



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi-110002



CORRIGENDUM NO.- 01

Dated 23rd August 2023

Tender No.	AU-4/2/6(2)/2023-QoS dated 21.07.2023
Tender ID	2023_TRAI_763026_1 dated 21.07.2023
Tender Title	Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service and Empanelment of Agencies for future requirement

1. With reference to the above mentioned tender enquiry, the following modifications/ clarifications in the clauses/ provisions of the Tender document are hereby issued:

Sno.	Existing Clause no.	Existing Clause	Revised/ New Clause no.	Revised/ New Clause
1	2 of NIT	All bidders, whose bid is found technically responsive and whose financial bid is opened for further evaluation, will be considered for empanelment for meeting the future requirement for a period of three years from date of empanelment, irrespective of whether bidder is finally considered for award of work or not in present bidding process. For selection of agency for meeting the future requirement of field measurement through drive tests, a limited tender enquiry will be floated specifying the scope of work and inviting financial bids from empanelled agencies only. In such case, empanelled agencies will not be required to submit any technical bid	2 of NIT	All the bidders, whose bid is found technically qualified as per Clause 2.14.6, if intended, will be considered for empanelment for meeting the future requirement of conducting Independent Drive Tests, irrespective of whether they are finally considered for award of work or not in present bidding process. Bidders are also allowed to participate in the bidding process for empanelment only, for meeting the future requirement of TRAI and in such case, they are required to submit the technical bids only. For selection of agency for meeting the future requirement of field measurement through drive tests, a limited tender enquiry will be floated specifying the scope of work and inviting financial bids from empanelled

				agencies only. In such case, empanelled agencies will not be required to submit any technical bid.
2	3(iii) of NIT	The bidders can submit the bid for any number of zones (one or more than one zone), as per his choice. However, a bidder will be considered for award of work in maximum three zones	3(iii) of NIT	The bidders are allowed to submit the bid for maximum four number of zones, as per his choice. In case a bidder submits bids for more than four zones, then such bids shall be rejected summarily.
3	13 of NIT	The bidder shall furnish a declaration (as per Annexure- 6) under his digital signature that no addition/ deletion/ corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on e-procurement Portal.	13 of NIT	The bidder shall furnish a declaration (as per Annexure- 6) under his signature that no addition/ deletion/ corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on e-procurement Portal.
4	2.8.1.3 of Section 2	Further, the following documents are required to be submitted offline (i.e., offline submissions) to Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No-709, 7th Floor, Mahanagar Door Sanchar Bhawan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi- 110002 on or before the date & time of submission of bids in a sealed envelope. The envelope shall bear 'Bid Security for Tender for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service and Empanelment of Agencies for future requirement, for [Please mention name of Zone for which bidder is submitting the bid]' and the phrase: "Do Not Open Before (due date & time of opening of tender)". (a) Bid security (original copy). (b) Original authority letter to designate a person to interact with TRAI for all bid related	2.8.1.3 of Section 2	Further, the following documents are required to be submitted offline (i.e., offline submissions) to Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No-709, 7th Floor, Mahanagar Door Sanchar Bhawan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi- 110002 on or before the date & time of submission of bids in a sealed envelope. The envelope shall bear 'Bid Security for Tender for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service and Empanelment of Agencies for future requirement, for [Please mention name of Zone for which bidder is submitting the bid]' and the phrase: "Do Not Open Before (due date & time of opening of

		activities, queries, presentations, etc. (c) Standard formats as given at Section-VI of the tender, with all the necessary details filled-in, by the bidders.		tender)". (a) Bid security (original copy). (b) Original authority letter to designate a person to interact with TRAI for all bid related activities, queries, presentations, etc.			
5		<i>New Clause added</i>	2.8.4 of Section-II	Bidders are required to sign and stamp on all the pages of the complete bid document including all the documents submitted as per the requirements of this tender. The complete bid documents with all supporting documents shall be uploaded on CPPP portal under digital signature.			
6	Sl. No (iv) of table under 2.9.2 of Section II	Documentary evidence regarding fulfilment of turnover requirement, including audited balance sheet, duly certified by a Chartered Accountant and income tax returns (ITRs) for the prescribed financial years.	Sl. No (iv) of table under 2.9.2 of Section II	(i) Audited balance sheet and (ii) turnover certificate from Chartered Accountant; for the prescribed financial years.			
7	Sl. No (v) of table under 2.9.2 of Section II	Copies of purchase/ work order and experience certificates duly signed by the purchase/ work order issuing authority.	Sl. No (v) of table under 2.9.2 of Section II	Copies of (i) purchase/ work order and (ii) experience/ completion certificates duly signed by the purchase/ work order issuing authority. Duration of the contract and scope/work description should be clearly mentioned on the document(s).			
8	2.14.8 of Section II	The bidder can submit the bid for any number of zones (one or more than one zone), as per his choice. However, a bidder will be considered for award for contract in maximum three zones.	2.14.8 of Section II	The bidders are allowed to submit the bid for maximum four number of zones, as per his choice. In case a bidder submits bids for more than four zones, then such bids shall be rejected summarily.			
9	2.14.10 of Section II	In order to have smooth evaluation of financial bids and award of work thereafter, financial bids shall be opened for each zone separately, in the order as mentioned in below table: <table border="1" data-bbox="448 1991 842 2018"> <tr> <td>S</td> <td>Zone</td> <td>Order of</td> </tr> </table>	S	Zone	Order of		<i>This clause is deleted.</i>
S	Zone	Order of					

