



भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
(ओल्ड मिनटो रोड), नई दिल्ली-110002
TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi-110002



Tender No. AU-4/2/6(2)/2023-QoS dated 21.07.2023
Last Date of Submission of bid by 15:00 Hrs on 28.08.2023

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

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

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Section-I

Notice Inviting Tender (NIT)

Invitation of Bids 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

1. The Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi – 110002 (hereinafter referred to as 'TRAI' or 'Authority') invites sealed tender from Indian companies/ firms (hereinafter referred to as 'agency' or 'audit agency' or 'bidder'), who satisfy the eligibility conditions as mentioned in the Tender Document, for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service provided by various access service providers, as specified in the Quality of Service Regulations (hereinafter referred to as 'QoS Regulations'), issued and amended from time to time by the Authority. The QoS Regulations issued by TRAI in this regard are as mentioned below:

- (i) The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March 2009 and
- (ii) The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4th December 2012.

2. 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.

3. (i) The tender is invited for the following Zones:

- a. RO Bengaluru Zone
- b. RO Bhopal Zone
- c. RO Delhi Zone
- d. RO Hyderabad Zone
- e. RO Jaipur Zone
- f. RO Kolkata Zone

(ii) Details of the Licensed Service Areas (LSAs) along with geographical areas covered under each zone are given in the bid document at **Annexure 2A**.

(iii) 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**.

4. A copy of the Tender document is available on TRAI's website www.traai.gov.in as well as on www.eprocure.gov.in and may be downloaded for the purpose of bid submission. As TRAI has decided to use process of e-tendering for inviting this tender, hence the hard copy of the tender document will not be available.

5. **Eligibility Conditions:** As specified in Clause 2.2 (Eligibility Conditions) of Section-II (*General Conditions and Instructions to the Bidders*).

6. **Bid Security:** The bidder shall furnish bid Security of **Rs. 40,000/- (Rs Forty Thousand only) per zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and Payable at New Delhi.

Exemption of Bid security deposit will be considered for eligible bidders registered as Micro/Small/Start-up with NSIC/ MSME/ DPIIT etc. Further, the exemption to MSE category is only applicable to those bidders who are registered under the scheduled category for which services is being obtained and not for all MSE categories. In case the exemption is sought, the bidder shall also submit a Bid-security declaration.

7. **Last Date & Time of Submission of online Bid:** The bids shall be submitted online on www.eprocure.gov.in on or before **28.08.2023 by 15:00 Hrs.** Bid received after due time & date will not be accepted. In case the date of submission (and opening) is declared to be a holiday, the date of submission and opening of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be notified through TRAI website and e-procurement portal.

Requirements and procedure for online bid submission is outlined in detail in '*Guidelines for hassle free Bid Submission*' on the website https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf. Bidders are advised to go through the details thoroughly before submission of bids, as neither TRAI nor NIC shall be responsible for rejection of bids due to incorrect/ faulty online application submission.

8. **Opening of Tender Bids:** At **15:00 Hrs on 29.08.2023.**

9. **Place of opening of Tender bids:** TRAI has adopted online bid submission on www.eprocure.gov.in. For further details, the guidelines on www.eprocure.gov.in may be referred.

10. Incomplete, ambiguous, conditional, digitally unsigned bids are liable to be rejected.

11. The bids received, either by post or in person, shall not be considered for opening and same shall be returned to the bidder in original unopened.

12. TRAI reserves the right to accept or reject any or all bids without assigning any reason.

13. 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.

14. In case of any correction/ addition/ alteration/ omission in the bid, the bid shall be treated as non-responsive and shall be rejected summarily. All documents submitted in the

bid offer should be preferably in English. In case the certificate viz experience, registration etc. is issued in a language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translator, to be true copy in addition to the relevant certificate.

15. All computer generated documents should be duly attested/ signed by the issuing organization.

16. Consortium of companies/ firms are not allowed to participate in the tender.

17. **Clarification on tender document:** Prospective bidders, requiring any clarification on the tender document, may submit their request in writing by **31.07.2023, 17:00 hrs**, through e-procurement portal with copy to Email: **sroqos3@traigov.in**.

18. Tentative date/time schedule for various activities is as mentioned below:

Activity	Tentative Date	Time
Issue of NIT	21/07/2023	-
Accessibility of Tender Document	21/07/2023	17:00 hrs
Pre – Bid Vendor Conference	28/07/2023	11:00 hrs
Last Date & Time of seeking clarifications	31/07/2023	17:00 hrs
Issue of corrigendum/clarification on CPPP Portal , if any	10/08/2023	17:00 hrs
Last Date & Time of Submission of bids online and offline documents	28/08/2023	15:00 hrs
Opening of Techno- Commercial Bids	29/08/2023	15:00 hrs

19. Any change in the schedule of tender submission or opening etc. shall be communicated through TRAI website and e-procurement portal.

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

SECTION- II

General Conditions and Instructions to the Bidders

2.1. Definitions

- i. “ **Purchaser**” means the Telecom Regulatory Authority of India.
- ii. “ **Bidder**” means the individual or firm who participates in this tender and submits its bid.
- iii. “**Successful Bidder**” means the Bidder to whom work in this tender is awarded.
- iv. “ **Work Order**” means the order placed by the Purchaser on the successful bidder signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. “ **Contract Price**” means the price payable to the Successful Bidder under the Work Order for the full and proper performance of its contractual obligations.

2.2. Eligibility Conditions

The bidders satisfying the following eligibility conditions shall be eligible for bidding:

- i. The Bidder shall be a company registered under the Companies Act, 2013, OR a LLP registered under the Limited Liability Partnership Act, 2008, OR a Partnership Firm registered under the Partnership Act, 1932, OR a proprietorship firm.
- ii. The bidder must have a valid GST (Goods and Services Tax) registration number and PAN (Permanent Account Number).
- iii. The bidder must not be 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, and/ or autonomous bodies.
- iv. The bidder shall have minimum average annual financial turnover of Rs. Seventy-Five Lacs only (Rs. 75,00,000/-), during the last three consecutive financial years preceding the bidding year i.e. FY 2019-20, 2020-21 and 2021-22.
- v. The bidder shall have minimum three years’ experience of successfully conducting similar work of assessment of Quality of Service through drive test of mobile networks, as defined under scope of work in Section III.

2.3. Cost of Bidding

The bidder 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.

2.4. Bid Document:

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

2.5. Clarification on Bid document and pre-Bid conference

2.5.1. A prospective bidder, requiring any clarification on the bid document shall notify the Purchaser in writing through the e-procurement portal. The Purchaser shall respond in writing to any request for the clarification of the bid document, which it receives not later than the date specified in Section-I of this document. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be uploaded on TRAI's website www.trai.gov.in as well as on www.eprocure.gov.in. The clarification/queries on bid document should be sent in following format:

Sl. No	Clause no. with Section of tender	Clarification/query

2.5.2. The bidders are required to keep regular watch on e-procurement portal www.eprocure.gov.in and the TRAI website (www.trai.gov.in), for any amendment to the tender document or for clarifications in response to the queries raised by the bidders up to a day prior to the last date for submission of bids.

2.5.3. TRAI reserves the right to reject any or all the bids in case the bids are submitted without taking into account these amendments/clarifications. Further, the prospective bidders shall be fully responsible for downloading and incorporating the amendments made by TRAI in the bid document and clarifications issued, if any, from TRAI website or e-procurement portal and TRAI accepts no responsibility whatsoever in this regard.

2.5.4. Bidders requiring any clarification on the bid documents shall be, to the extent possible, clarified in the pre-bid conference. The pre-bid conference will be held with the prospective bidders, 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 the Conference Hall of TRAI HQ, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110002, or through online or hybrid mode. The prospective bidders should, on their own, attend the said conference without waiting for any further communication.

2.5.5. As a result of the discussion in this pre-bid conference, if any modifications to the tender document are considered necessary, suitable corrigenda/addenda will be issued. A copy of such corrigenda/addenda will be uploaded on www.eprocure.gov.in and TRAI website (www.trai.gov.in).

2.5.6. Any clarification/ corrigenda/ addenda issued by TRAI either at its own, or in response to query raised by prospective bidders shall form an integral part of

bid documents and it shall amount to an amendment of relevant clauses of the bid documents.

2.6. Amendment of bid documents

- 2.6.1. 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 a prospective bidder, modify bid document by issuing amendments.
- 2.6.2. The amendments shall be notified in writing through e-procurement portal and TRAI website to all prospective bidders and these amendments will be binding on them.
- 2.6.3. In order to afford prospective bidders 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.

