical personnel of the audit agency shall also be associated with the post processing of drive test logs and TRAI shall be regularly updated about the progress in the post processing of drive test logs.

17. CDMA network is not required to be audited for live, PMR measurements & customer parameter audit [Page 41, Clause 5.1]:

Clarifications: The audit and assessment of Quality of Service includes CDMA networks.

18. Design and implementation of web dashboard/ portal I responsibility of Agency? Or TRAI already has it? [Page 39, Clause 2.50]:

Clarifications: The explanation provided at para 2.50 is the responsibility of the audit agency.

19. "Since we are currently in April 2017, which is in financial year 2017-18, the three years of relevant experience should be for the last three years, viz. 2014-15, 15-16 and 16-17. That too the experience should be for independent network audits only. Also since techno logy has significantly changed over the last 6-12 months (2016-17), experience in all latest technologies available in India over the last 6-12 months, specially 4G and VoLTE should be taken into consideration. Also since the current financial year has just changed, IT return should be for 14-15 and 15-16. For 2016-17, 26AS/ service tax returns/ service tax challans should be used to check for latest revenue of the company so that it is most recent and relevant. Overall revenue of 5 crore can be checked by taking any such government tax payments alongwith their relevant challans/ receipts". This way revenue and experience over the most recent 3 years can be taken into consideration. [Page 6, Clause4, 4.2]:

Clarifications: The audited accounts for the year 2016-17 will be available only by the end of September, 2017. Hence, for turnover criteria (clause 4.1(i), the three year period is specified as 2013-14, 2014-15 and 2015-16. However, for the purpose of experience (clause 4.1(ii), the audit agency can submit required documents relating to experience upto the year 2016-17.

20. For Drive Test and cellular service quality measurement, will TRAI give us the Sample size? As it is not mentioned in RFP:

Clarifications: For drive test, please refer to paras 2.47 to 2.49 on page 28 to 40. The drive test route shall be decided in consultation with TRAI. As regards sample size for audit and assessment of Quality of Service of cellular mobile telephone service, please refer to para 2.20 on page 32, please refer to paras 2.27 to 2.42 on page 34 to 37.

21 Verification of Quarterly Performance Monitoring Reports submitted by Service Providers to TRAI. Is there a current format for such submissions? If yes, can it be provided to us? Do we have the opportunity to suggest modifications and enhancements to the format? If no, will we be responsible for designing a format in which the service providers will submit the data. [Page 34, clause (d)]:

Clarifications: The service providers are submitting to TRAI Performance Monitoring Reports (PMRs) relating to network parameters of Cellular Mobile Telephone Service on monthly basis and PMRs relating to customer related parameters on quarterly basis in the prescribed format. In respect of Basic Telephone Service (Wireline), Broadband Service and Wireless Data Service, PMRs are submitted to TRAI in the prescribed format on quarterly basis. The consolidated Quarterly PMRs, including for Cellular Mobile Telephone Service for all parameters, are published on TRAI website www.trai.gov.in, under Performance Indicator Reports.

22. The deduction criteria needs more clarification please [Page 13, Clause 17.6]:

Clarifications: The financial bids have to be submitted for a service area separately for Cellular Mobile Telephone Service (including wireless data service), Basic Service and Broadband Service and it is a composite bid for a service covering all activity. As such, reduction under this clause will be as a percentage of the composite bid for a service. The fourth column represents the percentage of reduction from the amount quoted for Cellular Mobile Telephone Service or Basic Service or Broadband Service, as the case may be, in case the 3-day live measurement report or the required monthly/quarterly report in respect of any activity is not complete or found missing or activity not undertaken. The fifth column represents the percentage of reduction if all the service providers are not covered for an activity and the percentage of such service providers not covered is less than 25% of the total number of service providers to be covered for that activity.

