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

सत्यमेव जयते

भादूविप्रा
TRAI

Tender No. AU-4/2/6(2)/2026-QoS dated 13.07.2026
Last Date of Submission of bid by **17:00 Hrs on 03.08.2026**

Tender

for

Engagement of Agency for Conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit

Telecom Regulatory Authority of India (TRAI)
NBCC World Trade Centre, Tower F, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029

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ANNEXURES

SECTION- I

NOTICE INVITING TENDER

Invitation of Bids for
Engagement of Agency for Conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit

1. The Telecom Regulatory Authority of India, 4th to 7th Floor, Tower F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 (hereinafter referred to as "TRAI" or the "Authority") hereby invites bids from Indian companies/ firms (hereinafter referred to as "Audit Agency" or "Bidder"), who satisfy the eligibility conditions, as mentioned in this Tender Document, for conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit of following services provided by various service providers in India:-

   (a) Access Service (Wireline),
   (b) Access Service (Wireless) including Broadband (Wireless),
   (c) Broadband (Wireline) Service.

2. Presently, 'the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) dated the 02nd August, 2024' (hereinafter referred to as "QoS Regulations") are in force, which may be amended from time to time. The PMRs are being submitted by the service providers under provisions of the QoS Regulations. These regulations cover Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service.

3. The bids are 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.

   The Bidders can submit the bid(s) for any number of zones (one or more than one zone), as per their choice.

4. Details of Zone-wise Licensed Service Areas (LSAs) along with geographical areas covered under each Zone are given in this Tender Document at **Annexure-2A.**

5. **Bid Security**

   (a) The Bidder shall furnish the bid Security of **Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand only) for RO Delhi Zone and Rs. 3,00,000/- (Rupees Three Lakh only) per zone for all remaining zones viz. RO Bengaluru, RO Bhopal, RO Hyderabad, RO Jaipur and RO Kolkata zone**, in the form of Demand Draft/ Banker's cheque drawn in favour of 'TRAI' and payable at New Delhi.

(b) **Exemption of Bid security deposit** will be considered for Bidder registered as Micro/ Small/ Start-up with NSIC/ MSME/ DPIIT, etc. Further, the exemption to MSME category is only applicable to those Bidders who are registered under the scheduled category (**61 - Telecommunications**) for which services are to be obtained and not for all MSME categories. In case the exemption is sought, the Bidder shall also submit a Bid-security declaration as per **Annexure-5** of this Tender Document.

6. A copy of the Tender Document (hereinafter referred to as "Tender") is available on TRAI's website www.trai.gov.in as well as on https://gem.gov.in and may be downloaded for the purpose of bid submission. As TRAI has decided to use the process of e-tendering to invite bids for this Tender, hence a hard copy of this Tender will not be available.

7. The interested Bidders shall submit their bids strictly in accordance with the formats provided in **Section-VI** of this Tender.

8. The Bidder shall accept all technical/ commercial terms & conditions mentioned in the Tender.

9. TRAI reserves the right to reject any or all the bids without assigning any reason thereof.

10. The bid, complete in all respect, shall be submitted only through Government-e-Marketplace (GeM) portal at https://gem.gov.in. Requirements and procedure for online bid submission is outlined in the said Portal. Bidders are advised to go through the details thoroughly before submission of bids, as TRAI will not be responsible for rejection of bids due to submission of incorrect/ faulty online application.

11. The last time and date for bid submission is **17:00 Hrs**. on **03.08.2026**. Bids received after due time and date will not be accepted. The bids will be opened online at 17:30 hrs. on 03.08.2026. In case the last date of submission or opening is declared to be a holiday, the last date of submission and opening of bid will get shifted automatically to the next working day at the same scheduled time. Any change in bid submission or opening date due to any other unavoidable reason will be notified through TRAI website and Government-e-Marketplace (GeM) portal.

12. It is the responsibility of the Bidder to read all the terms & conditions of this Tender carefully before submitting the bid. Incomplete bid or bids not in accordance with the terms and conditions of this Tender shall be rejected.

13. Bid, having any vagueness or having incomplete information, will be liable to be rejected and shall be interpreted as incompetence, disinterest or deliberate omission on the part of the bidder to meet the requirements under this Tender.

14. The bids {except **Envelope-3** (offline) as per **Clause 2.8 of Section-II**} received, either by post or in person, shall not be considered for opening and shall be returned to the bidder, in original, unopened.

15. The Bidder shall ensure that no addition/ deletion/ corrections have been made in the downloaded Tender being submitted and it is identical to the Tender appearing on GeM portal.

16. In case of any correction/ addition/ alteration/ omission in the bid is found, the bid shall be treated as non-responsive. All documents submitted in the bid should be preferably in English. In case the certificate viz experiences, 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.

17. All computer-generated documents submitted in the bid, if any, should be duly attested/ signed by the issuing organization.

18. Consortiums of companies/ firms are not allowed to participate in this Tender.

19. **Clarification regarding this Tender**: Prospective bidders, requiring any clarification regarding this Tender, may submit their request in writing **not later than (17.07.2026)** through GeM portal only, with copy to **email: sroqos3@trai.gov.in**.

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

S. No.	Description	Bid schedule & other details
1.	Name of Tender	Engagement of Agency for Conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit
2.	Reference number & date	No.- AU-4/2/6(2)/2026-QoS date 13.07.2026
3.	Date of issue of Tender	13.07.2026
4.	Last date & time for receiving Pre-bid clarifications	17.07.2026 at 17:30 Hrs.
5.	Pre-bid meeting date & time	21.07.2026 days at 15:00 Hrs.
6.	Issue of clarification, if any	27.07.2026
7.	Last date and time for submission of Bid	03.08.2026 days at 17:00 Hrs.
8.	Date of opening of Technical Bids	03.08.2026 days at 17:30 Hrs.
9.	Date and time of Opening of Financial Bids.	Date & time will be notified through GeM.
10.	Name and address for communication	Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I) 5th Floor, Tower F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029.
11.	Bid related queries	Through GeM portal/ Email ID: sroqos3@trai.gov.in

21. Any change in the schedule of tender submission or opening etc. shall be communicated through TRAI website and GeM portal.

(Lt. Col. Baljeet Singh Cheema)
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 Bidders" means the Bidders to whom work in this Tender is awarded.

(iv) "Work Order" means the order signed and placed by the Purchaser on the successful bidder and will include all attachments, 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.

(vi) "quarter" means a period of three continuous calendar months ending 31st March, 30th June, 30th September and 31st December.