		No		opening of Financial bid		
		1.	RO Kolkata Zone	1		
		2.	RO Bengaluru Zone	2		
		3.	RO Hyderabad Zone	3		
		4.	RO Bhopal Zone	4		
		5.	RO Jaipur Zone	5		
		6.	RO Delhi Zone	6		
	10	2.14.15 of Section II	If at any stage of opening of financial bids, in the above mentioned order of opening, it is found that a particular bidder has offered least total quoted price in three zones and has been considered for award of work in these three zones then his financial bids for remaining zones (as per above mentioned order of opening of financial bids) shall not be opened			<i>This clause is deleted.</i>
	11	2.14.16 of Section II	Award of work in remaining zones shall be decided based on the lowest total quoted price offered by the remaining bidders			<i>This clause is deleted.</i>
	12	3.2.4 of Section III	The agency shall undertake assessment of Quality of Service provided by all service providers (licensee) in each of the Licensed Service areas under the respective Zone, in co-ordination with respective Regional Office (RO), in the following manner:	3.2.4 of Section III		The agency shall undertake assessment of Quality of Service provided by all service providers (licensee) in each of the Licensed Service areas under the respective Zone, in co-ordination with respective Regional Office (RO) of TRAI , in the following manner:
	13	3.2.4(c)(ii) of Section III	ii. The total number of handsets per vehicle/ drive test shall be such that it should cover all type of technology deployed by the service providers in the LSA and as mentioned below: A. One handset for each TSP, for voice service offered	3.2.4(c)(ii) (a) of Section III		The total number of handsets required during the drive test in a city area or highways, shall be such that it should be able to capture/ perform the testing covering at least following scenarios:

		<p>on circuit switched technology, in Auto selection mode for 2G and 3G.</p> <p>B. One handset for each TSP for voice service offered on packet switch technology, in Auto selection mode for 4G and 5G.</p> <p>C. One handset for each TSP for voice service on Auto mode of all available/offered technologies (2G/ 3G/ 4G/ 5G).</p> <p>D. One handset for each TSP for data service offered on each type of technology (3G/ 4G/ 5G, whichever is available) on dedicated mode. Provided that, in case a TSP has both 3G and 4G service in the cities or areas, where drive test is being conducted then data test shall be done only for 4G service.</p> <p>E. One Handset for each TSP for Data service in Auto mode, of all available/offered technologies.</p> <p>F. One spare Handset should be readily available in the vehicle in case any handsets get developed snag. Additionally, one handset having Drive test capabilities be kept for the TRAI official during the drive.</p> <p>G. All Handsets being used for drive test should be capable of taking observations for all the spectrum bands used by service providers in India</p>	<p>3.2.4(c)(ii) (b) of Section III</p>	<p>a. TSP wise testing of Voice service offered on circuit switched technology in auto selection mode.</p> <p>b. TSP wise testing of Voice service offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode.</p> <p>c. TSP wise testing of Data service offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode.</p> <p>e. One spare Handset should be readily available in the vehicle in case any handsets get developed snag. Additionally, one handset having drive test capabilities be kept for the TRAI official during the drive.</p> <p>f. All Handsets being used for drive test should be capable of taking observations for all the spectrum bands used by service providers in India.</p> <p>The total number of handsets required during the drive test in Railway routes (including metro rail routes), Coastal area and walk test, shall be such that it should be able to capture/ perform the testing covering atleast following scenarios:</p> <p>a. TSP wise testing of Voice service offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode.</p> <p>b. TSP wise testing of Data service offered on all available technologies (2G/ 3G/ 4G/ 5G) in auto selection mode.</p> <p>c. One spare Handset should be readily available in the vehicle in</p>
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				<p>case any handsets get developed snag. Additionally, one handset having drive test capabilities be kept for the TRAI official during the drive.</p> <p>d. All Handsets being used for drive test should be capable of taking observations for all the spectrum bands used by service providers in India.</p>
14	3.2.4(e)(ii) of Section III	The agency may be asked to demonstrate the post-processing activity to the concerned Regional Office of TRAI, if so desired, on sample basis	3.2.4(e)(ii) of Section III	The agency may be asked to demonstrate the post-processing activity to TRAI , if so desired, on sample basis.
15	3.2.4(f)(iii) of Section III	The agency shall preserve the complete log files for a period of six months after the expiry of the contract and shall produce the same to TRAI as and when required to do so	3.2.4(f)(iii) of Section III	The agency shall preserve the complete log files for a period of six months after the expiry of the contract and shall submit the same to TRAI as and when required to do so.
16	3.2.4(f)(v) of Section III	After completion of the drive test, the agency is required to submit the report of the independent drive test in such a manner that all the metrics captured for different services (voice and data) and different service providers, are displayed individually and in comparative form using a Graphical User Interface including plotting of all the events like call drop, call block, call handover failure etc. on the map, data visualization dashboards and analytical based tools. The analytical based tool/ software shall be internationally compatible and be used to show comparison of TSP performance/ comparison of TSP's at city/ highway/ railway route level, with other TSP's, grid level, service area level.	3.2.4(f)(v) of Section III	After completion of the drive test, the agency is required to submit the report of the independent drive test in such a manner that all the metrics captured for different services (voice and data) and different service providers, are displayed individually and in comparative form using a Graphical tools including plotting of all the events like call drop, call block, call handover failure etc. on the map for data visualization and analysis . The analytical based tool/ software used shall be internationally compatible and be used to show comparison of TSP performance/ comparison of TSP's at city/ highway/ railway route level, with other TSP's, grid level, service area level.
17	3.6.2 of Section III	The agency shall submit to TRAI sample design and sample	3.6.2 of Section III	The agency shall submit to TRAI sample design and