In the Table, against S. No. 11, Operator assisted drive test Quarterly, the Cellular service 4G may be read as Cellular Service 4G voice (including VOLTE). Further, the following reductions in payment will be applicable for Cellular service data:-

Sub-activity incomplete	% of reduction for non-completion of activity per monthly/ quarterly report	% of reduction if ≤25% service providers not covered in a monthly/ quarterly report
Cellular 2G data	3%	1.50%
Cellular 3G data	2%	1%
Cellular 4G data	2%	1%

23. For Broadband service, most of the ISPs having centralize system/ locations, in that case how we would select the POPs and how many POPs would be required to cover? [Page 27, clause 2.4(c)]:

Clarifications: In case there are only few POPs in a service area, all the POPs should be covered for Broadband service. In the case of service providers with centralized POPs, there may be network centres in different service areas and these network centres need be covered.

24. As per the Annexure-3, total 43 Level 1 services are provided. Please clarify how many times, each number is to be dialed for each operator. We may do this exercise during drive test in each month in the respective SSAs. The total sample size (300 per LSA per quarter) is for all the level 1 services for individual operator which would be equally distributed amongst the different SDCAs visited. Is this sample size for all the three modes of technologies i.e. 2G, 3G and 4G? This activity needs clear understanding. [Page 37, Clause 2.43]:

Clarifications: The sample size of 300 per service area is for each operator, separately for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service. In the case of Cellular Mobile Telephone Service, the sample size covers all technologies. The total sample size (300 per LSA per quarter) is for all the level 1 services for individual operator which would be equally distributed amongst the different SDCAs visited. This activity is not be clubbed with the drive test.

25. Operator assisted Drive test: The service providers will have to co-operate strictly with the audit agency for compliance of this clause. The SPs, sometimes shows their inability to handover the log files immediately after completion of each day's drive test on the pretext that they have no such facility to port out the log files at the end of day's drive test. They say that the same would be made available at their circle Head office. As the drive test is to be conducted with the help of the service providers using their drive test kit and also, the data of drive test is to be analyzed by the service providers using their post processing tool etc, the service providers may seek some time to process the data and hand over the reports to the agency for its analysis and to upload the same on the central server at TRAI. Requested for more clarification in regards to immediate compliance of this clause.

If any of the Service Provider is on ICR in any of the LSA, in that case, the concerned SP would be considered for drive test or not? Pls clarify. [Page 38, Clause 2.48]:

Clarifications: The audit agency is required to collect the drive test logs immediately after completion of each day's drive test. TRAI will be issuing necessary instructions to the service providers in this regard.

As regards service providers on ICR, in case the service provider has no network on its own and it is offering services completely on ICR with another service provider, the drive test need not cover such service provider. However, in case the ICR is partial and the service provider also has network of its own, the drive test needs to cover such service provider.

26. The parameter of Voice Quality with actual recording of voice shall be measured, if the facility is available in the drive test kit of the service provider. TRAI may issue the necessary instructions to the SPs, in this regard. [Page 38, Clause 2.49 (i) (a)]:

Clarifications: TRAI will be issuing necessary instructions to the service providers in this regard.

27. The walk test would be done with Engineering smart phones capable of capturing layer 3 messages provided by the service providers. TRAI may issue the necessary instructions to all the service providers, in this regard. [Page 38, Clause 2.49 (iv)]:

Clarifications: TRAI will be issuing necessary instructions to the service providers in this regard

28. Further clarification is requested regarding the walk test to be covered for key metro stations, Metro train and train services (Rajdhani, Shatabdi, Express trains) and other public places. How is it to be done in trains like Metro, Rajdhani, Shatabdi express trains. Whether the service provider will extend the facility to conduct the walk test in the moving trains and extract the data from the engineering handsets for further analysis by the Agency. This needs very clear understanding. [Page 38, Clause 2.49 (iv)]:

Explanation: TRAI has already undertaken through independent agencies drive tests in trains and highways. The Railway authorities had extended all cooperation in this regard. Similarly, for operator assisted drive tests also Delhi Metro Rail Corporation has also approached TRAI for drive tests in their network. TRAI will be writing to the service providers and Railway authorities. The drive test in train will cover only voice services. The data test may cover railway/ metro stations.