2.7. Bid Security

- 2.7.1. The bidder shall submit a bid security of **Rs. 40,000/-** (Rs. Forty Thousand only) **for each zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and payable at New Delhi.

Exemption of bid security deposit will be considered for eligible bidders registered as Micro/Small/Start-up with NSIC/MSME/DPIIT etc. Further, the exemption to MSE category is only applicable to those bidders who are registered under the scheduled category for which services is being obtained and not for all MSE categories.

However, bidders, themselves, have to ensure that they are eligible for the same and submit self-attested relevant certificates and documentary proofs for claiming the exemption. In case the exemption is sought, the bidder shall also submit a '***Bid-security declaration***' (as per Annexure-5) accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security (PBG) before the deadline defined in the bid document, they may be suspended from participating in future tenders for a period upto 3-years.

- 2.7.2. Original Demand Draft/ Banker's cheque for all zones shall be submitted **physically** 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, before last date & time of submission of bids as mentioned in Section-I, in a single envelope duly super-scribed '*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]'. The Demand Draft/ Banker's cheque should be drawn on any scheduled bank in favour of "**TRAI**" payable at **New Delhi**.

- 2.7.3. A scanned copy of the Demand Draft/ Banker's cheque is also required to be submitted along with technical bid being submitted on *www.eprocure.gov.in*.
- 2.7.4. **Bids received without Bid Security shall be rejected summarily.**
- 2.7.5. The bid security shall be refunded to the unsuccessful bidder after finalisation of the tender. The bid security of successful bidder shall be returned after submission of Performance Bank Guarantee (PBG).
- 2.7.6. The bidders will be suspended to participate in the future tender of TRAI for a period upto **3-years**, in any of the following circumstances/ events:
- (a) In the case the bidder withdraws or modifies its bid, after last date of submission of bids, during the period of validity of bids.
 - (b) In the case of Successful Bidder, if the bidder fails:
 - (i) to sign the contract; or
 - (ii) to furnish Performance Bank Guarantee in accordance with Clause 2.12 of this Section.

2.8. Documents comprising Bids

- 2.8.1. Bidder shall submit the Techno-Commercial bid and Financial bid online separately before the last date and time of submission. First electronic envelope will be named as '**Technical envelope**' & will contain documents of bidder's satisfying the eligibility/ Technical & commercial conditions and 2nd electronic envelope will be named as '**Financial envelope**' containing financial quote. Offline documents shall be submitted in **Envelope-3 (offline)**. Broadly, following documents are required to be submitted: -

2.8.1.1. Technical envelope shall contain:

- (a) Copy of the tender document and clarifications/ corrigendum issued, if any, duly signed by the authorised representative of the bidder on each page of the tender document and clarifications/ corrigendum issued, if any, as acknowledgement that the bidder has read and accepted the terms and conditions.
- (b) Documentary evidence to establish that the bidder is eligible to bid (as per Clause 2.9 of section-II) and is qualified to perform the contract if its bid is accepted.
- (c) Standard formats as given at Section-VI of the tender, with all the necessary details filled-in, by the bidders.
- (d) Undertaking by the bidder to ensure clause by clause compliance of this tender as per Annexure-3.
- (e) Declaration (as per Annexure- 6) 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.
- (f) Scanned copy of authority letter to designate a person to interact with TRAI for all bid related activities, queries, presentations, etc.
- (g) Scanned copy of bid security for each zone in accordance with clause 2.7

of Section-II.

(h) Other documents as specified in tender document.

2.8.1.2. **Financial envelope** shall contain:

Duly filled price schedule in accordance with Section V.

The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders.

2.8.1.3. **Envelope-3 (offline)** shall contain:

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 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.

2.8.2. The bid submitted should be properly indexed with running page numbers marked on all documents enclosed.

2.8.3. The name, address, telephone/mobile number, e-mail address of the bidder and zone for which the bid is submitted, should be clearly mentioned. Any corrections or overwriting in the bid should be attested by the person signing the bid failing which the proposal shall be liable to be rejected.

2.9. Documents establishing bidder's eligibility and qualification.

2.9.1. The bidders satisfying the eligibility conditions, as mentioned in **Clause 2.2 'Eligibility Conditions'** of Section-II of this tender document shall be eligible for bidding.

2.9.2. To fulfil the eligibility conditions, bidder must submit following documents:

Sl. No.	Eligibility Condition	Supporting Documents required
i.	The Bidder shall be a company registered under the Companies Act, 2013, OR a LLP registered under the Limited Liability Partnership	Certificate of incorporation/ registration

	Act, 2008, OR a Partnership Firm registered under the Partnership Act, 1932, OR a proprietorship firm.	
ii.	The bidder must have a valid GST (Goods and Services Tax) registration number and PAN (Permanent Account Number).	A copy of valid PAN and GST registration number.
iii.	The bidder must not be 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, and/or autonomous bodies.	An Undertaking as per Annexure 4.
iv.	The bidder shall have minimum average annual financial turnover of Rs. Seventy Five Lacs (Rs. 75,00,000/-) only during the last three consecutive financial years preceding the bidding year i.e. FY 2019-20, 2020-21 and 2021-22	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.
v.	The bidder shall have minimum three years' experience of successfully conducting similar work of assessment of Quality of Service through drive test of mobile networks, as defined under scope of work in Section III.	Copies of purchase/ work order and experience certificates duly signed by the purchase/ work order issuing authority.

2.10. Submission of bid and Validity of Bids

2.10.1. The standard formats for the bids (Technical and Financial) are at Section-VI and Section-V respectively. All the details are required to be filled by the

bidders and submitted before the last date and time of submission. The bids should be paginated and indexed.

- 2.10.2. Bids must be received by the Purchaser online as per Clause 2.8 of Section-II not later than the specified date and time indicated in the NIT (Section-I).
- 2.10.3. The bidder is required to submit the bid online at the e-procurement portal. Tender bids received after due time & date will not be accepted. Offline submission of bids would not be accepted and only the documents mentioned in Clause 2.8 of section-II shall be submitted offline.
- 2.10.4. The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the bid documents in accordance with Clause 2.6 in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subjected to the deadline as extended.
- 2.10.5. The bid shall remain valid for **120 (one hundred twenty) days** from the last date of submission of the bid.
- 2.10.6. Requirements and procedure for online bid submission is outlined in detail in '*Guidelines for hassle free Bid Submission*' on the website https://eprocure.gov.in/cppp/hassle_free_bid_submission.pdf.
- 2.10.7. Bidders are advised to go through the details thoroughly before submission of bids, as neither TRAI nor NIC will be held responsible for rejection of bids due to incorrect/ faulty online application submission.

2.11. Modification and withdrawal of bids

- 2.11.1. The bid modification, revision or withdrawal shall be in accordance with the provisions of e-procurement portal.
- 2.11.2. Subject to Clause 2.11.1, no bid shall be modified subsequent to the deadline for submission of bids.

2.12. Performance Bank Guarantee

- 2.12.1. The Successful Bidder shall furnish a Performance Bank Guarantee in the proforma given at **Annexure-1** from any scheduled/commercial Bank in India within 15 (fifteen) days from the date of receipt of the letter of acceptance of bid by the audit agency, for an amount equivalent to 3% of the value of the contract.
- 2.12.2. In case the furnishing of an acceptable Performance Bank Guarantee is delayed by the audit agency beyond the afore-mentioned period, TRAI may cancel the said letter of acceptance and forfeit the bid security submitted by the audit agency.
- 2.12.3. Initially, the bank guarantee shall be valid for a period of 60-days beyond the validity of the contract. The audit agency on its own shall extend the validity period of the bank guarantee for a further period of six months on similar terms at least one month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantees shall be kept valid till the satisfactory completion of 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 audit agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.

2.12.4. On satisfactory completion of the contract in all respects, as per the terms and conditions specified in the tender document and agreement, the Performance Bank Guarantee shall be returned to the audit agency. No interest in any form shall be payable by TRAI to the audit agency before or after expiry of the Performance Bank Guarantee.

2.12.5. In case the contract is extended to cover assessment work for one or more quarter, but not more than four quarters, the audit agency shall submit, within 15 (fifteen) days of intimation about such extension by TRAI, a fresh Performance Bank Guarantee for amount equivalent to 3% of the value of the contract for the extended period or extended work having validity for a period of 60-days beyond the validity of the extended contract, as the case may be, and shall also extend the validity period of such bank guarantee for a further period of six months on similar terms, at least one month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the bank guarantees shall be kept valid till the satisfactory completion of the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle the TRAI to encash the bank guarantee and to convert it into a cash security without any reference to the audit agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.