2.2. Eligibility Conditions

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

(i) The Bidder must be a company registered in India under the Companies Act, 2013 OR a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008, OR a Partnership Firm registered under the Partnership Act, 1932 OR a registered Proprietorship firm.

(ii) The Bidder should not be an access or internet service licensee under the Indian Telegraph Act, 1885 or the Telecommunications Act, 2023.

(iii) The Bidder must have a valid GST (Goods and Services Tax) registration number and PAN (Permanent Account Number).

(iv) The Bidder must not have been blacklisted or barred from participation in bidding processes, neither individually nor 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.

(v) The Bidder shall not have a business relationship as on date of submission of bid, with regard to the Quality of Service (QoS) PMR Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service or their network operations with any of the Licensed Service Provider in India, which may result in conflict of interest.

(vi) The Bidder shall have minimum average annual financial turnover during the last three consecutive financial years preceding the bidding year i.e. FY 2022-23, 2023-24, and 2024-25 as per the following detail: -

S. No.	RO Zone	Average Annual Financial Turnover
(a)	RO Bengaluru Zone	Rs. 1.5 Crore
(b)	RO Bhopal Zone	Rs. 1.5 Crore
(c)	RO Delhi Zone	Rs. 1.0 Crore

(d)	RO Hyderabad Zone	Rs. 1.0 Crore
(e)	RO Jaipur Zone	Rs. 1.5 Crore
(f)	RO Kolkata Zone.	Rs. 2.5 Crore

In case bidder applies for more than one zone, the required minimum average annual financial turnover shall be equivalent to the average annual financial turnover of the Zone having maximum average annual financial turnover among all the applied Zones.

(vii) The Bidder shall have minimum one (1) years' experience successfully conducting audit of quality of service of telecom network or assessment of quality of service of telecom network relevant to the scope of work specified in Section-III of this Tender.

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 Bidder, requiring any clarification on the bid documents shall notify the Purchaser in writing through the GeM portal only, with a copy to e-mail: sroqos3@trai.gov.in. The Purchaser may respond in writing to any request for clarification of the bid documents, which it receives not later than the dates specified in **Section-I** of this Tender. 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 GeM Portal. The clarification/ queries on bid documents should be sent in following format:-

S. No.	Clause No. Along with Section of tender	Clarification/ query

2.5.2. The Purchaser shall not be bound, nor does it undertake, to answer each query/request for clarification. The Bidder shall not assume that their unanswered queries have been accepted by the Purchaser.

2.5.3. The Bidders are required to keep regular watch on GeM Portal and the TRAI website (www.trai.gov.in) for any amendment to this Tender 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.

2.5.4. 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 Bidders shall be fully responsible for downloading of the amendments made by TRAI in the Tender and clarifications issued, if any, from TRAI website or GeM Portal and TRAI accepts no responsibility whatsoever in this regard.

2.5.5. Any clarification on the Tender required by the Bidders shall be, to the extent possible, clarified at the pre-bid conference. The pre-bid conference will be held with the Bidders, for technical discussion/ clarifications on technical and other matters regarding terms and conditions of the Tender. The pre-bid conference may be held, in physical mode in the office of TRAI at Tower F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029. The Bidders should, on their own, attend the said conference without waiting for any further communication.

2.5.6. 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 GeM portal and TRAI website (www.trai.gov.in).

2.5.7. Any clarification/ corrigenda/ addenda issued by TRAI either on its own, or in response to query raised by prospective Bidders, shall form an integral part of the Tender and it shall amount to an amendment of relevant clauses of the Tender.

2.6. Amendment of Tender

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 Bidder, modify the Tender by issuing amendments.

2.6.2. The amendments shall be notified in writing through GeM portal and TRAI website (www.trai.gov.in) to all Bidders and these amendments will be binding on them.

2.6.3. In order to afford 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 Audit Agency shall submit a bid security of **Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand only) for RO Delhi Zone and Rs. 3,00,000/- (Rupees Three Lakh only) per zone for all remaining zones viz. RO Bengaluru, RO Bhopal, RO Hyderabad, RO Jaipur and RO Kolkata 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 MSME category is only applicable to those Bidders who are registered under the scheduled category (**61 - Telecommunications**) for which services are obtained and not for all MSME categories.

However, Bidders, themselves, have to ensure that they are eligible for such exemption and submit self-attested relevant certificates and documentary proofs for claiming the same. In case the exemption is sought, the Bidder shall also submit a ***bid-security declaration*** (as per **Annexure-5** of this Tender) 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 Bank Guarantee (as per **Annexure-1** of this Tender) before the deadline defined in the Tender, they may be suspended from participating in future tenders of the Purchaser for a period up to three (3) years and/or the Agency may be blacklisted.

2.7.2. Original Demand Draft/ Banker's cheque for all the Zones shall be submitted **physically** to Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No:534, Tower F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029, before last date and time of submission of bids as mentioned in **Section-I**, in a single envelope duly super-scribed '*Bid security for Conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit for…………………………….' [Please mention name of Zone(s) 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 GeM Portal.

2.7.4. **Bids received without bid security or Annexure-5 (in case of exemption of bid security deposit), as applicable, shall be rejected summarily.**

2.7.5. The bid security shall be refunded to the unsuccessful Bidders after finalisation of the Tender. The bid security of Successful Bidder shall be returned after submission of Performance Bank Guarantee. No interest shall be payable by TRAI on the same.

2.7.6. The Bidders will be suspended from participating in the future tenders of TRAI for a period up to **3 (three) 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 bid, during the period of validity of bid; or.

(b) in case the Successful bidder fails to:-
   (i) sign the contract; or
   (ii) furnish Performance Bank Guarantee in accordance with **Clause 2.16** of **Section-II**.

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***' and will contain documents to establish Bidder's eligibility/ technical & commercial conditions, and second electronic envelope will be named as '***Financial Envelope***' containing financial quote. Bid Security (Original copy) shall be submitted in ***Envelope-3 (offline)***. Broadly, following documents are required to be submitted: -

2.8.1.1. **Technical Envelope** shall contain:-

(i) copy of the Tender and clarifications/ corrigendum issued, if any, duly signed by the authorised representative of the Bidder on each page of the Tender and clarifications/ corrigendum issued, if any, as an acknowledgement that the Bidder has read and accepted the terms and conditions;
(ii) documentary evidence (as per **Clause 2.9** of **Section-II**) to establish that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;
(iii) duly filled **Form-I** to **Form-VI** of **Section-VI** of the Tender;
(iv) scanned copy of authority letters/ power of attorney to designate a person to sign

and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, attend bid opening, etc.;

(v) scanned copy of bid security for each Zone in accordance with **Clause 2.7** of **Section-II** OR Scanned copy of Bid Security Declaration as per **Annexure-5** along with relevant certificate seeking exemption from bid security deposit;

(vi) any other documents as specified in the Tender.

