

TELECOM REGULATORY AUTHORITY OF INDIA

**Invitation for
Expression of Interest (EOI)**

for

**Engagement of an agency for a five year project
to conduct annual surveys on adoption of broadband
in India**

18th July 2011

**Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhavan, Jawahar Lal Nehru Marg
(Old Minto Road), New Delhi – 110 002**

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Invitation for Expression of Interest (EOI) for engagement of agency / institution for a five year project to conduct annual surveys on adoption of broadband in the Country

1. Invitation for this EOI

1.1 The Telecom Regulatory Authority of India (hereinafter TRAI), Mahanagar Doorsanchar Bhavan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi – 110002 intends to engage an agency / institution / consortium of two agencies/institutions (hereinafter Agency, which may include a consortium of two agencies/institutions) to conduct annual survey on adoption of broadband in the Country. This project will involve five annual surveys for five years. TRAI invites EOI from eligible agencies / institutions for pre-qualification for survey on the adoption of Broadband services in the country.

1.2 EOI for pre-qualification, in sealed cover and complete in all respects with details as required under this EOI document, clearly marked “**Expression of Interest (EOI) for engagement of agency / institution for a five year project to conduct annual surveys on adoption of broadband in the country**” should be submitted to the **Advisor (ER), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhavan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi – 110 002, not later than by 3.00 PM on 8th August 2011**. Shri H. Abbas, Jt. Advisor (ER) may be contacted on h.abbas@nic.in for any clarification related to this EOI.

1.3 **EOI received by the closing of the aforesaid time will be opened in the presence of representatives of the agencies/institutions, who wish to be present, at 4.00 PM on 8th August 2011 in the office of TRAI.** EOI received after the prescribed time and date or by email will not be considered. The short-listed/pre-qualified agencies/Institutions will be asked to submit their detailed Technical and Financial Bids. TRAI will have the right to reject any or all EOIs, received in response to this invitation, and its decision in this regard shall be final. This EOI document is a non-binding document and TRAI does not make any representations

or provides any undertakings to the agencies/institutions intending to submit EOI other than to invite them to submit an EOI. The selected Agency will be considered for appointment for five years to conduct the annual surveys. However, TRAI reserves the right to terminate the appointment during the period of five years on the basis of review of the project for any reason including the performance of the Agency. Details of requirement and manner in which the EOI is to be submitted are given below, which form part of this EOI. **No financial bids should be submitted as part of response to this EOI.**

2. Background

2.1 TRAI was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunications services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society. Assessment of the pattern of growth in various segments of the Telecom sector, including broadband and the influence of different elements on such growth is important for an effective regulatory framework.

2.2 The importance of broadband has been recognized worldwide. According to International Telecommunication Union (ITU), for governments, broadband is a way for promoting economic development and social benefits; for telecommunication companies, broadband offers a route to offset the current slowdown in the industry; for businesses broadband brings the advantage of access of high-speed communication and the ability to reach a worldwide audience. Broadband networks are widely considered essential infrastructure for the global information economy, providing businesses, students and consumers with fast, always-on access to internet based services, content and applications.

2.3 In the context of increasing importance of broadband in promoting economic development and social benefits, there has been a trend across the countries to gather systematic data on adoption and penetration of broadband services including the barriers in adoption of broadband services. International experiences indicate that in some of the countries, broadband surveys have been conducted on the behest of their respective regulatory authorities with an objective to collect information on usage pattern of broadband including barriers if any in adoption of broadband by the subscribers.

2.4 In the context of growth of the telecom sector in general and internet and broadband usage in the country and the increasing importance of broadband in promoting economic development and socio-economic benefits, it is felt that collection of systematic data on a time series basis on adoption, penetration and usage pattern of broadband services including the barriers in adoption of broadband services by the subscribers in the country, etc., is important to understand the pattern of adoption and the barriers in adoption of broadband. Proposed survey on adoption of broadband services and barriers to its adoption is important for knowing about the strengths and weaknesses of this segment of the Telecom sector. It will help in assessing the pattern of growth in broadband segment of the Telecom sector and the influence of different elements on such growth.