2.12.6. Without prejudice to its rights to terminate the contract and to pursue any other remedy available to it under the law, TRAI may forfeit full or part of the Performance Bank Guarantee in case –

- (i) the audit agency fails to carry out the assigned task as per the terms and conditions specified in the tender document and contract; or
- (ii) the report is not as per the format approved by TRAI; or
- (iii) the report contains information, which is found to be factually incorrect or materially wrong by TRAI. The decision of TRAI as regards such material incorrectness of the report shall be final and binding on the audit agency.

2.13. 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.

2.14. Opening and evaluation of the bid

2.14.1. The technical bids will be opened on **29.08.2023 at 15:00 Hrs.** online through e-procurement portal.

2.14.2. The participating bidders/ authorised representatives, if they so desire, may present at the time of opening of the bids.

(A) Technical Evaluation:

- 2.14.3. The bids shall be evaluated by the tender evaluation committee for their responsiveness i.e., to verify whether proposals are free of any significant omission and deviations from scope of work or other key requirements of the tender.
- 2.14.4. Subsequently, technical bid will be evaluated to conform whether it meets the eligibility criteria as prescribed in Clause 2.2 of Section-II and other requirements of the tender and adherence to the terms and conditions of the tender etc.
- 2.14.5. Technical bid of the bidder, having submitted technically responsive bid, shall be evaluated separately based on following parameters:

Sl. No.	Evaluation Criteria	Maximum Score	Score will be awarded on the basis of specified document
1.	Bidder's specific experience relevant to Scope of Work	30	As mentioned in Cl. 2.9 of Section-II
	<i>Marks shall be awarded to bidder as detailed below, based on the number of years for which bidder having experience of successfully conducting similar work of assessment of Quality of Service through drive test of Cellular networks, as defined under scope of work in Section III:</i> (a) < 3 years - 0 (b) ≥ 3 years and < 4 years - 20 (c) ≥ 4 years and < 5 years - 25 (d) ≥ 5 years - 30		
2.	Financial capability	20	As mentioned in Cl. 2.9 of Section-II
	<i>Marks shall be awarded to bidder as detailed below, based on the bidder having average annual financial turnover during the last three consecutive financial years preceding the bidding year i.e., FY 2019-20, 2020-21 and 2021-22:</i> (a) < Rs 75 lacs - 0 (b) ≥ Rs 75 lacs and < 1 crore - 16 (c) ≥ Rs 1 Crores and < 1.5 crore - 17 (d) ≥ Rs 1.5 Crores and < 2 crore - 18 (e) ≥ Rs 2 Crores - 20		
3.	Drive test/ post-processing tools owned by the bidder, duly calibrated by the manufacturer, along with the required number of engineering handsets for conducting drive test of mobile networks as per the scope of work defined under Section III	20	As per Form-III of Section-VI
	<i>Bidder is required to assess the quantum of drive-test/ post-processing tools required for completion of work as prescribed under scope of work in Section III. Further bidder shall be required to submit details of drive-test/ post-processing tools either owned by the bidder or planning to meet the requirement by engaging/hiring, as per Form-III of Section-VI. Quantum of such drive-test/ post-processing tools owned and hired viz-a-</i>		

	<i>viz requirement to meet the scope of work shall become a basis for award of the marks.</i>		
4.	Qualification and relevant experience of key staff (As per CVs submitted) for the project	20	As per Form-IV of Section-VI
	<i>Bidder is required to assess the quantum and qualification of key staff required for completion of work as prescribed under scope of work in Section III. Further bidder shall require to submit details of qualification and relevant experience of key staff, in Form-IV of Section-VI. Availability of qualified key staff viz-a-viz requirement to meet the scope of work shall become a basis for award of the marks.</i>		
5.	Use of advanced tools & testers and analytics	10	As per Form-VII of Section- VI
	<i>Marks shall be awarded on the basis of write-up (around 250 words) submitted by the bidder as per Form-VII of Section- VI on 'Use of advanced tools & testers and analytics', for completion of work as prescribed under scope of work in Section III. If required, bidder may be asked to give a presentation.</i>		

2.14.6. Only the bidder, having submitted technically responsive bid, meeting eligibility criteria and scoring minimum score of 65 on parameters specified in Clause 2.14.5 above, shall qualify for opening of financial bids in the second stage of bid evaluation.

2.14.7. TRAI may ask the bidders to give a presentation on their technical proposal, as per the requirement of tender evaluation committee.

(B) Financial Evaluation:

2.14.8. 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.**

2.14.9. The financial bids of only those bidders, who have submitted technically responsive bid, meeting eligibility criteria and scoring minimum score of 65 on parameters specified in Clause 2.14.5 above, shall qualify for opening of financial bids in the second stage of bid evaluation.

2.14.10. 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:

S No	Zone	Order of 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
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However, this order of opening of financial bids does not qualify any bidder's choice or rank in terms of suitability for award of work.

- 2.14.11. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the bidders and shall be evaluated giving due consideration to the total quoted price for the zone i.e., as a package covering city/ area, highway, railway route, costal area and walk test for all the LSAs of the zone. Only total quoted price for a zone will be taken for ranking of bids from lowest quoted to highest quoted.
- 2.14.12. Bidder offering least total quoted price inclusive of all taxes and levies in respective RO zone and covering all service areas shall be considered for award of work in that zone.
- 2.14.13. Bidder shall quote the price for all drive test areas (city/ area, highway, railway route, costal area and walk test) for all the LSAs of the zone. If Bidder failed to quote price for any specific drive test area (city/ area, highway, railway route, costal area and walk test) or any LSA of the zone, then such bid shall be summarily rejected.
- 2.14.14. Arithmetical errors shall be rectified on the following basis;
“If there is a discrepancy between words and figures, the amount in words shall prevail. If there is discrepancy in the total arrived at and the rates quoted for each service area of a zone, the total shall be corrected taking into account the rates quoted for the service areas within the zone. If the bidder does not accept the correction of the errors, his bid shall be rejected”.
- 2.14.15. 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.
- 2.14.16. Award of work in remaining zones shall be decided based on the lowest total quoted price offered by the remaining bidders.
- 2.14.17. However, 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.
- 2.14.18. 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.
- 2.14.19. 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.

2.15. Validity of Contract

- 2.15.1. The contract shall be valid for a period of 18 (eighteen) months from the date of signing of the contract for conducting Independent Drive Test (IDT) for assessment of Quality of Service of Cellular Mobile Telecom Service for one year consisting of four quarters as specified in the tender. The quarter is defined as a period of three continuous calendar months ending 31st March, 30th June, 30th September and 31st December.
- 2.15.2. The contract period may be extended for one or more quarters, but not more than four quarters at a time, at the same rate and terms & conditions as per the contract, at the sole discretion of TRAI, to cover the independent drive test for the next year.
- 2.15.3. The empanelment of the agencies, whose bid is found technically qualified as per Clause 2.14.6, shall be for a period of three years from the date of empanelment. The empanelment period may be extended for one more year at the same terms & conditions at the sole discretion of TRAI.

2.16. Force Majeure

- 2.16.1. If the performance in full or part as specified in the contract is prevented, restricted, delayed or interfered by reasons of-
 - i. fire, explosion, cyclone, floods.
 - ii. war, revolution, acts of public enemies, blockage, or embargo.
 - iii. any law, order, proclamation, ordinance, demand, lock down imposition by Government, or authority or representative of any Government.
 - iv. strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; or
 - v. any other circumstances beyond the control of the party affected.then, notwithstanding anything contained hereinbefore, the party affected may be excused from its performance to the extent such performance relates to such prevention, restriction, delay or interference, provided the party so affected uses its best efforts to remove such cause of non-performance, and when removed, the party shall continue performance with utmost urgency.
- 2.16.2. If at any time during the performance of the contract, the audit agency should encounter conditions impeding timely completion of the work, the audit agency shall promptly (within 7-days) notify to the TRAI in writing the fact of the delay, it's likely duration and its causes. As soon as practicable after receipt of the notice of the audit agency, TRAI may evaluate the situation and may at its discretion extend the period for performance of the contract after mutual discussion with the audit agency. If the force majeure conditions mentioned above continue to be in force for 90 days or more at any time, TRAI shall have the option to terminate the contract on expiry of 90 days of

commencement of such force majeure by giving 14 days' notice to the audit 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.