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 on the **GeM Portal** only.

2.8.1.3. **Envelope-3 (offline)** shall contain the original copy of the Bid Security which is required to be submitted physically (i.e. offline submissions) to Lt. Col. Baljeet Singh Cheema, Joint Advisor (QoS-I), Telecom Regulatory Authority of India, Room No-534 Tower F, NBCC World Trade Centre, Nauroji Nagar, Safdarjung Enclave, New Delhi-110029 on or before the date and time of submission of bids in a sealed envelope. The envelope shall bear '*Bid security for Conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit for………………….. Zone(s)' [Please mention name of Zone(s) for which bidder is submitting the bid]* and the phrase: "*Do Not Open Before ………………..(due date and time of opening of tender)*".

In case exemption of bid security deposit has been sought, the Audit Agency shall not be required to submit **Envelope-3 (offline)**.

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 shall be clearly mentioned in the bid. Any corrections or overwriting in the bid should be attested by the authorized person signing the bid failing which the proposal shall be liable to be rejected.

2.8.4. Bidders are required to sign the complete bid document as per the requirements of this Tender.

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 shall be eligible for bidding.

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

S. No.	Eligibility Condition	Supporting Documents required
i.	The Bidder must be a company registered in India under the Companies Act, 2013 OR a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008, OR a Partnership Firm registered under the Partnership Act, 1932 OR a registered Proprietorship firm.	Certificate of incorporation/ registration.

<table>
<tr><td>ii.</td><td>The Bidder should not be an access or internet service licensee under the Indian Telegraph Act, 1885 or Telecommunications Act, 2023</td><td>An undertaking as per Annexure-3.</td></tr>
<tr><td>iii.</td><td>The Bidder must have a valid Goods and Services Tax (GST) registration number and Permanent Account Number (PAN).</td><td>A self-certified copy of valid PAN and GST registration number.</td></tr>
<tr><td>iv.</td><td>The Bidder must not have been blacklisted or barred from participation in bidding processes, neither individually nor 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.</td><td>An undertaking as per Annexure-4.</td></tr>
<tr><td>v.</td><td>The Bidder shall not have a business relationship as on date of submission of bid, with regard to the Quality of Service (QoS) PMR Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service or their network operations with any of the Licensed Service Provider in India, which may result in conflict of interest.</td><td>An undertaking as per Anneure-6.</td></tr>
<tr><td>vi.</td><td>The Bidder shall have minimum average annual financial turnover during the last three consecutive financial years preceding the bidding year i.e. FY 2022-23, 2023-24 and 2024-25 as per the following detail: -
<table>
<tr><th>S. No.</th><th>RO Zone</th><th>Average Annual Financial Turnover</th></tr>
<tr><td>(a)</td><td>RO Bengaluru Zone</td><td>Rs. 1.5 Crore</td></tr>
<tr><td>(b)</td><td>RO Bhopal Zone</td><td>Rs. 1.5 Crore</td></tr>
<tr><td>(c)</td><td>RO Delhi Zone</td><td>Rs. 1.0 Crore</td></tr>
<tr><td>(d)</td><td>RO Hyderabad Zone</td><td>Rs. 1.0 Crore</td></tr>
<tr><td>(e)</td><td>RO Jaipur Zone</td><td>Rs. 1.5 Crore</td></tr>
<tr><td>(f)</td><td>RO Kolkata Zone.</td><td>Rs. 2.5 Crore</td></tr>
</table>

In case bidder applies for more than one zone, the required minimum average annual financial turnover shall be equivalent to the average annual financial turnover of the Zone having maximum average annual financial turnover among all the applied Zones.

Illustration: If a bidder applies for all six Zones, the minimum required average annual financial</td><td>(i) Audited balance sheet; and
(ii) Turnover Certificate from Chartered Accountant for the prescribed financial years.</td></tr>
</table>

	turnover shall be ₹ 2.5 crore, which is the highest turnover requirement among the applied Zones. In this case, the requirement is based on the RO Kolkata Zone, as it has the highest prescribed minimum average annual financial turnover (i.e. ₹ 2.5 crore) among the six Zones, namely **Bengaluru, Bhopal, Delhi, Hyderabad, Jaipur and Kolkata**.	
vii	The Bidder shall have minimum one (1) years' experience of successfully conducting audit of quality of service of telecom network or assessment of quality of service of telecom network relevant to the scope of work specified in **Section-III** of the Tender.	Details of each such project in **Form-II** of **Section-VI** along with copies (duly signed by the purchaser for such project) of: (i) Purchase/ Work order and (ii) Experience or completion certificates.

2.10. Submission of bid and Validity of Bids

2.10.1. The standard formats for the Financial bid and the Technical bid are at **Section-V** and **Section-VI**, 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 as per **Clause 2.8** of **Section-II** not later than the specified date and time indicated in the Notice Inviting Tender given in **Section-I**.

2.10.3. The Bidder is required to submit the bid (except **Envelope-3**) online over GeM portal. Tender bids received after due time & date will not be accepted. **Offline submission of bids would not be accepted and only the document mentioned in Clause 2.8.1.3 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** of **Section-II** in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

2.10.5. The bid shall remain valid for **One Hundred Eighty (180) days** from the last date of submission of the bid.

2.10.6. Requirements and procedure for online bid submission are outlined in detail in **GeM Portal**. Bidders are advised to go through the details thoroughly before submission of bids, as TRAI shall not 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 GeM Portal.

2.11.2. Subject to **Clause 2.11.1** of **Section-II**, no bid shall be modified subsequent to the deadline for submission of bids.

2.12. TRAI's right to accept or reject a bid without assigning any reason

2.12.1. TRAI reserves the right to accept or reject any bid without assigning any reason.

2.13. Opening and evaluation of the bid

2.13.1. The Technical Bids will be opened on 03.08.2026 at 17:30 Hrs. online through GeM portal.

2.13.2. The participating Bidders/ authorised representative(s), if they so desire, may be present at the time of opening of the bids.

(A) Technical Evaluation

2.13.3. The bids shall be evaluated by the **Tender Evaluation Committee (TEC)** 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.