3. Present Status of Broadband Adoption and System of Data Collection in the Country

3.1 To promote the growth of broadband, TRAI has given its recommendation on ***Accelerating Growth of Internet and Broadband Penetration*** dated 29th April 2004 to the Government. Recognizing the potential of ubiquitous broadband services in the growth of GDP and enhancement of quality of life through its societal applications and pursuant to the recommendations of TRAI, the Government announced ***Broadband Policy, 2004*** to accelerate the growth of Broadband services in the country. In this policy, broadband was defined as an “always on” connection with download speeds of 256 kbps or more. Non-broadband Internet connections consist of dial up connections working up to 56.6 kbps and other connections with speeds less than 256 kbps.

3.2 Penetration of Internet and broadband has remained low in the country, mainly due to a limited spread of wire line telephones and non availability, so far, of Broadband technologies. Number of Broadband subscribers at the end of March 2005 was 0.18 million and it increased to 12.12 million at the end of May 2011. With the launch of 3G services, the stage is set for rapid spread of Broadband. At the same time, there is an urgent need for a nationwide Broadband network to reach education, healthcare, banking and other services to all the in realizing the objective of inclusive growth. In this backdrop, TRAI on 8th December 2010 issued recommendations on ***National Broadband Plan*** for the spread of broadband in the country.

3.3 The present number of Broadband subscribers only indicates the individual connections without throwing any light on the actual number of users accessing the

Broadband services and usage pattern of Broadband services as well as hindrances and barriers to adoption and usage of broadband. The broadband growth has not only been slow but also biased in favour of urban areas. More than 60% broadband subscribers are in the top ten metros and tier I cities and more than 75% connections are in top 30 cities. Just 5% of the broadband connections are in rural areas, which is meager compared to about 31% of total mobile telephone connections in rural areas.

3.4 Internet Service Providers (ISPs), Unified Access Service Licensees (UASLs), Cellular Mobile Service Providers (CMSPs) and Basic Service Operators (BSOs) [hereinafter the Service Providers] are permitted to provide broadband access under the existing licensing framework. There are 105 Service Providers who are currently providing broadband services. However, top ten Service Providers have captured more than 95% of market and top 5 Service Providers have about 90% share. BSNL and MTNL together have about 70% market share. This indicates that despite of having license for provisioning of broadband services, majority of Service Providers are unable to penetrate into the market and market is still dominated by few players only.

3.5 Although broadband penetration is low in India, the entry level tariff for broadband services has come down drastically. Some Service Providers even provide unlimited download packages and various options for data transfer. Some of the Service Providers are already offering broadband services having zero rental schemes.

3.6 The existing data collection mechanism relating to Broadband services captures only very limited information. TRAI receives data from the Service Providers regarding internet and broadband connections on quarterly basis. However, the data being presently collected indicates only the number of connections without capturing important parameters such as number of users, usage pattern and distribution of broadband, usage based on topography, age and socio-economic profile and of the users.

4. Need for the Proposed Survey & its Objectives

4.1 In view of the present limitations in terms of availability of data on adoption of broadband and barriers in its adoption, there is a need to have better information about broadband demand – desire for the broadband service amongst potential users, adoption, usage and barriers – across topography, age, gender and socio-

economic profile. This will be helpful in raising awareness about the usefulness of broadband and demand side analysis will provide critical inputs for future steps for encouraging its adoption.

4.2 Further, there is a need to put in place a mechanism for collection of authentic data in a systematic manner on broadband adoption in India to facilitate monitoring the progress towards achievement of targets set under National Broadband Plan.

4.3 Government launched the Rural Wire line Broadband Scheme in January 2009 through the Universal Service Obligation Fund (USOF) for providing broadband services in rural and remote areas by leveraging existing rural wire-line exchange infrastructure. However, due to limitation on the numbers of rural exchanges and small area coverage, this Scheme could cater to only limited connections. A time series survey on adoption of broadband in India and potential growth as well as barriers to its adoption would provide crucial data for monitoring progress and any mid-course review, if needed.