2.17. Termination:

- 2.17.1. TRAI reserves the right to terminate the contract, in whole or in part for its (the Purchaser's) convenience or frustration of contract as per sub-clause below, by serving 'Notice for Determination of Contract' on the audit agency at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of TRAI or the frustration of the contract. The notice shall also indicate inter-alia, the extent to which the audit 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 shall accrue after that to TRAI. Unless otherwise instructed by TRAI, the audit agency shall continue to perform the contract to the extent not terminated.
- 2.17.2. Without prejudice to its right to impose Liquidated damages (LD), and to forfeit the Performance Bank Guarantee, TRAI reserves the right to terminate the contract, if:
- i. the audit agency fails to carry out the task as per the terms and conditions specified in the tender document and the contract; or
 - ii. if the report is not as per the format approved by TRAI; or
 - iii. if the report contains information, which is found to be factually incorrect or materially wrong by TRAI. The decision of TRAI as regards such material incorrectness of the report shall be final and binding on the audit agency.
- 2.17.3. Delivery of the performance of the work shall be done by the audit agency in accordance with the time schedule specified by TRAI. In case the work is not completed within the stipulated delivery period, as indicated in the contract, TRAI reserves the right to foreclose/terminate the contract and/or impose liquidated damages as per Clause 4.3 of Section-IV.
- 2.17.4. The termination/foreclosing of the contract shall be at the risk and responsibility of the audit agency and TRAI reserves the right to get the work completed for the remaining part at the risk and cost of the defaulting audit agency.

2.18. Indemnity

- 2.18.1 The audit 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 in respect of the services provided by the audit agency under this contract, as a result of any 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.

- 2.18.2 In no event shall TRAI be liable to the audit 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 audit agency under this contract. The audit 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 audit agency, its agents, employees, or servants.

2.19. Coordination

The audit agency shall appoint one of its employees as coordinator who shall represent the audit agency in all dealings with the TRAI HQ and concerned Regional Offices.

2.20. Confidentiality

- 2.20.1. The bidder shall treat all the information provided by TRAI as confidential and shall not share this information without the written permission of TRAI. The reports, data, etc. submitted by the bidder shall be the exclusive property of TRAI and the bidder shall not disclose the contents of such reports, data, results, etc. to any third party without the prior written consent of TRAI. This condition shall survive the termination of the contract with the bidder.
- 2.20.2. All information gathered during the independent drive test and reports shall be the sole property of TRAI. The audit agency shall not transfer / pass on the information of one service provider to another service provider or to any third party under any circumstances.
- 2.20.3. The bidder 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.
- 2.20.4. The bidder 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.
- 2.20.5. The audit agency, if required shall be asked to enter into a confidentiality agreement {Non-Disclosure Agreement (NDA)} with the service provider and TRAI, to this effect, before start of the audit.

2.21. Laws governing contract

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

2.22. 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.

2.23. Arbitration

In the event of any dispute arising between TRAI and the audit agency, the matter shall be referred to a sole arbitrator appointed by TRAI. The audit 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 there under for the time being in force. The parties expressly agree that the seat and venue of arbitration proceedings shall be New Delhi. The language of arbitration shall be English.

2.24. Language of the bid and bid cost:

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

2.25. 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 authority shall be borne by the audit agency.

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

The audit agency shall not assign the contract, the benefit or burden thereof to any other person or persons or body corporate. No under letting or subletting to any person or body corporate for the execution of the contract or any other part thereof is permitted under any circumstances.

2.27. False information:

In the event of furnishing false/incorrect/misleading information by the audit agency, the bid security of such bidder shall be forfeited, and the *bidder will be suspended to participate in the future bids of TRAI for a period upto 3-years.*

Further, if during the performance of the contract, it is detected that the contract has been obtained by furnishing false/incorrect/misleading information in the bid, the contract is liable to be terminated and performance bank guarantee and other payments due to the audit agency shall be forfeited and the audit agency shall be liable to be blacklisted.

2.28. Peer Audit or re-verification of the report:

TRAI may, at its discretion, undertake peer audit of the report submitted by the audit agency through a different audit agency or undertake verification of the report through its officers, and in case the report is found to be materially incorrect, the audit agency shall be liable for penal action besides forfeiture of its performance bank guarantee.

Provided that the terms and conditions of peer audit through audit agency from other zone shall be as decided by TRAI with such agency in accordance with the contract with the agency.

2.29. Verification of Documents and Certificates

- 2.29.1. The bidder shall verify the genuineness and correctness of all documents and certificates, including experience/ performance certificates, issued either by the bidder or any other firm/ associate before submitting them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.
- 2.29.2. As per requirement of the tender's conditions, if any document/ paper/ certificate submitted by the participant bidder is found to be false/ fabricated/ tempered/ manipulated at any stage during bid evaluation or award of contract, then the bid security of the bidder would be forfeited, and the bidder would be disqualified from the tender. Action would also be taken for barring of business dealing with the defaulting firm. In case contract has already awarded to the bidder, then performance bank guarantee would be forfeited and the contract would be rescind/ annulled and TRAI would be at liberty to procure the ordered services from any other source at the risk and cost of the defaulting bidder.

2.30. Rejection of Bids

- 2.30.1. While all the conditions specified in the bid documents are critical and are required to be complied, special attention of bidder is invited to the following clauses of the bid documents. Non-compliance of any one of which shall result in rejection of the bid.
 - i. The bids will be rejected at opening stage if bid security is not submitted as per Clauses 2.7 and bid validity is less than the period prescribed in Clause 2.10.5 mentioned above.
 - ii. If the eligibility condition as per Clause 2.2 is not met and/ or documents prescribed to establish the eligibility as per Clause 2.9.2 are not enclosed, the bids will be rejected without further evaluation.
 - iii. Financial Bid Format: If prices are not filled in as prescribed in financial bid. The bidder has to quote for all the drive test areas (City/ Area, highway, railway route, costal area and walk test) for all the LSAs of a zone mentioned in the price format.

2.31. Empanelment Security

- 2.31.1. As this tender is also an invitation to the prospective bidders, to get empanelled as Audit Agency, if intended, for conducting independent drive test for future requirement of TRAI, other than the existing scope of work as contained in Section III of this bid document, the selected bidders are required to submit an empanelment security of **Rs. 1,00,000/-** (Rs. One Lac only), in the form of Demand Draft/ Banker's cheque or Bank Guarantee, with a validity period of 36-months, after issue of letter of intent for empanelment subject to the acceptance of the terms and condition of the empanelment.

- 2.31.2. However, the Successful Bidder shall be required to submit separate performance bank guarantee applicable, for the work awarded through limited tender enquiry.
- 2.31.3. The empanelment security shall be refunded, after expiry of empanelment period subject to satisfactory completion of all obligations.

2.32. Purchaser's right to vary quantities

TRAI reserves the right to increase or decrease up to 25% of the quantum of work specified in the schedule of financial bids (Section-V) without any change in the unit price or other terms and conditions during the validity of the contract.

SECTION-III

SCOPE OF WORK FOR CONDUCTING INDEPENDENT DRIVE TEST FOR ASSESSMENT OF QUALITY OF SERVICE OF CELLULAR MOBILE TELECOM SERVICES

3.1. Objective:

3.1.1. The Telecom Regulatory Authority of India has been entrusted, under Telecom Regulatory Authority of India Act 1997 (24 of 1997), to lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service.

Accordingly, TRAI has laid down various quality of service (QoS) regulations in respect of telecommunication services viz. Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service. These regulations provide for conduct of audit and objective assessment of quality of services, through an agency appointed by TRAI or through its own officers, to assess performance of the service providers on the benchmarks for the QoS parameters mentioned in these regulations.

3.1.2. TRAI has issued following regulations prescribing benchmarks for various QoS parameters for Cellular Mobile Telephone Service and Wireless Data Service to be achieved by service providers:

S. No.	Title of the Regulation
1	The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March 2009
2	The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) dated 4th December 2012

Above regulations are available on TRAI's website (www.trai.gov.in).

3.1.3. These regulations are updated from time to time. TRAI may also update/ modify the QoS parameters or their benchmarks and add new parameters during the currency of the contract. The bidder shall include the same for conducting independent drive test of cellular mobile networks, if applicable, within the broad scope of work this tender.

3.1.4. Detailed explanation and measurement methodology of each of the QoS parameters for Cellular Mobile Telephone Service and Wireless Data service are given in the Explanatory Memorandum of the respective regulations.

