



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



F. No. AU-4/1/4(1)/2023-QoS

Dated:06-12-2023

Subject: Clarifications against Expression of Interest (EoI) dated 16.11.2023 for Empanelment of Auditors to audit the accuracy of Metering and Billing Systems of the Service Providers (Tender ID: 2023_TRAI_781349_1)- reg.

With reference to the subject matter, clarifications to the query received by due date i.e., 29.11.2023 through CPP portal and email are hereby issued as given below:

S. No.	Clause no. with Section no. of the EoI document	Existing Clause / Brief description of the clause	Clarification / query	Clarification Issued
1	Clause 2.1 of Section-II	(v) The applicant shall have minimum one full time professional (B. Tech or MCA) who has experience in metering and billing system of telecom service Providers.	<p>1. B. Tech or MCA full time employee shall be optional even associates with the Technical Agency/Expert can be included.</p> <p>2. If B Tech or MCA qualified employee is required than in that case marks shall be reduced from 15 marks to 3 marks and balance marks ie 12 marks can be allocated to professional with experience in Metering & Billing Audit.</p> <p>3. it is suggested that similar and equivalent qualification to B. Tech and MCA like BIT, BCA should also be included.</p>	<p>The words "(B. Tech or MCA)" mentioned in clause 2.1(v), 2.7.2 (v) and 2.12.4 (iv) are hereby deleted.</p> <p>Accordingly modified clauses are as follows:</p> <p>2.1(v). The applicant shall have minimum one full time professional who has experience in metering and billing system of telecom service providers.</p> <p>2.7.2 (v) The applicant shall have minimum one full time professional who has experience in metering and billing system of telecom service providers.</p> <p>2.12.4 (iv). No. of full time professional who has experience in metering and billing system of telecom service providers.</p>
		2.1 (iv) The applicant shall have a minimum experience of - (a) One year in the audit of the metering and billing system of telecom service providers; OR (b) two years in	Please confirm whether this clause and form II is applicable for firms who are falling under clause 2.1(iv)	Form-II is required to be

2	2.1 (iv) (page 6) & FORM-II (Page no 28)	revenue assurance audit of telecom service providers; OR (c) three years in the audit of billing and charging system in the sector of Electricity, Gas, Broadcasting, Banking or Metro Train; during the last seven years from last date of submission of proposal.	(b) having experience of Revenue assurance audit of telecom service providers. *** Form-II: Details of Full time professional who has experience in metering and billing system of telecom service providers with reference to clauses 2.1(v), 2.7.2 (v) and 2.12.4 (iv) of Section-II	submitted in support of the eligibility condition mentioned in clause 2.1(v). Eligibility condition mentioned in clause 2.1 (iv) and 2.1(v) are independent and all applicants are required to fulfil both the clauses in addition to other eligibility conditions.
3	Form-I clause 7 & 8 (page no 27)	7. Actual Date of Start of the Project 8. If project completed, then date of completion	For example: - If a firm has completed revenue assurance audit of telecom service providers for the 7 financial years between the Actual date of start of the project (as mentioned in point no. 7 of Form-I) and date of completion then please confirm, whether the experience of 7 years will be counted.	As mentioned in clause 2.1 (iv) of Section-II, experience during the last seven years from last date of submission of proposal shall only be considered.
4	FORM-II (Page no 28)	Form-II: Details of Full time professional who has experience in metering and billing system of telecom service providers with reference to clauses 2.1(v), 2.7.2 (v) and 2.12.4 (iv) of Section-II	Please confirm, which supporting document with respect in experience in metering and billing system of telecom service provider is required.	Experience certificate issued by the telecom service provider or curriculum vitae (CV) of the professional mentioning the details of relevant project and complete experience, duly certified by the prospective audit agency. Telecom service provider shall include all service providers having Unified License authorization, for one or more services, issued by DoT.
5	Form-IV (Page No. 30)	Form-IV: Details of full time qualified (Graduate and above) staff / employees / partners, other than professional mentioned in Form-II and Form-III, with reference to clauses 2.1(vii), 2.7.2(vii) and 2.12.4(vi) of Section-II.	Please confirm, which supporting document with respect to association with the applicant is required.	Any document establishing association of the staff/ employees/ partner with the prospective audit agency which may include proof of payment of provident fund contributions or proof of payment of salary or any other relevant document.

2. In accordance to the provisions of the EoI document, this clarification shall be an integral part of the EoI document.

3. This is issued with the approval of the Competent Authority.

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