4.4 The proposed survey envisages capturing data on adoption and usage pattern of broadband services and demand side requirements as well as constraints and barriers in adoption of broadband services in India. It aims at collecting authentic and systematic data on the adoption of broadband services. An important goal of the survey is to enable a sustainable and repeatable data collection which would generate time-series of observations so that performance can be tracked over time. This survey would be on annual basis for a period of five years to produce a time series analysis.

4.5 The data collected through the survey should be *capable of providing basic data about number of internet users in the country*, users through fixed internet, mobile internet, fixed broadband, broadband users using wireless modems, business and residential broadband connections, connection / subscription with unlimited download plans, usage pattern in terms of users per connection, usage based on topography such as rural, urban, etc, age and socio-economic profile of the users such as gender, profession/ occupation, etc.

4.6 Further, the data collected through the survey should be *capable of rendering itself to a robust demand side analysis* on various parameters, which, amongst others, should include proportion of broadband users having different data download speeds and whether they require higher speed download; average duration of internet access in hours / week against their requirement and barriers in adoption of

broadband services such as download speed, average time of internet access, etc. The survey should also provide data for analyzing the user's spending pattern for broadband services and their valuations for different attributes of broadband service, i.e. preferences different aspects of quality of service and wiliness to pay for the same.

4.7 The survey should capture the factors that are affecting adoption of broadband both in terms of derive for its adoption as well as the demand and supply side constraints responsible for slow growth in adoption of broadband services in India. The specific objective of the survey is to conduct a systematic research on the adoption of broadband services by consumers in India. It aims at identifying and determining various important factors for understanding the adoption as well as usage pattern of broadband services in the country.

5. Scope of Work

5.1 This EOI is invited by TRAI from eligible agencies / institutions for pre-qualification for conducting survey on the adoption of Broadband services in the country and for undertaking the following works there under:

- (1) Undertaking a five year project for conducting annual surveys on adoption of Broadband in the country;
- (2) Designing the survey and its sample size to enable sustainable and repeatable data collection annually over five years that should generate time-series of observations;
- (3) Developing comprehensive questionnaire to capture the requisite information from the respondents and pilot testing the appropriateness of the questionnaire before its adoption for the survey;
- (4) Capturing systematic and authentic data on adoption and usage pattern of Internet and Broadband services in the Country, which should include the following parameters:
 - i) Number of fixed Internet users per 100 population.
 - ii) Number of fixed broadband Internet users per 100 population.
 - iii) Number of mobile Internet users per 100 population.
 - iv) Average number of Internet users per internet connection/ subscription.
 - v) Proportion of broadband users having different data download speeds i.e. 256 kbps, 512 kbps, 2mbps and >2 mbps.
 - vi) Proportion of broadband users using wireless modems.

- vii) Proportion of broadband users subscribing unlimited download plans.
 - viii) Proportion of business and residential broadband connections.
 - ix) Percentage of DSL, fibre, wireless and cable broadband connections.
 - x) Average number of broadband users per broadband connection/ subscription
 - xi) Average duration of internet access in hours / week.
 - xii) Overall Proportion of individuals who used the Internet (from any location) in the last 6 months.
 - xiii) Proportion of businesses using the Internet by type of activity.
 - xiv)
- (5) Capturing information required for analyzing the profile of the broadband users - based on topography such as rural, urban, etc; age and socio-economic profile such as gender, profession/ occupation; spending pattern for using broadband services; valuations for different attributes of broadband service, i.e. preferences for different aspects of quality of service and willingness to pay for the same.
- (6) Identifying the demand and supply side constraints responsible for slow growth in adoption of Broadband services in India. It should be able to throw light on factors affecting the adoption of broadband internet in the Country, including the supply side constraints and barriers in adoption of Broadband service in the Country and areas which are lagging in adoption of Broadband services.
- (7) Carrying out various technical and financial analysis including trend analysis such as average transmission speed of user network, average transfer rate provided by the telecom operator, rate of network dial up success/ dropped /failure, average speed, packet loss rate, etc

6. Coverage & Research Methodology

6.1 Coverage: The survey shall cover all the States/ Union Territories in the country by selecting stable sample size from each of them.