3.1.5. The objective of this tender is to engage an agency for carrying out assessment of Quality of Service of cellular mobile networks by conducting independent drive test in selected cities or areas, highways, railway routes & coastal areas and walk test at

select locations, in each of the licensed service areas (LSA) in the contracted zone, as per the following broad scope of work:

- (a) Selection/ Finalisation of route for conducting independent drive test in selected cities or areas, highways, railway routes & coastal areas and walk test at select locations, in each of the licensed service areas in the contracted zone in consultation with TRAI.
- (b) Arranging all required latest tools for conducting independent drive test including analysis/ post-processing of the same.
- (c) Conducting independent drive/ walk test to assess Quality of Service of cellular mobile networks operating on various technologies of all TSPs providing services in the LSA/ area designated.
- (d) Post-processing of data captured during independent drive test and analysing the same to bring out salient observations through graphical representations and recommendations to improve Quality of Services.
- (e) Submission of reports to TRAI as per specified format and schedule.

3.2. Detailed scope of work:

3.2.1. Assessment of Quality of Service of cellular mobile networks by conducting independent drive test shall be conducted for all mobile technologies (2G/ 3G/ 4G/ 5G etc.), through which services are being provided by service providers in the LSA.

3.2.2. For the purpose of this tender, twenty-two LSAs are distributed in six zones as mentioned below. The details of the LSAs along with geographical areas covered under each zone are given in **Annexure-2A**.

- (i) RO Delhi Zone
- (ii) RO Jaipur Zone
- (iii) RO Bhopal Zone
- (iv) RO Kolkata Zone
- (v) RO Bengaluru Zone
- (vi) RO Hyderabad Zone

3.2.3. The monthly/ quarterly schedule for conducting independent drive test for assessment of Quality of Service shall be finalised by the agency, in consultation with TRAI respective Regional Office (RO), before the start of assessment of the Quality of Service.

3.2.4. 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:

- (a) **Scope for conducting independent drive test:**
 - i. Independent drive test shall be carried out in selected cities or areas, highways, railway routes including metro routes & coastal areas, in each of the licensed service areas in the contracted zone in consultation with TRAI.

- ii. Independent drive test shall also include walk-tests and static data testing at selected hotspots/ locations/ indoor complexes/ buildings.
- iii. Independent drive test shall cover Voice, and Data service, for all mobile technologies, offered by various service providers like 2G/ 3G/ 4G/ 5G (except Data testing for 2G). 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. LSA wise details of service providers providing cellular mobile telephone service is given in **Annexure-2B**.
- iv. Independent Drive Test shall be planned in such a manner that at least one independent drive test shall be conducted in each licensed service area of the contracted zone, every month.
- v. Any request by the Agency on restriction on number of cities or areas, highways, railway routes, coastal areas for which drive test or walk-tests is planned, shall not be entertained, provided total quantum of actual drive test remain within $\pm 25\%$ of the total quantum of drive test requirement as mentioned in Section V of the tender for the zone.
- vi. Cities or areas, highways, railway routes, coastal areas, walk-tests, hotspots etc, where independent drive test is to be carried out, shall be decided in consultation with TRAI.
- vii. Payment shall be made on the basis of unit price quoted by the agency for the total distance covered in drive test, irrespective of number of days required to conduct the drive test. Normally 2 to 5 days are required to carry out drive test of a city or area.
- viii. Drive tests on highways and railway routes (in train) may cover multiple LSAs, in the respective zone.
- ix. Drive tests in coastal area may require to be carried out in sea/ river/ canal upto maritime boundary.
- x. Drive tests in an area shall be conducted simultaneously for all the service providers providing service in that area. The agency may undertake drive test in a service area simultaneously for voice and data services, covering 2G/3G/ 4G/ 5G networks.
- xi. Independent drive test shall cover a city and its adjoining semi-urban/ rural areas, including congested areas and important indoor sites, public places and shall normally cover a distance of 80 kilometres in a day.
- xii. In case of Highways, the drive test shall normally cover a distance of 250 Kms in a day. In the case of Railway routes (in train), the drive test shall normally cover a distance of 250- 350 Kms in a day.
- xiii. Scope of drive test of Railway routes shall also include metro rail routes.
- xiv. The drive tests shall be conducted for 8-10 hours in a day, normally between 9 am to 7 pm. However, for congested/ specific areas, drive test may be conducted during early morning or late night, in consultation with TRAI.

- xv. The Vehicle to be used for the drive tests shall be equipped with the test tool that automatically initiate test calls on the Cellular networks.
 - xvi. The holding period of each test call will normally be 90 to 120 seconds (for City) and 120 to 180 seconds (for highway/ railway routes), based on the assessment requirement.
 - xvii. The speed of the vehicle, in the case of drive tests in cities, should normally be kept at around 30-50 kms/hour (around 30 kms/hr in case of geographically small cities) and around 50-70 Kms/ hr along highways.
- (b) **Selection of route for conducting independent drive test:**
- i. Drive test route shall be decided by the agency in consultation and approval of the TRAI.
 - ii. Past performance of service providers as reported in the PMRs, network related complaints received by the TSPs and result of previous drive tests undertaken by TSPs/ TRAI etc. may form the basis for deciding the drive test cities /areas and route selection.
 - iii. Focus of the drive test shall be to cover areas where large numbers of network related complaints are received.
 - iv. The secrecy of route shall be maintained by the selected bidder. Further, the data collected by the agency during the execution of this contract or analysis thereof shall be kept securely and shall not be shared with any other entity without explicit permission of TRAI.
- (c) **Drive Test Methodology:**
- i. The agency shall obtain the details of network deployed along with coverage (with coverage map), in the area selected for drive test, from all service providers before commencing the drive test.
 - 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 on circuit switched technology, in Auto selection mode for 2G and 3G.
 - B. One handset for each TSP for voice service offered on packet switch technology, in Auto selection mode for 4G and 5G.
 - C. One handset for each TSP for voice service on Auto mode of all available/offered technologies (2G/ 3G/ 4G/ 5G).
 - 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.
 - E. One Handset for each TSP for Data service in Auto mode, of all available/offered technologies.

- 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.
 - 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.
- iii. During drive test, all required parameters related to voice and data services should be captured, which may include:
- A. Voice Service:
 - a) Coverage (%)- Signal strength
 - b) Call setup success rate
 - c) Call Blocked rate
 - d) Call drop rate
 - e) Received Quality (%)
 - f) Handover Success Rate
 - g) MOS (mean opinion score), based on POLQA V3, of the calls made and compared with the actual recording of the voice samples, subject to operational requirement for measurement of the performance of packet switched network i.e., 4G/ 5G.
 - h) Call setup time
 - B. Dynamic Data Service (During entire drive test route):
 - a) Data Throughput (Down link/uplink)
 - b) Latency
 - C. Static Data Service (at Hotspots):
 - a) Data Throughput (Down link/uplink)
 - b) Data transmission Success rate (Download /upload attempts)
 - c) Web page download time
 - d) Video streaming delay
 - e) Latency
 - f) Packet loss rate
- iv. Voice/ Data test is also required to be carried out at selected hotspots. Maximum number of hotspots required to be tested during drive-test may be one hotspot per 25 Kms of drive test. There will be no separate charge payable for hotspot testing, it should be included in the drive test charge.
- v. TRAI may modify or upgrade the above mentioned drive test methodology in consultation with the selected agency and the agency shall undertake drive test of cellular networks in accordance with such modification, if any, notified by TRAI.
- vi. Agency should provide update of the drive test progress, by sharing live location at all times to TRAI.
- (d) **Arranging all required tools for conducting independent drive test including analysis/ post-processing of the same:**
- i. The drive test shall be conducted using licensed tools/ devices by the agency.

- ii. The agency shall arrange all required tools and logistics including vehicle (ship/ boat for coastal area), train ticket bookings for rail or metro route testing, platform tickets etc, for conducting independent drive test including analysis/ post-processing of the same. However, drive test of railway route (including metro rail route) shall be carried out using train/ metro and expenditure of the same shall be borne by the agency.
- (e) **Analysis/ post-processing of data captured during independent drive test:**
- i. The Data Post Processing stage should be started immediately after completion of drive testing of selected city/ area or highway or railway route or coastal area. Following practice shall be exercised to ensure the tamper proof results:
 - a. The team shall be able to load the drive data/ log files on the relevant post processing tool for analysis. All external connection to these desktops/ laptops like CD-ROM, flash drives and internet shall be disabled to avoid duplication of log files.
 - b. The city or area under test shall be divided into smaller grids to narrow down at the grid level and to identify and highlight the grid/ area level problems rather than looking at the complete city level i.e., clusters based reporting and analysis is required. The highlighted grid/ area level problems shall clearly indicate the areas with poor service levels for each of the service provider.