2.13.4. Subsequently, Technical Bid will be evaluated to confirm 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.

2.13.5. Technical Bid of the Bidders, who have submitted technically responsive bid in accordance to the **Clause 2.13.3** and **Clause 2.13.4** of **Section-II**, shall be subsequently evaluated based on following parameters:-

<table>
<tr><th>Sl. No.</th><th>Evaluation Criteria</th><th>Maximum Score</th><th>Score will be awarded on the basis of specified document</th></tr>
<tr><td rowspan="2">1.</td><td>Bidder's specific experience relevant to Scope of Work</td><td>40</td><td>As mentioned in Clause 2.9.2.vii of Section-II</td></tr>
<tr><td colspan="3">Marks shall be awarded to Bidder as detailed below, based on the number of years for which Bidder has experience of successfully conducting audit of quality of service of telecom network or assessment of quality of service of telecom network relevant to the Scope of Work specified in Section III of the tender document:

(a) < 1 year - 0 (Not Eligible)
(b) ≥ 1years and < 2 years - 20
(c) ≥ 2 years and < 3 years - 30
(d) ≥ 3 years - 40</td></tr>
</table>

<table>
<tr><td>2.</td><td>Qualification and relevant experience of key staff (as per CVs submitted) for the Tender</td><td>25</td><td>As per Form-IV of Section-VI</td></tr>
<tr><td></td><td colspan="3">Bidder is required to assess the number of key staff required for completion of work in Zone (s) as prescribed under Scope of Work in Section III. Further Bidder shall also submit the details of qualification and relevant two years experience of key staff, in Form-IV of Section-VI. Availability of qualified and experienced key staff vis-a-vis requirement to meet the scope of work shall become a basis for award of the marks. Bidder must have minimum one expert in each category in its Core team, as mentioned below, to carry out the PMR Audit Activity, to qualify in Technical Evaluation. Marks shall be awarded to Bidder as per the availability of expert and experienced key staff in the field as detailed below:-
<table>
<tr><td>Number of minimum 2 years experienced key staff</td><td>Maximum Score</td></tr>
<tr><td>(a) Experienced in installation, operation and maintenance of Core and Radio Network of Mobile Communication:
(i) Number of experienced staff = 0 - 0
(ii) Number of experienced staff =1 - 3
(iii) Number of experienced staff =2 - 6
(iv) Number of experienced staff >2 - 10</td><td>10</td></tr>
<tr><td>(b) Experience in installation, operation and maintenance of Access (Wireline) Network:
(i) Number of experienced staff= 0 - 0
(ii) Number of experienced staff =1 - 2
(iii) Number of experienced staff =2 - 3
(iv) Number of experienced staff >2 - 5</td><td>5</td></tr>
<tr><td>(c) Experience in installation, operation and maintenance of Broadband (Wireline) Network:
(i) Number of experienced staff= 0 - 0
(ii) Number of experienced staff =1 - 2
(iii) Number of experienced staff =2 - 3
(iv) Number of experienced staff >2 - 5</td><td>5</td></tr>
<tr><td>(d) Experience in Data Handling/ Analysis/ Visualisation and Audit Report preparation:
(i) Number of experienced staff = 0 - 0
(ii) Number of experienced staff =1 - 2
(ii) Number of experienced staff =2 - 3
(iv) Number of experienced staff >2 - 5</td><td>5</td></tr>
</table></td></tr>
<tr><td>3.</td><td>Presentation on Audit Methodology, Innovation & Analysis Tools to conduct PMR Audit</td><td>20</td><td>As per Form-III & Form-V of Section-VI</td></tr>
<tr><td></td><td colspan="3">Bidder is required to submit the broad description of the proposed audit methodology and work plan for performing the audit and assessment of quality of service PMR, as per Form-III of Section-VI.

Marks shall be award on the basis of presentation by the expert from technical core team of the Bidder, as mentioned at Para 3 of Clause 2.13.5, on understanding of quality of service parameters and their measurement methodology as specified in the QoS regulation and directions/ guidelines</td></tr>
</table>

<table>
<tr><td></td><td colspan="3">issued by TRAI time to time, as well as on audit methodology proposed by bidder; and write-up (around 250 words) by the Bidder as per Form-V of Section- VI on 'Note on Innovation and Analysis Tools to conduct PMR Audit' for selection of sample, calculation of performance of QoS parameters, data analysis and representation of audit results, for completion of work as prescribed under scope of work in Section III.</td></tr>
<tr><td>4.</td><td>Financial capability</td><td>15</td><td>As mentioned in Clause 2.9 (vi) & (vii) of Section-II</td></tr>
<tr><td></td><td colspan="3">The Bidder shall have minimum average annual financial turnover during the last three consecutive financial years preceding the bidding year i.e. FY 2022-23, 2023-24 and 2024-25 as per the following detail: -
<table>
<tr><th>S. No.</th><th>RO Zone</th><th>Average Annual Financial Turnover</th></tr>
<tr><td>(a)</td><td>RO Bengaluru Zone</td><td>Rs. 1.5 Crore</td></tr>
<tr><td>(b)</td><td>RO Bhopal Zone</td><td>Rs. 1.5 Crore</td></tr>
<tr><td>(c)</td><td>RO Delhi Zone</td><td>Rs. 1.0 Crore</td></tr>
<tr><td>(d)</td><td>RO Hyderabad Zone</td><td>Rs. 1.0 Crore</td></tr>
<tr><td>(e)</td><td>RO Jaipur Zone</td><td>Rs. 1.5 Crore</td></tr>
<tr><td>(f)</td><td>RO Kolkata Zone.</td><td>Rs. 2.5 Crore</td></tr>
</table>

In case bidder applies for more than one zone, the required minimum average annual financial turnover shall be equivalent to the average annual financial turnover of the Zone having maximum average annual financial turnover among all the applied Zones.

Illustration: If a bidder applies for all six Zones, the minimum required average annual financial turnover shall be ₹ 2.5 crore, which is the highest turnover requirement among the applied Zones. In this case, the requirement is based on the RO Kolkata Zone, as it has the highest prescribed minimum average annual financial turnover (i.e. ₹ 2.5 crore) among the six Zones, namely Bengaluru, Bhopal, Delhi, Hyderabad, Jaipur, and Kolkata.

Marks shall be awarded to Bidder based on the average annual financial during the last three consecutive financial years preceding the bidding year i.e. FY 2022-23, 2023-24 and 2024-25 as per the details given below:-

(a) $< x$ - 0 (Not Eligible)

(b) $\geq x$ but $< 2x$ - 5

(c) $\geq 2x$ but $< 3x$ - 10

(d) $\geq 3x$ - 15

Where x (in crores) is required minimum average annual financial turnover for the applied zone/ zones.</td></tr>
</table>

2.13.6. Only the Bidder, having submitted technically responsive bid, in accordance with the **Clauses 2.13.3** and **Clause 2.13.4** of **Section-II** and scoring minimum **score of 70** on parameters specified in **Clause 2.13.5** of **Section-II**, shall qualify for opening of financial bids in the second stage of bid evaluation.