6.2 Samples: The sample population shall be selected based on stratified random sampling method to collect data as per the scope of work mentioned above. Further, the sample population for the survey shall, *inter alia*, include respondents from:

- a) Broadband and internet consumers, Service Providers (ISPs, UASLs, CMSPs & BSOs), policy makers and also persons who have not yet adopted Broadband;
- b) The business as well as residential areas to facilitate analysis of adoption of Broadband services at workplaces and in households;
- c) Urban and rural areas giving adequate representation to the areas having reasonably good penetration of the broadband services as well as the areas which are lagging in adoption of broadband services;
- d) Male and female from various professions/occupations, age groups of below 18 years, between 19 & 35 years, between 36 to 60 years and above 60 years;

6.3 The survey should be robust in order to enable a sustainable and repeatable data collection methodology that will generate time-series of observations so that performance can be tracked over time.

6.4 Survey & research methodology: A comprehensive questionnaire should to be developed in order to capture the requisite information from the respondents. Before adoption of the questionnaire, its appropriateness should be pilot tested.

6.5 The sample size for the survey should be suitably determined for a confidence level of 95% and with a confidence interval of 3%.

6.6 The mode of conducting survey should be normally on personal interview basis. However, telephone and internet can also be used. Not more than 20% of total sample base should be surveyed through telephones. The Agency may also conduct the survey through e-mail or by developing web based applications. However, in any case at least 50% sample should be surveyed through personal interview. Charges towards development of e-mail or web based application and telephone calls made for the purpose of this survey will be borne by the Agency. It shall also keep the record of e-mail or web based response of subscriber for verification. The Agency shall also produce these questionnaires or records to TRAI, as and when called for by TRAI.

6.7 The Agency should specify the total duration needed for completion of each of the annual surveys.

6.8 The Agency would be required to prepare a Detailed Project Report (DPR) containing survey methodology, sample design, questionnaire and mechanism for collection of data, validation of data, data processing and timeline for completion of

various tasks and submit the draft project report to TRAI for prior approval. The DPR shall also contain a proposal for pilot testing the appropriateness and feasibility of the proposed questionnaires.

6.9 The Agency will make presentation on the DPR before the Authority before starting the said pilot. After the pilot is completed, the Agency will submit a report thereon and will make a presentation on the results of the same and the survey will be started after approval for the same is given by TRAI.

7. Deliverables, Documentation & Copyright

7.1 The Agency appointed for the survey shall be responsible for the following deliverables that will be submitted to the TRAI for approval at the end of each task before finalization:

(i) **Detailed Project Report (DPR):** Before beginning of the pilot and the survey, the Agency will submit a DPR as mentioned at paragraph 6.8 above for approval of TRAI within 2 (two) months from the date of award of the work.

(ii) **Report on results of the Pilot:** Before starting the survey, the Agency will carry out a pilot to test the appropriateness and feasibility of the questionnaires and will submit a report on the result of the pilot for approval of TRAI within 3 (three) months from the date of TRAI according approval to the DPR.