A summary table indicating the areas having poor service in terms of the KPIs should also be submitted with supporting visual colour coded maps/ plots- representing performance against different KPIs.
 - ii. The agency may be asked to demonstrate the post-processing activity to the concerned Regional Office of TRAI, if so desired, on sample basis.
- (f) **Submission of reports to TRAI as per specified format and schedule:**
- i. The agency shall be required to carry out an analysis of the drive test results and submit the reports giving such information and, in such format, as may be agreed by TRAI including graphical representation.
 - ii. The reports shall be required to be submitted on LSA/ State/ UT/ District basis.
 - 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.
 - iv. Captured raw data files should be uploaded on TRAI server at the end of each day after the drive test.
 - v. 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.

- vi. The format of report shall be prepared by the agency and get it approved from TRAI before submission.
- vii. The agency may be asked by TRAI for presentation on the audit reports before their acceptance.

3.3. Guidelines for Tamper-proof data collection:

3.3.1. Before the execution of data collection activities initial planning for the smooth conduct of this activity, shall be done by the agency as per the check list given here under:

- i. The drive test tool, used for drive test shall be of latest version and licensed and detailed specification of the tool shall be clearly specified in the report.
- ii. The handsets used in the drive tests and whole measurement system shall have the necessary calibration records, having validity during the measurement period and shall be mentioned in the report.
- iii. Adequate Power backup and drive test handset positions should be properly setup in the vehicle/ boat/ steamer/ train compartment. To minimize power outages incidents, provision for backup power supply lasting for the full day shall be arranged by the agency. Portable car inverter may be used to charge the drive test tools and handset chargers.
- iv. The tool/ equipment shall be placed in cabinets or installed in the holder in the test vehicles/ train, to make it rugged and shock proof. Each measurement must be GPS referenced.
- v. The test MS/UE is to be installed on a rail or mounting board in the particular case of larger vehicles such as Mini Vans or SUVs.

3.4. Data Collection Checklist:

3.4.1. Standard industry practices shall be adopted while performing the data collection to ensure it is done in a controlled environment to replicate the performance of the customer experiences; to mitigate bias towards any particular service provider. Same type (make & model) of handset and servers shall be used across all operators for all the voice/ data test cases.

3.5. Miscellaneous:

3.5.1. The agency shall follow the instructions issued by TRAI, including the Regional Offices of TRAI.

3.5.2. The agency shall be required to deploy required resources in terms of IDT Tool kits, software licences, software tools, technically skilled manpower, vehicles etc, for conducting IDT simultaneously at two different locations with separate kits in each zone, if need be.

3.5.3. Expenses towards boarding, lodging and travelling for conducting assessment of Quality of Service of mobile networks through drive tests shall be borne by the agency itself.

3.5.4. The agency shall arrange the required and spare number of SIM cards from the service provider free of cost, for the drive tests through respective Regional office of TRAI. The agency shall contact the service provider in this regard to collect the SIM card and test nos. for voice call, details of FTP server for data testing etc., prior to undertaking the drive tests activity. However, it may be checked that no priority has been set to test sim by TSP.

3.5.5. TRAI at any point of time can ask for authenticity of any observation furnished by the agency. TRAI has the right to verify authenticity of each of the observations. Expenses towards boarding, lodging and travelling for the staff of the agency for this purpose shall also be borne by the agency itself.

3.6. Reporting Formats:

3.6.1. The agency is required to develop data formats including executive summary, critical findings and detailed data analysis thereof for reporting the results of such drive test.

3.6.2. The agency shall submit to TRAI sample design and sample 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.

3.6.3. If representative of TRAI is deputed for verification, the agency shall extend all cooperation with such representative of TRAI in the measurement/ post-processing process and the officer shall be supplied with all the information needed for such verification.

3.6.4. TRAI may also suggest changes to the reporting format at any point of time, in case it feels that such a change is necessary and the Agency shall carry out such changes in the reporting format.

3.7. Deliverables

3.7.1. The agency shall submit the drive test reports for each city or area, highway, railway route or coastal area in the formats approved by TRAI for the purpose. The railway route and highway drive test conducted, covering more than one service area, shall be reported separately for each service area.

3.7.2. Two copies of such report covering all services, both voice and data, and all technologies shall be submitted to TRAI within the time period prescribed in this tender

document. The soft copies of each report shall also be submitted by the agency along with the hard copies.

3.7.3. 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.

3.7.4. A separate consolidated report is also required to be submitted at the end of year for each service provider covering all service areas of the zone and technologies in which the service provider is operating.

3.8. TRAI's Inputs:

3.8.1. TRAI will make available the relevant Quality of Service Regulations of Cellular Mobile Telephone Services and Wireless Data Service. These regulations are available on TRAI website at <https://trai.gov.in/release-publication/consolidated-regulations/telecom>.

3.8.2. TRAI will also make available details of contact persons of service providers and such other information requested by the agency which is available in TRAI and which is necessary for carrying out the assessment of Quality of Service of service providers.

3.8.3. TRAI will also intervene and coordinate with the service providers, if required, in case of reported non-cooperation by the service providers for the conduct of drive tests.

Section-IV

Special Commercial Conditions of the Contract

4.1 Scope of Work

4.1.1 The scope of work for conducting Independent Drive Test for assessment of quality of service of cellular mobile telecom services are given in Section-III of this tender document.

4.2 Payment terms:

4.2.1 Payment shall be made on quarterly basis, after completion of the Independent Drive test scheduled for the quarter and submission of the reports as per the schedule prescribed in Clause 4.3 and after TRAI is satisfied that the report submitted by the audit agency complies with the formats, norms and quality specified in the contract:

Sl. No	Schedule	% payment in terms of total payment for one year
1.	Submission of the invoice on quarterly basis, after submission of monthly reports for the Independent Drive Tests conducted during the quarter and its acceptance by TRAI	Hundred percent (100%) of the Independent drive test completed during the quarter.

4.2.2 In case the validity of the contract is extended for one or more quarter, but not more than four quarters, in accordance with Clause 2.15 of Section-II hereinbefore, payment for the extended period will also be made as per the above schedule.

4.2.3 The audit work shall be completed and all the reports shall be submitted within the time limits, as specified in the tender or contract.

4.2.4 **No extension of time for completion of the Independent drive test and for submission of the report thereof shall be given, except for situation arising out of force majeure events specified under Clause 2.16 of Section-II.**

4.3 Delivery Schedule:

S. No.	Deliverable	Period
1.	Submission of all sample design and reporting formats by the audit agency	Within two weeks from the date of award of work

2.	Submission of final design and reporting formats by the audit agency incorporating modifications and corrections suggested by TRAI and its acceptance	Within two weeks from the date of Modification and corrections on the sample design and reporting formats suggested by TRAI
3.	Commencement of Independent Drive Test	Beginning of the month following date of award of work or any subsequent month, as decided by TRAI and continued for every subsequent month till the validity of the contract
4.	Submission of monthly reports	Latest by the end of subsequent month

4.4 Acceptance of the reports and Liquidated damages (LD):

- (i) In case the monthly reports of the Independent drive test are delayed for a zone, Liquidated damages (LD) shall be levied by TRAI at the rate of –
- for delay upto two weeks, 5% (five per cent) of the value per week or part thereof;
 - for delay beyond two weeks and upto four weeks, additional 6% (six per cent) per week or part thereof;
 - The total Liquidated damages amount shall be deducted from the amount payable to the audit agency by TRAI. In case the monthly report for independent drive test is delayed beyond four weeks, the report shall not be accepted and no payment shall be made by TRAI for such delayed report submitted after four weeks of due date for submission of the report:
- Provided* that the total amount of the Liquidated damages (LD) imposed shall not exceed ten percent (10%) of the contract value of the zone.
- (ii) In case the report is found by TRAI to be materially or factually incorrect or is not as per the format of report approved by TRAI or all the service providers or all the technologies offered by service providers are not covered for independent drive test, the report for such service shall be liable to be rejected and no payment shall be made for such contracted work, if rejected by TRAI.

TRAI may also forfeit and encash the Performance Bank Guarantee in such a situation. The decision of TRAI as regards such material or factual incorrectness of the report shall be final and binding on the audit agency.