(B) Financial Evaluation

2.13.7. The financial bids of only those Bidders, who have technically qualified as per **Clause 2.13.5** of **Section-II**, shall be opened in the second stage of bid evaluation.

2.13.8. The financial bid inclusive of all levies, duties and other applicable taxes shall be submitted by the Bidders. The financial bid shall be evaluated giving due consideration to the total quoted price for the **Zone** i.e., as a package covering Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service. Only total quoted price for a **Zone,** as per format provided in the Schedule for Financial Bids (i.e. **Section-V** of this Tender), will be taken into consideration for awarding ranking to bids from lowest quoted to highest quoted.

2.13.9. 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, its bid shall be rejected*".

2.14. Award of work

2.14.1. The Bidder offering lowest total quoted price inclusive of all taxes and levies in **respective Zone** and covering all services and all licensed service areas, shall be considered for award of work for that particular Zone. The Successful Bidder shall be notified by TRAI by way of a **Letter of Intent (LoI).**

2.15. Purchaser's right to vary quantities

2.15.1. TRAI reserves the right to increase or decrease the number of PMR Audits in any Zone, amounting up to a maximum of twenty five percent (25%) of the total contract value for the Zone, as provided in the Schedule for Financial Bids (i.e. **Section-V** of this Tender), without change in the unit price or other terms and conditions during the validity of the contract, including the extended period, if any.

2.16. Performance Bank Guarantee

2.16.1. The Successful Bidder shall furnish a Performance Bank Guarantee in the proforma given at **Annexure-1** of this Tender from any Scheduled Bank in India within fifteen (**15) days** from the date of receipt of the **Letter of Intent (LoI)** from the Purchaser, for an amount equivalent to **three per cent (3%)** of the value of the contract along with letter of unconditional and unequivocal acceptance to the Letter of Intent.

2.16.2. In case the furnishing of an acceptable Performance Bank Guarantee is delayed by the Successful Bidder beyond the afore-mentioned period, TRAI may cancel the said Letter of Intent and forfeit the Bid Security submitted by the Successful Bidder.

2.16.3. Initially, the Performance Bank Guarantee shall be **valid** for a period of **sixty (60) days** beyond the validity of the contract. The Successful Bidder on its own shall

extend the validity period of the Performance Bank Guarantee for a further period of **six (6) months** on similar terms at least **one (1) month** prior to the day of its expiry without any demand or notice from TRAI. In this manner, the Performance Bank Guarantee shall be kept valid till the satisfactory completion of the work under the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle TRAI to encash the Performance Bank Guarantee and to convert it into a cash security without any reference to the Successful Bidder at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment.

2.16.4. On satisfactory completion of the contract in all respects, as per the terms and conditions specified in the Tender and contract, 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.

2.16.5. In case the contract is **extended** up to **one (1) more year** to conduct audit of QoS PMR**,** 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 **three per cent (3%)** of the value of the contract for the extended work having validity for a period of **sixty (60) days** beyond the extended validity of the contract, as the case may be, and shall also extend the validity period of such Performance Bank Guarantee for a further period of **six (6) months** on similar terms, at least one (1) month prior to the day of its expiry without any demand or notice from TRAI. In this manner, the Performance Bank Guarantee shall be kept valid till the satisfactory completion of the work under the contract. Any failure to do so, shall amount to violation of the terms of the contract and entitle the TRAI to encash the Performance 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.

2.16.6. 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 and contract; or

(ii) the audit report is not as per the format approved by TRAI; or

(iii) the audit report contains information which is found to be factually incorrect or materially wrong by TRAI and the decision of TRAI as regards such material incorrectness of the report shall be final and binding on the Audit Agency.

2.17. Validity of Contract

2.17.1. The contract shall be valid for a period of **thirty (30) months** from the date of signing of the contract, covering audit and assessment of Quality of Service (QoS) Performance Monitoring Reports (PMRs) for **two years consisting of eight quarters** as specified in the Tender.

2.17.2. The contract period may be **extended up to a maximum of one (01) year, on six (06) monthly basis,** at the same rate and terms & conditions as per the contract, at the sole discretion of TRAI, to cover the audit and assessment of QoS PMR in the extended period.

2.18. Force Majeure

2.18.1. 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; or
(ii) war, revolution, acts of public enemies, blockage, or embargo; or
(iii) any law, order, proclamation, ordinance, demand, lock down imposition by Government, or authority or representative of any Government; or
(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 to the contract which is 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.

2.18.2. If at any time during the performance of the contract, the Audit Agency should encounter force majeure conditions impeding timely completion of the work, the Audit Agency shall, **within seven (7) days**, notify to the TRAI in writing the fact of the delay, its 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 **ninety (90) days** or more at any time, TRAI shall have the option to **terminate** the contract on expiry of the **ninety (90) days** of commencement of such force majeure by giving **fourteen (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 the contract before such termination.

2.19. Termination:

2.19.1. 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 '**Termination of Contract'** of **fourteen (14) days** 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 the termination to TRAI. Unless otherwise instructed by TRAI, the Audit Agency shall continue to perform the contract to the extent not terminated.

2.19.2. Without prejudice to its right to impose liquidated damages, TRAI reserves the right to terminate the contract and forfeit the Performance Bank Guarantee if:-

(i) the Audit Agency fails to carry out the task as per the terms and conditions specified in the Tender and the contract; or

(ii) TRAI, upon assessing the work done by the Audit Agency, finds it to be failing to meet performance standards; or

(iii) the Audit Agency has breached terms of the contract; or

(iv) the audit report is not as per the format approved by TRAI; or

(v) the audit report contains information which is found to be factually incorrect or materially wrong by TRAI and the decision of TRAI as regards such material incorrectness of the report shall be final and binding on the Audit Agency.

2.19.3. 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 terminate the contract and/or impose liquidated damages as per **Clause 4.4** of **Section-IV**.

2.19.4. The termination 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.

2.20. Indemnity

2.20.1. 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 as a result of any act or omission, or violation of any law or 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 committed by the Audit Agency during the discharge of its duties and obligations under this contract.

2.20.2. 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 the 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 or servants.

2.21. 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 Office of TRAI.

2.22. Confidentiality

2.22.1. The Bidder shall treat all the information provided by TRAI or made available by the service providers while carrying out the scope of work 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 written consent of TRAI. This condition shall survive the termination of the contract with the Bidder.