(iii) **First Annual Survey Report** – The first annual survey shall commence from the date next to the data on which TRAI accord approval to the questionnaire and shall be completed within 3 (three) months from that date. At the end of the first annual survey and within 15 days of completion of the aforesaid survey, the Agency shall submit to TRAI a **Survey Report** entitled ***Survey on Broadband Adoption in India: Growth and Barriers*** covering all the areas as specified in aforesaid scope of work at paragraph 5, which should include, amongst others, relevant data as well as comprehensive analysis and descriptions thereon as well as relevant annexes;

(iv) **Subsequent Survey Reports** – The second and subsequent annual surveys should follow the same time line in subsequent year(s) for commencing and completion as in the previous year so as to maintain a gap of one year in commencing and completion of the survey. For example, if the first annual survey starts on 1st September 2011 and completes on 30th November 2011, the subsequent survey(s) shall commence and end on the same dates. At the end of the second annual survey and thereafter up to the fifth annual surveys, the Agency shall submit to TRAI a **Survey Report** annually for each survey entitled ***Survey on***

Broadband Adoption in India: Growth and Barriers covering all the areas as specified in aforesaid scope of work at paragraph 5 which should include amongst others relevant **data as well as trend analysis on time series basis** with appropriate graphs/ charts and suitable presentation of facts and trends on a comparative basis with descriptions thereon as well as relevant annexes;

(v) The Agency shall submit to TRAI the aforesaid Reports after finalization in at least ten (10) hard bound copies in colour print as well as soft copy including the text/word files, excel spreadsheets, power point presentations, charts/graphs or any other form of presentation of the reports, data, annexes, or any other files relevant or related to the report as finalized during the survey, etc.

(vi) The Agency shall arrange to make power point presentation to TRAI at least twice during each of the annual survey, first after collection and compilation of the data and second after finalization of the report.

(vii) TRAI would have copyright over all the reports, data, charts/graphs, presentations, annexes prepared and submitted to TRAI as part of this survey and none of these should be shared or transmitted by any means or commercially transacted either in part or full, hard copy or soft copy, without priori written approval of TRAI.

8. Organization of Work & Terms of Confidentiality

8.1 TRAI will appoint a person from amongst its officers to work as a Project Coordinator. The Agency shall work under the overall guidance of the Project Coordinator appointed by TRAI in carrying out the assignment.

8.2 The Agency would also be required to nominate a Project Manager /Coordinator who either on his own or along with a team would coordinate with the Project Coordinator appointed by TRAI.

8.3 TRAI will facilitate access to the data, reports etc., available in TRAI which are public in nature and relevant to the survey. However, TRAI reserves the right not to disclose any data/information that may be or may amount to be prejudicial to the interest of competition amongst various Service Providers or for reason of secrecy and national interest. The Agency shall identify all the data/information resources which are necessary for completion of the work and to be obtained from TRAI and will inform TRAI in advance of at least 15 days. The Agency shall treat all the information provided by TRAI as having been provided for the purpose of this survey only and shall not share the information for any other purpose.

8.4 The Agency shall treat all the information provided by the Service Providers for the survey as confidential and shall not share or transmit the information without the written approval of the Service Providers.

8.5 The Agency shall treat all the information provided by the respondents as purely for the purpose of the survey and should not use, share, transmit or transact for any other purpose.

9. Eligibility Terms & Conditions

9.1 The purpose of this EOI is to pre-qualify the Agency on the basis of its capability and suitability to conduct the said survey on adoption of broadband in the Country as per the scope of work and other terms and conditions stipulated in this EOI and the experience of similar work in the Country or in other country. The pre-qualified Agency would be invited to participate in the second stage of the selection process comprising Technical and Financial Bids.

9.2 The Agency participating in the EOI should be established company, firm, agency, market research organization, Institute/Centre/Council for research and excellence and Non-Government Organization or a consortium of two of them registered under the Societies Registration Act, 1860 or Companies Act 1956 or any other law for the time being in force.

9.3 The Agency should have an experience of at least 5 years in conducting survey/research in the area of Telecom or Information and Communication Technology (ICT) including Internet and Broadband OR a combination of these OR areas of similar nature. However, the Agency having the required experience in conducting research / survey in the field of Broadband will be given preference. In case of a consortium of two agencies/institutions, the requirement of 5 years experience shall apply individually to the members of the consortium.

9.4 The Agency should have a minimum annual turnover of ` 50 lakhs in the last three consecutive years (in case of consortium of two agencies/institutions, the criteria of minimum annual turnover of ` 50 lakhs in the last three consecutive years shall apply jointly and ` 25 lakhs individually).