		reporting formats within 4 weeks of signing of the agreement. TRAI may suggest modifications to the sample design and sample reporting formats and the agency shall modify the sample design and sample reporting formats, as suggested by TRAI, and final approval shall be taken before taking up the job in hand. The final approved design and reporting format shall be submitted by the agency within time period as specified in the delivery schedule at Clause 4.4 of section-IV, after incorporating modifications/corrections suggested by TRAI. TRAI's decision in this matter shall be final		reporting formats as specified in the delivery schedule at Clause 4.3 of section-IV . TRAI may suggest modifications to the sample design and reporting formats and the agency shall modify the sample design and reporting formats, as suggested by TRAI, and approval shall be taken before taking up the job in hand. The final approved design and reporting format shall be submitted by the agency within time period as specified in the delivery schedule at Clause 4.3 of section-IV, after incorporating modifications/ corrections suggested by TRAI. TRAI's decision in this matter shall be final
18	3.7.3 of Section III	The report shall contain the results of drive tests with relevant references and comparison of performance of the service providers on various Quality of Service parameters in the city or highway or rail routes or coastal areas, as the case may be. The report shall also contain an Executive Summary and Critical findings along with detailed analysis to share with the service provider to take further follow-up action. Additionally, the report should be useful for the customers. Terminologies used in common parlance be used while describing the quality of the networks for ease of use of customers. Also, the plots of coverage, quality and MOS (mean opinion score) of voice service and download throughput speed for data service be hosted in a zoomable layout which can be used by customers to locate specific spots on the map.	3.7.3 of Section III	The report shall contain the results of drive tests with relevant references and comparison of performance of the service providers on various Quality of Service parameters in the city or highway or rail routes or coastal areas, as the case may be. The report shall also contain an Executive Summary and Critical findings along with detailed analysis to share with the service provider to take further follow-up action. Additionally, the report should be useful for the customers. Terminologies used in common parlance be used while describing the quality of the networks for ease of use of customers. Also, the plots of coverage, quality and MOS (mean opinion score) of voice service and download throughput speed for data service shall be presented in such a

				manner that they are useful to the customers to locate specific areas on the map.
19	1 of Section V	The bidders can submit the bid for any number of zones (one or more than one zone), as per his choice. However, a bidder will be considered for award for work in maximum three zones	1 of Section V	The bidders are allowed to submit the bid for maximum <u>four</u> number of zones, as per his choice. In case a bidder submits bids for more than four zones, then such bids shall be rejected summarily.
20	Annexure 5	--to be digitally signed by bidder--	Annexure 5	(Signature of Bidder)
21	Annexure 6	--to be digitally signed by bidder--	Annexure 6	(Signature of Bidder)

2. Last date and time of submission of bids (online & offline documents) and Opening of Techno-Commercial bids, as appearing in various clauses of the tender document, are modified as follows:

Bid Timelines	Existing Date & Time	Revised Date & Time
Last Date & Time of Submission of bids online and offline documents	28/08/2023 by 15:00 hrs	11/09/2023 by 15:00 hrs
Opening of Techno- Commercial Bids	29/08/2023 by 15:00 hrs	12/09/2023 by 15:00 hrs

This is issued with the approval of competent authority.

(Pawan Kumar Aggarwal)
Joint Advisor (QoS-I)