2.22.2. All information gathered for and during the audit and assessment of Quality of Service 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.

2.22.3. 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.

2.22.4. 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.

2.22.5. The Audit Agency, if required, shall be asked to enter into a confidentiality agreement {**Non-Disclosure Agreement (NDA)**} as per **Annexure-7** of this Tender with the service provider and TRAI, to this effect, before start of the audit.

2.23. Laws governing contract

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

2.24. Jurisdiction of courts

The courts of law located at New Delhi shall have jurisdiction to decide any dispute arising out of or in respect of the contract entered pursuant to the bid.

2.25. 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 thereunder 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.

2.26. 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.

2.27. 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.

2.28. 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.

2.29. False information

In the event of furnishing false/incorrect/misleading information by the Bidder, the Bid Security of such Bidder shall be forfeited, and the Bidder will be **suspended** from participating in the future bids of TRAI for a period up to **three (03) 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 the Performance Bank Guarantee and other payments due to the Audit Agency shall be forfeited, and the Audit Agency shall be liable to be **blacklisted**.

2.30. 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.

2.31. Verification of Documents and Certificates

2.31.1. 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.

2.31.2. As per requirement of the Tender’s conditions, if any document/ paper/ certificate submitted by the participant Bidder is found to be false/ fabricated/ tampered/ 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 Bidder. In case contract has been awarded to the Bidder, then Performance Bank Guarantee would be forfeited, and the contract would be rescinded, and TRAI would be at liberty to procure the ordered services from any other source at the risk and cost of the defaulting Bidder.

2.32. Rejection of Bids

2.32.1. 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 **Clause 2.7 of Section-II** and bid validity is less than the period prescribed in **Clause 2.10.5 of Section-II**.

(ii) If the eligibility condition as per **Clause 2.2 of Section-II** is not met.

(iii) **Financial Bid Format**: If Prices are not filled in as prescribed in financial bid format. The Bidder has to quote for all the services of all the Licensed Service Areas of a Zone as mentioned in the Price Schedule.

(iv) **Technical Proposal/ Bid:** If the technical proposal contains any material financial information.

SECTION-III

SCOPE OF WORK

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 a periodical assessment of the quality of services provided by the service providers so as to protect the interest of the consumers of telecommunication services.

3.1.2. Accordingly, TRAI released revised QoS Regulations namely "the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)' dated the 02nd August, 2024 (hereinafter referred as "QoS Regulations") prescribing benchmarks for various QoS parameters for both Access and Broadband services provided on wireline and wireless media. These regulations are effective from 1st October 2024. The QoS Regulations are available on TRAI's website at following url:

https://trai.gov.in/sites/default/files/2024-10/Regulation_02082024.pdf

3.1.3. The QoS Regulations are updated from time to time. TRAI may also update/ modify the QoS parameters or their benchmarks and add new QoS parameters during the currency of the contract. Therefore, the Audit Agency shall be required to conduct the audit of the PMRs submitted by the service providers as per the applicable QoS parameters (refer **Clause 3.2, 3.3 and 3.4** of **Section-III**), as on the date of the audit.

3.1.4. Regulation 14(1) of the QoS Regulations provides that "*The Authority may, from time to time, through audit conducted either by its own officers or employees or through an agency appointed by it, verify the performance against the Quality of Service parameters, specified in regulation 4, regulation 6, regulation 7, regulation 9 and regulation 10, as reported to the Authority under regulation 13 by the service provider*".

3.1.5. Measurement methodology of each of the QoS parameters for Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service is given in **Schedule-I** of the QoS Regulations.

3.1.6. Further, all service providers, as mandated in the QoS Regulations, are required to submit the compliance report also referred as Performance Monitoring Report (PMR) in prescribed format within a period of fifteen (15) days from the end of respective quarter or month, as applicable. PMR for Access Service (Wireless) including Broadband (Wireless) is submitted on monthly basis, whereas PMR for Access Service (Wireline) and Broadband (Wireline) Service is submitted on quarterly basis.

3.1.7. For the purpose of this Tender, twenty-two (22) Licensed Service Areas (LSAs) are distributed in six (6) 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 Bhopal Zone

(iii) RO Kolkata Zone

(iv) RO Hyderabad Zone

(v) RO Bengaluru Zone

(vi) RO Jaipur Zone

However, distribution of LSAs among different Regional Offices (ROs) of TRAI is tentative and may be modified during the currency of the contract.

3.1.8. TRAI intends to engage Audit Agency to conduct **QoS Performance Monitoring Report (PMR) Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service** submitted by various service providers as per the methodology given below.

3.2. Audit of PMR of Access Service (Wireless) including Broadband (Wireless)

3.2.1. The scope of the audit for Access Service (Wireless) including Broadband (Wireless), *inter-alia,* includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 6, 7 and 10 of the QoS Regulations.

3.2.2. The details of service providers providing Access Service (Wireless) including Broadband (Wireless) with subscriber details as on **31st March 2026**, in each Licensed Service Area are given in **Annexure-2B**. The details of Service Providers with the number of subscribers detail is indicative, which is subjected to the changes. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the audit agency may refer the same.

3.2.3. PMR and respective CGI (cell) wise data submitted by service providers along with PMR will be provided by TRAI to the Audit Agency.

3.2.4. The Audit Agency shall verify integrity of the system(s) and processes implemented for collection of primary data for calculation of performance against QoS parameters, its transformation, aggregation, and generation of PMRs thereof, checking of complete records, verification of procedure and methodology adopted by service provider in measuring the performance against QoS parameters as specified in the QoS Regulations. The brief overview of such systems and processes shall be provided to TRAI in audit report along with any inconsistency or issues observed during the audit.

3.2.5. Frequency of Audit:-

In respect of access service (wireless), all the Licensed Service Areas of all the service providers in the respective zones shall be audited at least once in a year, subject to that:

3.2.5.1 The audit will be done for any three (3) un-audited monthly PMRs which are selected from the approved monthly PMRs.

3.2.5.2 All LSAs of the respective Regional Office for a particular service provider are to be audited within a block of three (3) months. If service provider is enabling audit at central location, then audit of all the LSAs may be done in a particular month. In case of multilocation audit, all the LSAs of the respective Regional Office may be covered within a block of three (3) months.

3.2.5.3 Similarly, LSAs of other service providers will be audited in remaining three blocks of three (3) months.

3.2.5.4 Accordingly, tentative schedule of audit is given below. However, final schedule will be finalised by respective Regional Office in consultation with the selected audit agency.