9.5 The Agency should have sufficient staff and infrastructure to carry out the survey as per the scope of work. The scope and comprehensiveness of this study requires a team of qualified and experienced personnel. The Agency should have a minimum of three in-house professionals at supervisory level dedicated to this study

with the relevant qualifications, skills and experience related to survey and questionnaire designing, sampling techniques, research methodology, report writing, quantitative and econometric analysis, including familiarity with broad terms and technologies in the field of internet and broadband services along with a dedicated project manager/coordinator and other in house skilled and qualified staffs for the work. The Agency should provide detailed resume of the personnel /staff to be deployed for the work.

9.6 The Agency should provide a detailed note outlining how it would carry out the work if selected including a brief overview of methodology and sampling techniques to be adopted for the work.

9.7 The Agency can also submit EOI in consortium with other agency or institution. The consortium thus formed can consist of maximum of two agencies/institutions and the consortium should have a clear understanding of working together through a formal agreement amongst them and all other terms and conditions stipulated in this EOI shall apply to the agencies/institutions forming the consortium in the same manner as it shall apply to a single Agency unless provided otherwise including that of the provision in paragraph 9.4 above. The agencies/institutions applying jointly for the consultancy will be required to have a Formal Consortium Agreement signed in their respective names by the authorized persons of the agencies/institutions on non-judicial stamp paper. The Formal Consortium Agreement shall clearly bring out, amongst others, the requirements contained in **Annex- I. The Formal Consortium Agreement is NOT to be submitted in response to this EOI and will be required to be submitted to TRAI along with the Technical and Financial Bids only if pre-qualified.** The Agency applying in response to this EOI shall certify that Formal Consortium Agreement will be submitted to TRAI along with the Technical and Financial Bids it is if pre-qualified.

9.8 Details of requirement and manner in which the Agency should send their EOI is given at **Annex-II**, which shall form part of this EOI.

10. Evaluation of the EOI & Pre-qualification criteria

10.1 The Agency would be pre-qualified based on fulfilling the requirements, including submission of all the relevant information and documents, etc., stipulated in this EOI including the **Annex – II** to this EOI, which forms part of this EOI and its suitability and meeting the eligibility terms and conditions. EOI incomplete in any respect shall be rejected.

10.2 The pre-qualification of the Agency for participation in the second stage of the selection process, which will comprise Technical and Financial Bids, will be based on the following eligibility conditions:

- a) Submission of the EOI complete in all respects as per the requirements stipulated in this EOI and **Annex - II** to this EOI;
- b) Submission of all relevant documents / certificates / papers in support of the requirements stipulated in paragraph 9 (9.1 to 9.8) above and in this EOI including the **Annex-II** of this EOI and also certificate of registration for service tax;
- d) Submission of documentary support for minimum annual turnover of ` 50 lakhs in the last three consecutive years (in case of consortium of two agencies/institutions, the criteria of minimum annual turnover of ` 50 lakhs in the last three consecutive years shall apply jointly and ` 25 lakhs individually).
- e) Evaluation of eligibility on the basis of the following points:

Sl. No.	Eligibility Requirements *	Points
(1)	Experience of conducting at least one (1) survey/research project in the area of Broadband (5 points would be added for each additional such survey/research project)	25
(2)	Experience of conducting at least 5 surveys /research projects in the area of Telecom or Information and Communication Technology (ICT) including Internet and Broadband OR a combination of them OR areas of similar nature (5 points would be added for each additional such survey/research project)	25
(3)	Personnel/staff and support infrastructure (Based on one project manager/coordinator + minimum three supervisory level professionals + other skilled support personnel)	25
(4)	Suitability of methodology and sampling proposed for carrying out all India survey for five years (10 points for sample techniques +15 points for research methodology)	25

* For criteria (1) & (2) above, minimum qualifying points would be 25 each and for criteria (3) & (4), the minimum qualifying points would be 12.5 (50%) each. In case of criteria (1), if there is no agency/institution with such an experience, TRAI's decision with regard to evaluation of eligibility would be as per the other criteria above.