In the case of drive test on train/ metro train, the number of drive tests will not be more than 5 days in a year in the entire zone. TRAI will specify the train route, the train and the number of days of drive test.

29. Measurement using engineering handsets is not acceptable, however it is allowed in point (iv) above. Clarification is requested please. [Page 38, Clause 2.49 (ix)]

Clarifications: Measurement using only engineering handsets is not acceptable. The engineering handsets specified in point (iv) above are to be used along with drive test tool of acceptable standards or drive test tool widely used in the telecom industry in India.

30. These clauses appear to be relevant for Independent Drive Test. Moreover, the operator assisted drive tests are to be conducted on SSA basis not on city basis. The bullet point 3 of clause 2.51 is referring to the city drive test, not the SSA. Please clarity. (Page 39, Clause 2.50 and 2.51):

Clarifications: As already explained, the post processing of drive test logs has to be carried out by the audit agency. The drive tests in cities covered under each SSA and post processing of data and grid based analysis have to be undertaken in accordance with the procedures prescribed in the tender documents.

31. How many hot spot are required to be covered for data drive? Please clarify?

Clarifications: The hot spots that can be covered in a day will be required to be undertaken by the audit agency.

32. May please clarify, whether the Quarterly reports need to be submitted to / discussed with TRAI Headquarter Office or respective Regional offices. In South Zone, there are two regional offices, one at Hyderabad and other at Bangalore. In case the reports are to be submitted to Regional offices, whether the soft copies of the reports, sent via E-mail on the last day of submission of the reports would be accepted. However, the hard copies of reports would be sent through courier on the same very day. [Page 41, Clause 5]:

Clarifications: The Quarterly reports need to be submitted to Regional Offices as per the details given below:

Delhi – Reports for Delhi, Himachal Pradesh and Jammu & Kashmir service areas.

Jaipur Regional Office – Reports for Rajasthan, Gujarat, Haryana and Punjab service areas/

Bhopal Regional Office – Reports for Madhya Pradesh, UP (East) and UP (West) service areas

Hyderabad Regional Office – Reports for Andhra Pradesh, Tamilnadu, including Chennai, and Odisha service areas

Bengaluru Regional Office – Reports for Karnataka, Kerala, Maharashtra and Mumbai service areas

The soft copy of the reports can be submitted on the due date, with hard copy sent through courier on the same day (proof to be submitted).

33. If the last day of submission of the reports happens to be Holidays/weekends, whether the reports shall be accepted on the next working day:

Clarifications: If the last day of submission of the reports happens to be a holiday/ non-working day, the soft copy of the reports can be sent at the designated e-mail upto the due date and the hard copy of the report can be submitted on the next working day.

34. Time period for submission of Quarterly Reports: While scrutinizing the Tender document, it is revealed that the scope of work, has been doubled as compared with the previous tender document by including different technologies i.e 2G, 3G 4G VOLTE for voice and Wireless Date services. It would be practically very difficult to prepare the reports covering all aspects of the Scope of work within one month of the end of the quarter. Since, audit of Customer Service Delivery parameters is done only after the end of the quarter which requires involvement of the auditors to audit and get the audited data duly signed by the authorized signatory even up to last day of the reporting month. In case of PSUs Service providers, there being number of verticals for different activities, it becomes more difficult to manage the audit and get the data in time. In view of the increased scope of work, it is ardently submitted that the time period for submission of the Quarterly reports may kindly be considered for extension from one month to 45 days from the end of the quarter:

Clarifications: The audit and assessment of Quality of Service including for customer service parameters have to be done during the quarter and not after the end of the quarter. The audit is to be based on the records available during visit to the service providers complaint centre, billing centre, Network Operations Centre, exchanges etc. and test calls / check back calls made based on such visits. As such, it should be possible to submit the report within one month. However, it has been decided to increase the time limit for submission of the report to seven weeks.

35. Last date for receiving bids: The last date for receiving bids is revised to **3.00 PM on the 12th May, 2017**. Accordingly, the technical proposals will be opened at **3.30PM on 12th May, 2017**.