RO	**No of LSAs**	**M-1**	**M-2**	**M-3**	**M-4**	**M-5**	**M-6**	**M-7**	**M-8**	**M-9**	**M-10**	**M-11**	**M-12**
Delhi	3	T-1			T-3			T-2			T-4		
Bhopal	3	T-2			T-4			T-1			T-3		
Kolkata	5		T-3			T-1			T-4			T-2	
Hyderabad	3		T-4			T-2			T-3			T-1	
Bengaluru	4			T-1			T-3			T-2			T-4
Jaipur	4			T-2			T-4			T-1			T-3

Note: M - Stands for month; T- stands for TSP; BSNL and MTNL has considered as one TSP, as presently BSNL is providing services in twenty (20) LSAs and MTNL is providing services in remaining two (2) LSAs.

3.2.6. Audit Methodology for Audit of PMR of Access Service (Wireless):

The Audit Agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of access service (wireless), as per the scope of work of the audit.

3.2.6.1 Broad guidelines to be followed for audit of PMR of access service (wireless) are elaborated below. However, Audit Agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and respective Regional Office, so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	**QoS Parameter to be audited**	**Broad guidelines for audit**
1.	Basic details (Technology wise number of base stations and cells)	(a) Verify the number of Cells and Base stations of each technology of respective LSA given in 'Basic details' through NOC/ OSS or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report. (c) Record major changes (increase or decrease) observed in the three (3)

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		PMRs under audit along with reasons given by the TSP.
2.	Cell Bouncing Busy Hour (CBBH)	(a) Identify minimum five percent (5%) cells per PMR from respective LSA under audit from the CGI wise data of CBBH provided by TRAI. (b) Verify the CBBH of these cells for one day through NOC/ OSS or any other relevant tool. The day can be same or different for different cells.
3.	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	(a) Verify availability of service wise geospatial coverage map on service provider's website (b) Verify its compliance with the TRAI Direction no RG-17/(3)/2022-QoS dated 22.11.2024. Non-compliance, if any, may be recorded in the report along with reason given by the TSP. (c) Verify whether logs, of changes made in coverage map, are maintained (d) Select minimum five percent (5%) or fifty (50) cells, whichever is higher, from the last PMR which is required to be updated in coverage map as per the regulations, for respective LSA under audit and verify whether coverage map has been updated for these cells. (e) Select minimum five percent (5%) or ten (10) feedback whichever is higher, given by subscribers (only specific to incorrect coverage representation) for respective LSA under audit and ascertain the details of action taken by the service provider
4.	Cumulative downtime (Cells not available for service) and Worst Affected Cells due to downtime	(a) Identify minimum five percent (5%) cells per PMR from respective LSA under audit from the CGI wise data of downtime/ Cell master provided by TRAI.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(b) Seek log of all alarms generated for these cells for one (1) day (whole twenty-four {24} hours of the day) from the TSP. The day can be same or different for different cells. (c) The log needs to be extracted from NOC/ OSS or any other relevant tool in front of the Audit Agency. (d) Log can be in any format, but TSP may provide a document explaining each field captured in the log file. (e) The Audit Agency needs to verify the downtime provided by TSP in PMR from the log for these cells. (f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like Cells reported NIL downtime in the whole reporting period, Cell having continuous poor downtime except certain days, specific pocket of poor downtime except certain cells, wide variation in downtime across three (3) PMRs under audit, downtime reported for period prior to their date of commissioning or after date of de-commissioning, cells of different technologies located at same location but having wide variation in downtime etc.
5.	Percentage of significant network outage (services not available in a district for more than four {4} hours) reported to the Authority within Twenty Four (24) hrs of start of the outage	(a) Verify period of significant network outage reported to TRAI by taking downtime of minimum five percent (5%) or ten (10) cells whichever is higher (randomly distributed across the affected geography). (b) Downtime of selected cells may be taken for -48 hours from time of occurrence till +48 hours after reported rectification of outage.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(c) Details of other incidence, if any provided by TRAI, will also be verified in similar manner.
6.	Call Set-up Success Rate: Intra-Service provider (within service provider's network) And Call Set-up Success Rate: Inter-Service provider (incoming from other service providers' network)	(a) Details of information corresponding to these parameters provided in 'Supporting Info' may be verified from the primary data extracted from NOC/ OSS or any other relevant tool. (b) Similar details as on date of audit may also be recorded. (c) Details of calls segregated between intra-service provider and inter-service provider may be recorded in the report.
7.	Point of Interconnection (POI) Congestion (90^{th} percentile value)	(a) Verify the calculation of 'PoI congestion' reported in PMR with the record maintained by the service provider. (b) Verify the number of PoI working as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report. (c) Select minimum five percent (5%) or three (3) PoIs whichever is higher (each POI should be with different service provider) and verify the details of 'Number of failed calls during TCBH' and 'Number of call attempts to the PoI during TCBH' of previous day to the day of audit and calculate the value of PoI congestion as per measurement methodology. (d) Record the PoI congestion so obtained along with PoI congestion calculated by the service provider for reporting in the PMR for the selected) PoIs
8.	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (s, t)] and	(a) Identify minimum five percent (5%) cells per PMR from respective LSA under audit from the CGI wise data of both CS_QSD (s, t) and PS_QSD (s, t) provided by TRAI from each PMR.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) [PS_QSD (s, t)]	(b) Identify one (1) day for each of cells selected above, (c) Primary data related to "Total number of interrupted (dropped) calls' and 'Total number of calls successfully established" for above selected cells for CBBH of the selected day need to be extracted from NOC/ OSS or any other relevant tool in front of the Audit Agency. (d) From the primary data so extracted, calculate DCR value and compare the same with the reported value. (e) Similarly, DCR for these cells may also be computed using primary data for last five (5) days from the date of audit. The same shall be included in report. (f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like high usage of codes, Cell having continuous poor DCR except certain days, wide variation in DCR across three (3) PMRs under audit, etc.
9.	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (s, t)] And Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (s, t)]	(a) Identify minimum five percent (5%) cells per PMR from respective LSA under audit from the CGI wise data of each ULPDR_QSD (s, t) and DLPDR_QSD (s, t) provided by TRAI from each PMR. (b) Identify one (1) day for each of cells selected above, (c) Primary data related to numerator and denominator used for calculating the performance against the QoS parameter as mentioned in measurement methodology for above selected cells for CBBH of the selected day need to be extracted from NOC/ OSS or any other