SECTION-V

Schedule for Financial Bid for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service

The audit agency shall submit the Financial Bid, in a separate sheet online for each zone separately. The bidders should note that:

1. *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.*
2. *Bidders shall quote prices for all drive test areas (City/ Area, Highway, Railway Route, Coastal area and Walk test) for all the LSAs under the respective RO Zone. If bidder fails to quote price for any specific drive test area (City/ Area, Highway, Railway Route, Coastal area and Walk test) or any LSA of the respective RO Zone, then such bid shall be summarily rejected at the stage of financial bid evaluation.*
3. *The rates shall be inclusive of all charges (all the taxes, levies, duties etc.).*
4. *Financial evaluation for the Zone will be done based on the total price quoted for the Zone as a whole for all drive test areas.*
5. *Financial bid is to be submitted for Zone quoted. Remaining Zones should be left blank. Kindly fill the following table:*

S No	Zone	Financial bid Submitted (Yes/ No)
1.	RO Kolkata Zone	
2.	RO Bengaluru Zone	
3.	RO Hyderabad Zone	
4.	RO Bhopal Zone	
5.	RO Jaipur Zone	
6.	RO Delhi Zone	

Zone: RO Bengaluru Zone

S No	Drive* Test Area	LSA	Quantity (In Kms) (A)	Unit rates for Drive Test per KM (in Rs) (B)	Tax on Unit Rate for Drive Test per KM (in Rs) (C)	Total Unit rates for Drive Test per KM (in Rs) (D=B+C)	Total Quoted Rate (in Rs) (E=AxD)
1	City/ Area	Maharashtra	1200				
		Karnataka	1200				
		Kerala	900				
		Mumbai	300				
2	Walk Test	Maharashtra	40				
		Karnataka	40				
		Kerala	30				
		Mumbai	10				
3	Highway	Maharashtra, Karnataka, Kerala and Mumbai	900				
4	Railway Route	Maharashtra, Karnataka, Kerala and Mumbai	700				
5	Coastal Area	Maharashtra	20				
		Karnataka	20				
		Kerala	20				
		Mumbai	20				
Grand Total (1+2+3+4+5)							

*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.

Total (in words):

Rupees _____

Zone: RO Bhopal Zone

S No	Drive* Test Area	LSA	Quantity (In Kms) (A)	Unit rates for Drive Test per KM (in Rs) (B)	Tax on Unit rate for Drive Test per KM (in Rs) (C)	Total Unit rates for Drive Test per KM (in Rs) (D=B+C)	Total Quoted Rate (in Rs) (E=AxD)
1	City/ Area	UP West	750				
		UP East	1200				
		Madhya Pradesh	1600				
2	Walk Test	UP West	10				
		UP East	20				
		Madhya Pradesh	25				
3	Highway	UP West, UP East and Madhya Pradesh	700				
4	Railway Route	UP West, UP East and Madhya Pradesh	400				
Grand Total (1+2+3+4)							

**Note: For S. Nos 1 & 2 the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

Total (in words): Rupees _____

Zone: RO Delhi Zone

S No	Drive* Test Area	LSA	Quantity (In Kms) (A)	Unit rates for Drive Test per KM (in Rs) (B)	Tax on unit rate for Drive Test per KM (in Rs) (C)	Total Unit rates for Drive Test per KM (in Rs) (D=B+C)	Total Quoted Rate (in Rs) (E=AxD)
1	City/ Area	Delhi	2500				
		Himachal Pradesh	800				
		Jammu & Kashmir	800				
2	Walk Test	Delhi	20				
		Himachal Pradesh	10				
		Jammu & Kashmir	10				
3	Highway	Delhi, Himachal Pradesh and Jammu & Kashmir	1000				
4	Railway Route	Delhi, Himachal Pradesh and Jammu & Kashmir	1000				
Grand Total (1+2+3+4)							

**Note: For S. Nos 1 & 2 the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

Total (in words): Rupees _____

Zone: RO Hyderabad Zone

S No	Drive* Test Area	LSA	Quantity (In Kms) (A)	Unit rates for Drive Test per KM (in Rs) (B)	Tax on unit rate for Drive Test per KM (in Rs) (C)	Total Unit rates for Drive Test per KM (in Rs) (D=B+C)	Total Quoted Rate (in Rs) (E=AxD)
1	City/ Area	Andhra Pradesh	1400				
		Odisha	800				
		Tamilnadu	1200				
2	Walk Test	Andhra Pradesh	15				
		Odisha	10				
		Tamilnadu	15				
3	Highway	Andhra Pradesh, Odisha and Tamilnadu	500				
4	Railway Route	Andhra Pradesh, Odisha and Tamilnadu	700				
5	Coastal Area	Andhra Pradesh	10				
		Odisha	10				
		Tamilnadu	10				
Grand Total (1+2+3+4+5)							

*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.

Total (in words): Rupees _____

Zone: RO Jaipur Zone

S No	Drive* Test Area	LSA	Quantity (In Kms) (A)	Unit rates for Drive Test per KM (in Rs) (B)	Tax on unit rate for Drive Test per KM (in Rs) (C)	Total Unit rates for Drive Test per KM (in Rs) (D)	Total Quoted Rate (in Rs) (E=AxD)
1	City/ Area	Rajasthan	800				
		Punjab	450				
		Gujarat	700				
		Haryana	450				
2	Walk Test	Rajasthan	6				
		Punjab	6				
		Gujarat	6				
		Haryana	6				
3	Highway	Rajasthan, Punjab, Gujarat and Haryana	900				
4	Railway Route	Rajasthan, Punjab, Gujarat and Haryana	1500				
5	Coastal Area	Gujarat	100				
Grand Total (1+2+3+4+5)							

**Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.*

Total (in words): Rupees _____

Zone: RO Kolkata Zone

S No	Drive* Test Area	LSA	Quantity (In Kms) (A)	Unit rates for Drive Test per KM (in Rs) (B)	Tax on unit rate for Drive Test per KM (in Rs) (C)	Total Unit rates for Drive Test per KM (in Rs) (D)	Total Quoted Rate (in Rs) (E=AxD)
1	City/ Area	Kolkata	360				
		West Bengal	720				
		Bihar & Jharkhand	720				
		North East	1080				
		Assam	720				
2	Walk Test	Kolkata	5				
		West Bengal	10				
		Bihar & Jharkhand	10				
		North East	5				
		Assam	5				
3	Highway	Kolkata, West Bengal, Bihar & Jharkhand, North East and Assam	500				
4	Railway Route	Kolkata, West Bengal, Bihar & Jharkhand, North East and Assam	500				
5	Coastal Area	West Bengal	170				
Grand Total (1+2+3+4+5)							

*Note: For S. Nos 1, 2 & 5, the bidders are required to quote rate on per LSA basis whereas for S. Nos. 3 and 4 the rates are to be quoted on Zonal basis.

Total (in words): Rupees _____

Section VI: Technical Bid – Sample Forms

Form-1

PROPOSAL SUBMISSION FORM

(To be submitted on Agency's letter head)

From

(Name and address of the agency)

To

Joint Advisor (QoS-I)
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan
Jawaharlal Nehru Marg,
New Delhi-110002

Subject: Invitation of bids for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service [specify the Zone-----] and Empanelment of Agencies for future requirement.

Sir,

We, the undersigned offer to provide our services for the work of conducting Independent Drive Test for Assessment of Quality of Service of Cellular Mobile Telecom Service, provided by the telecom service providers for the above subject in accordance with the tender document. We are hereby submitting our Proposal, in sealed envelope for the Zone (specify the Name of Zone.....), along with Bid security, as per the clause 2.7 of Section- II of the tender document.

2. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.
3. We understand that you are not bound to accept any bid you receive.
4. We comply to all the terms and conditions of the bid.

Dated, the..... day of2023

Yours faithfully,

Witness:
Signature.....
Address.....

Authorized signatory:
Name and Title of Signatory
Tel. No.
Fax No.
E-mail address

Form-II

Projects reference for relevant experience

[Refer Clause 2.2 of Section-II]

(At least two projects of similar nature carried out in the last five years that best illustrate relevant experience)

Using the format below, provide information on each reference projects completed in the past. **(Please attach a copy of the satisfactory completion certificate supporting the assignment/ experience)**

1. Project Name:	2. Country:
1. Location within Country Firm/entity (Profiles):	4. No. of Professional Staff deployed:
5. Name of Client:	
6. Project Start Date (Month/Year): (Month/Yr.):	7. Project Completion Date
8. Contract Value (Rs.)	
9. Description of Project	
10. Description of Actual Services Provided:	

Authorised signatory:
Name and Title of Signatory

Form-III

Details of Drive test/ post-processing tools owned by the bidder, duly calibrated by the manufacturer, along with the required number of engineering handsets for conducting drive test of mobile networks as per the scope of work defined under Section III

S.No.	Tools/ Handsets required to accomplish the scope of work of the tender	Quantity of Tools/ handsets, required to accomplish the scope of work of the tender	Owned by the bidder (Mention the quantity)	Hired by the bidder (Mention the quantity)	Tools details, if any
1					
2					
3					

Authorised signatory:
Name and Title of Signatory

Form-IV

Qualification and relevant experience of key staff for the project

S. No.	Name	Position	Qualification	Experience

Please enclose detailed CVs of above-mentioned key staff to be deployed for the project.