Contents of the Formal Consortium Agreement

The Formal Consortium Agreement stipulated at paragraph 9.10 shall, amongst others, contain the following:

- a) Which agency/institution would be authorized to sign the contract agreement with TRAI for the assignment?
- b) Designate the project manager who shall be responsible to co-ordinate the activities in connection with the assignment.
- c) Which agency/institution shall be liable to bear risks/ liabilities (jointly &/or severally), in case of any obligations arising during the period of assignment?
- d) Which agency/institution will receive instructions for and on behalf of all the partners of the consortium and the entire execution of the assignment, including payments?
- e) The working relationship between the agency/institution involved and their respective roles, responsibilities and obligations for undertaking the assignment. Also, allocation of work between the parties involved should be clearly identified.
- f) In case any one of agency/institution chooses to withdraw or discontinues from the Consortium Agreement during the tenure of the assignment, resulting in non-completion of assignment or non-submission of final report to TRAI, then which agency/institution will be responsible for the consequences arisen as a result of termination of consortium agreement including costs/ penalties?
- g) Appropriate provisions relating to validity of consortium agreement and consequences of termination of consortium contract by any agency/institution.
- h) The agency/institution in whose favour the payments for the assignment are to be made should be clearly indicated.

Details of Requirement and Manner in which the Agency (which includes consortium) should send their EOI for a five year project to conduct annual surveys on adoption of broadband in India

Part-A: Organization Profile (separate for each member in case of a consortium)

(1) Short notes/tables on:

- (i) About organization ---
- (ii) Its set-up ---
- (iii) When it was established <with proof> ---
- (iv) Years of Experience <Minimum 5 years experience required> ---
- (v) List of clients ---
- (vi) Range of services provided/able to provide related to survey & research in the field of internet and broadband / experience of similar work in the Country or in other country ---

(2) Constitution of Team for execution of large scale survey & research work.

(3) List of offices/centres/field units etc. to be shown preferably on All India basis as per the given format:

S. No.	Name of City/State	Name of Contact Person, Address, Telephone, Fax, Email address	No. of Staff available/deputed including field staff	Infrastructural facilities available(in brief)
1	2	3	4	5
1				
2				
3				
4				
5				

Note: (i) Please add columns as per requirements.

(4) Any other details (if desired to be submitted by the Agency)

PART-B: EXPERIENCE OF FIVE YEARS IN CONDUCTING SURVEY / RESEARCH IN THE FILED OR SIMILAR AREAS

(1) The Agency (which includes Consortium) should show the relevant experience of five years with supporting documents vis-à-vis copies of letters of awarding and completion of work from the clients as per following format (separately in case of members of a consortium):

(a) Name of Sector/Area: _____

Sl. No.	Name Projects	Name of Client	Value of work (Rs.)	Date of Commencement	Date of completion	Whether proof enclosed (yes/No)
1	2	3	4	5	6	7
Sl. No.	Name Projects	Name of Client	Value of work (Rs.)	Date of Commencement	Date of completion	Whether proof enclosed (yes/No)
1	2	3	4	5	6	7

Note: (i) Add Columns for other sectors, if applicable.

(ii) If related proof of experience is not enclosed, it will be presumed that agency has no experience in undertaking the work as per details given above.

(2) Any other details (if desired to be submitted by the Agency) – Please add separate sheets, if needed.

PART-C: TURNOVER OF LAST THREE YEARS (separately in case of members of a consortium)

Sl. No.	Financial Year	Total Income/Turnover (`)
1.	2010-11	
2.	2009-10	
3.	2008-09	

Note: The turnover statement must be supported with relevant proof such as (i) copies of the audited Balance Sheet and Profit & Loss A/c or Income & Expenditure A/c duly audited by statutory auditor (ii) Any other proof (optional) as deemed appropriate vis-à-vis Auditor's Report, Income Tax Return copies etc., (iii) The turnover should be in the name of Agency only and not of the Group entity.