Form-V

Undertaking regarding bidder having sufficient technically skilled manpower

I/We _____ have read the Tender No. _____ dated __ 2023 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, hereby undertake that we have sufficient technically skilled manpower with requisite technical and managerial competence, having the domain knowledge of conducting the audit work as defined under scope of work given in **Section III**.

Yours faithfully,

(Signature of Bidder)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

Form-VI
CHECKLIST FOR SUBMISSION OF DOCUMENTS

S No	Documents with Technical Proposal	Yes/No	Page Number in the bid
1	Certificate of incorporation/registration from Ministry of Corporate Affairs, Government of India as proof of Indian firm.		
2	Copy of PAN & GST registration		
3	Documentary evidence regarding fulfilment of turnover conditions, including audited balance sheet, income tax returns for the last three consecutive years.		
4	Documentary proof of experience as per eligibility conditions mentioned in Clause 2.2 of Section II.		
5	Undertakings as per Annexure 3 and 4		
6	Bid Security or Bid Security Declaration as per Annexure 5		
7	Declarations as per Annexures 6		
8	TECHNICAL Bid		
i.	Forms I: Proposal submission form.		
ii.	Form II: Audit agency's (Firm's) references- indicating past experience of the audit agency in undertaking works of audit and assessment of quality of service.		
iii.	Form III: Details of Drive test/ post-processing tools owned by the bidder, duly calibrated by the manufacturer, along with the required number of engineering handsets for conducting drive test of mobile networks as per the scope of work defined under Section III		
iv.	Form IV: Qualification and relevant experience of key staff for the project		
v.	Form V: Undertaking regarding bidder having sufficient technically skilled manpower		
vi.	Form VI: Checklist		
vii.	Form VII: Note on Use of advanced tools & testers and analytics		
9	Letter of authorization to attend bid opening		
10	Signed copy of the Tender document along with amendments/clarifications issued by TRAI, if any.		
11	Sealed Financial bid as per Section V.		

Authorised signatory:
Name and Title of Signatory

Form-VII

Note on Use of advanced tools & testers and analytics

(Please mention details on use of advanced tools & testers and analytics to be used by agency during the independent drive test.)

PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with the Stamp Act)

To

The Secretary,
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan,
Jawahar Lal Nehru Marg
New Delhi – 110002.

WHEREAS ----- (Name and address of the firm) (hereinafter called “the Audit 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”), for Engagement of Agencies for Conducting Independent Drive Test (IDT) for Assessment of Quality of Service of Cellular Mobile Telecom Service, provided by the telecom service providers and Empanelment of Agencies for future requirement;

AND WHEREAS it has been undertaken by the Audit Agency in the said Contract, that the Audit Agency shall furnish TRAI with a Bank Guarantee from a scheduled 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 Audit 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 Audit Agency up to a total of -----(amount of Guarantee)----- (in words and figures), 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 ----- (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 Audit 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 Audit 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 of2023

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, who issues the 'Bank Guarantee'.

Details of Zone-wise Licensed Service Area along with Geographical Areas**Zone: RO Bengaluru**

S. No.	Licensed Service Area	Areas covered
1	Maharashtra	Entire area falling within the States of Maharashtra and Goa, excluding areas covered by Mumbai Metro Service Area.
2	Karnataka	Entire area falling within the State of Karnataka
3	Kerala	Entire area falling within the State of Kerala and Union Territory of Lakshadweep & Minicoy Islands
4	Mumbai	Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges

Zone: RO Bhopal

S. No.	Licensed Service Area	Areas covered
1	UP West	Entire area covered by Western Uttar Pradesh with the following as its boundary districts towards Eastern Uttar Pradesh: Pilibhit, Bareilly, Badaun, Kasganj, (Kanshiram Nagar), Etah, Mainpuri, Etawah and Auraiya. It will exclude the local telephone area of Ghaziabad and Noida. However, it will include State of Uttarakhand.
2	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).
3	Madhya Pradesh	Entire area falling within the States of Madhya Pradesh and Chhattisgarh.

Zone: RO Delhi

S. No.	Licensed Service Area	Areas covered
1	Delhi	Local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges
2	Jammu & Kashmir	Entire area falling within the Union Territory of Jammu & Kashmir and Ladakh.
3	Himachal Pradesh	Entire area falling within the State of Himachal Pradesh

Zone: RO Hyderabad

S. No.	Licensed Service Area	Areas covered
1	Andhra Pradesh	Entire area falling within the States of Andhra Pradesh and Telangana.
2	Odisha	Entire area falling within the State of Odisha.
3	Tamil Nadu (Including Chennai)	Entire area falling within the State of Tamil Nadu and Union Territory of Puducherry

Zone: RO Jaipur

S. No.	Licensed Service Area	Areas covered
1	Rajasthan	Entire area falling within the State of Rajasthan.
2	Punjab	Entire area falling within the State of Punjab and Union territory of Chandigarh and Panchkula Town of Haryana
3	Gujarat	Entire area falling within the State of Gujarat and Union Territories of Daman & Diu and Silvassa (Dadra & Nagar Haveli).
4	Haryana	Entire area falling within the State of Haryana except Panchkula Town and the local areas served by Faridabad and Gurgaon Telephone exchanges.

Zone: RO Kolkata

S. No.	Licensed Service Area	Areas covered
1	Kolkata	Local Areas served by Calcutta Telephones.
2	West Bengal	Entire area falling within the Union Territory of Andaman & Nicobar Islands and States of West Bengal and Sikkim, excluding the areas covered by Kolkata Metro Service Area.
3	Bihar	Entire area falling within the States of Bihar and Jharkhand.
4	Northeast	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur, and Tripura.
5	Assam	Entire area falling within the State of Assam.

LSA wise details of service providers providing cellular mobile telephone service as on May,2023

S. No	Service Provider	No of LSA	Existing service areas
1	AIRTEL	22	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal
2	BSNL	20	Andhra Pradesh, Assam, Bihar, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal
3	MTNL	2	Delhi, Mumbai
4	RJIL	22	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal
5	VIL	22	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu including Chennai, Uttar Pradesh (East), Uttar Pradesh (West), West Bengal

UNDERTAKING FROM THE BIDDER

(On Company`s letter head)

1. I/We _____ have read the Tender No. _____ dated __ 2023 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, and hereby accept all terms and conditions mentioned in the same.
2. We undertake that we shall ensure clause by clause compliance of this Tender.
3. The details of Bid Security (if applicable) amount paid is given below:

Bid Security

- a. Bank Name/Branch:
- b. Amount:
- c. DD/ Banker Cheque details:

Yours faithfully,

(Signature of Bidder)

Name of Authorized Signatory: _____

Designation: _____

Mobile/Telephone No.: _____

Email: _____

(Company Seal)

UNDERTAKING
(On Company`s letter head)

M/s. _____ have 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, and/or autonomous bodies.

(Signature of Bidder)

Name of Authorized Signatory: _____
Designation: _____
Mobile/Telephone No.: _____
Email: _____

(Company Seal)

Bid Security Declaration
(On Company`s letter head)

(To be submitted by the bidder, who is claiming exemption from payment of Bid Security, as per GFR 170)

I _____, authorized representative of M/s _____, submitting the bids for the Tender enquire no. _____ and claimed exemption from paying bid security being registered as Micro/Small/Start-up with NSIC/MSME/DIPP etc. We hereby undertake that if we withdraw or modify our bids during the period of validity, or if we are awarded the contract and fail to sign the contract, or to submit a performance security (PBG) before the deadline defined in the bid document, we are liable to be suspended from participating in future tenders of TRAI, for a period upto 3-years.

--to be digitally signed by bidder--

Date: _____

(Name and Address of the Bidder)

Declaration
(On Company`s letter head)

I _____, authorized representative of M/s _____, submitting the bids for the Tender enquire no. _____. We hereby declare 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. In the event any correction/ addition/ alteration/ omission in the tender document submitted is observed/found, my tender/ bid is liable to be rejected summarily.

--to be digitally signed by bidder--

Date: _____

(Name and Address of the Bidder)