PART-D: DETAILS OF PROFESSIONALS AND IN-HOUSE PROFESSIONALS/ RESOURCES (separately in case of members of a consortium)

(1) The Agency (which includes Consortium) should provide a list of professionals and Human Resources with qualifications, skills and experience related to survey and questionnaire designing, sampling techniques, research methodology, report writing, quantitative and econometric analysis, including familiarity with broad terms and technologies in the field of internet and broadband services

Sl. No.	Name of Key professionals	Educational Qualification	No. of projects handled	Experience
1	2	3	4	5

PART-E: [The Agency (which includes Consortium) evincing Interest in the EOI should also enclose a certificate On Letter Head of the Agency as per format given below:]

EOI for pre-qualification of Agency for a five year project to conduct annual surveys on adoption of broadband in India.

I, _____, working as _____, <name of the Agency or the Consortium> and authorized to issue this certificate, certify that:

- (a) We have gone through the contents of this EOI and fulfill all the requirements and eligibility conditions as per the EOI.
- (b) All relevant documents are enclosed with our EOI (please enclose the list of such enclosures).
- (c) The details and contents of our EOI are authenticated and based on actual work carried out by <name of the Agency or the Consortium>, as per record.
- (d) We have understood that in case it is found that our agency is not fulfilling any of the laid down criteria, or relevant details/supporting documents are not found to be enclosed, we will not be given any opportunity for any clarifications and our EOI will be evaluated based on available documents in EOI.

Signature of Authorized Signatory

Name:

Dated: **Designation:**

[Please affix Rubber Stamp]

PART - F: INSTRUCTIONS & CHECKLIST FOR AGENCY FOR SUBMISSION OF EOI

1. The Agency (which includes Consortium), amongst others, must enclose the following along with the EOI:

- (i) Covering letter on Agency's Letter Head while sending the EOI as required;
- (ii) Certificate showing registration in India (applies individual in case of consortium) and certificate of registration for service tax ;
- (iii) Brief Note on organization profile as required under **Annex – II**;
- (iv) Certificate/proof of minimum annual turnover;
- (v) Proof of experience in the relevant field highlighting experience in Broadband, ICT, Telecom, Internet and other similar areas;
- (vi) Proof/documents in support in-house expertise/skill and human resources including their resume;

- (vii) In case of consortium, a certificate that a Formal Consortium Agreement would be submitted at the time of submission of Technical and Financial bids, if pre-qualified;
 - (viii) Detailed note outlining how it would carry out the work if selected including a brief overview of methodology and sampling techniques
2. The EOIs must be sent in sealed cover within the stipulated time. The EOIs will be evaluated strictly as per laid down conditions. Therefore, before sending the EOIs, the Agency must satisfy that they fulfill all the eligibility conditions. The related proof of experience, details of office set-up etc., as asked for, must be enclosed/detailed out for evaluating the EOIs.
3. The details must be furnished as per formats enclosed in this document and strictly as per the serial order. The information intended to be supplied should be furnished in such a manner that the same satisfies the need/requirement of EOI under various heads and is self-explanatory.
4. The turnover should be in Indian Rupees (`) and should exactly match with the figures reflected in the Balance Sheet/P&L Account/Receipt & Payment A/c. The relevant portion of the document reflecting the turnover must be highlighted.
5. The last date of receiving the EOIs shall be adhered strictly. If the last date is declared a holiday, the next working day on which office is open will be treated the last date of receiving the EOIs. The EOIs should be physically received in this office. No plea made over phone/fax/E-mail that EOI is in transit and be accepted due to postal delay etc. shall be entertained. In the interest of the Agency, it is advised that the EOIs should be sent well before the closing date of receiving the EOI. TRAI shall not be responsible for any postal/courier delay.

---End of the EOI document---