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		relevant tool in front of the Audit Agency. (d) From the primary data so extracted, calculate value of ULPDR or DLPDR, as applicable, and compare the same with the reported value. (e) Similarly, ULPDR or DLPDR, as applicable, for these cells may also be computed using primary data for last five (5) days from the date of audit. The same shall be included in report. (f) Identification of cells should be based on various factors (which may keep changing over a period to make it dynamic) to capture representative performance like high usage of codes, Cell having continuous poor PDR except certain days, wide variation in PDR across three (3) PMRs under audit, etc.
10.	Latency (in 4G and 5G network)	(a) Verify the measurement setup used to collect the test samples. Details must include broad diagram showing locations and details of test server(s). (b) Number of cells selected for testing by the service provider shall be recorded along with period and time of the testing. (c) Collect measured test results and calculate the performance against these parameters and compare them with the reported values. (d) Details submitted by the service provider for 'DU_Speed' may be verified for minimum five percent (5%) or five (5) whichever is higher tariff offerings in respective LSA. (e) Verify whether offered typical download and upload speed is
11.	Packet Drop Rate (in 4G and 5G network)	
12.	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff offerings	
13.	Jitter (in 4G and 5G network)	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		mentioned by the service provider in various tariff offerings on their website.
14.	Maximum Bandwidth utilization between radio and core network during TCBH	(a) Verify the record related to maximum bandwidth utilisation of all the RAN to Core network links on any consecutive four (4) days of the assessment period and calculate the performance against the parameter. The same shall be compared with the reported value in PMR. (b) Verify the number of RAN to Core network links as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report. (c) Select minimum five percent (5%) or three (3), RAN to Core network link whichever is higher and verify the bandwidth utilisation of these links during TCBH of previous day to the day of audit.
15.	SDCCH Congestion/ RRC Congestion	(a) Verify the record maintained by the service provider against these parameters and measurement methodology adopted by the service provider. (b) The performance against the parameters for the day preceding to the day of audit may be verified and recorded in the report.
16.	Traffic Channel congestion i.e. TCH, RAB, E-RAB, EN-DC (E-UTRAN New Radio Dual Connectivity for NSA to access 4G and 5G both networks at same time) or DRB (Data Radio Bearer for SA) Congestion	
17.	Connections with good voice quality	
18.	**Messaging**: Successful SMS delivery within service provider's network	
19.	Billing and charging complaints	(a) Day wise details of 'total billing and charging complaints reported' may be obtained. (b) One (1) sample day may be selected and details of complaints received on
20.	Resolution of billing/ charging complaints within four (4) weeks	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		selected day may be obtained from service provider. (c) Minimum five percent (5%) or Hundred (100) complaints, whichever is higher of different categories may be selected and verified for their resolution along with time taken to resolve the complaint. (d) Select minimum five percent (5%) or another Hundred (100) complaints cases, whichever is higher may be selected from the complaints not found valid and check whether they are not valid complaint as per **Clause 7.1.1** of **Schedule-I** of the QoS Regulations. (e) TRAI may also provide the details of certain billing and charging complaints (maximum fifty (50) complaints) received during the period under audit. Verify whether these complaints are included by the service provider while calculating the performance against the parameter. (f) Further, resolution provided, and time taken to resolve these complaints may be verified.
21.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	(a) Seek list of customers who have been given adjustment in their account and the same may be collected. (b) Select minimum five percent (5%) or ten (10) customers, whichever is higher from the list and verify that adjustment has been given within one (1) week.
22.	Accessibility of call centre/ customer care	(a) Methodology adopted to calculate the performance against the parameters may be verified. (b) Record maintained by service provider may also be verified and compared with the performance observed during last five (5) days prior to the date of audit.
23.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
24.	Termination/ closure of service within seven (7) working days of receipt of customer's request	(a) Record maintained by service provider may also be verified and minimum five percent (5%) or ten (10) , termination/ closure requests whichever is higher, may be verified on sample basis.
25.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	(a) Seek list of customers who have been given refund and the same may be collected. (b) Select minimum five percent (5%) or ten (10) sample customers, whichever is higher and verify the time taken to refund the deposits.
26.	Verification of drive test conducted by service providers	(a) Verify the records maintained by service providers for conducting drive test as per regulation 7(2) of the QoS Regulations.
27.	Exclusion	(a) Information submitted by service provider for 'Exclusion' may be verified on sample basis for maximum five incidences. (b) It may be verified that the reported incidence is allowed to be exempted under the QoS Regulations. (c) It also needs to be verified that performance of only impacted duration has been excluded.

Note:-

(i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.

(ii) The prescribed samples are to be selected from all PMRs under audit.

(iii) In cases where any deviation or inconsistency is observed between the audited value and the reported value for any QoS parameter, the Audit Agency shall collect or extract the complete primary data/logs from the service provider for the entire month under audit for the whole LSA. Based on the extracted primary data, the Audit Agency shall compute the performance for that QoS parameter and verify the same by comparing the audited performance with the corresponding monthly PMRs submitted by the service providers to TRAI. All such deviations and clarification submitted by service providers for such deviations along with the detailed analysis by Audit Agency shall be part of audit report.

3.3. Audit of PMR of Access Service (Wireline)

3.3.1. The scope of the audit for access service (wireline), *inter-alia,* includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 4 and 10 of the QoS Regulations.

3.3.2. The details of service providers providing access service (wireline) with subscriber details as on **31st March 2026**, in each Licensed Service Area are given in **Annexure-2B**. The details of service providers along with the details of the number of subscribers are indicative, which is subject to change. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the Audit Agency may refer the same.

3.3.3. PMR and supporting information submitted by service providers along with PMR, will be provided by TRAI to the Audit Agency.

3.3.4. The Audit Agency shall verify integrity of the system(s) and processes implemented for collection of primary data for calculation of performance against QoS parameters, its transformation, aggregation, and generation of PMRs thereof, checking of complete records, verification of procedure and methodology adopted by service provider in measuring the performance against QoS parameters as specified in the QoS Regulations. The brief overview of such systems and processes shall be provided to TRAI in audit report along with any inconsistency or issues observed during the audit.

3.3.5. Frequency of Audit:

In respect of access service (wireline), all the Licensed Service Areas of all the service providers in the respective zone(s) shall be audited at least once in a year, subject to that:

3.3.5.1 The audit will be done for any one (1) un-audited quarterly PMR which is selected from the approved quarterly PMRs.

3.3.5.2 Final schedule for audit of various service providers/ LSAs of a particular Regional Office will be decided by the respective Regional Office in consultation with the selected Audit Agency. However, it may be ensured that various service providers/LSAs are distributed equally, to the extent possible, in four (4) quarters of the year.

3.3.6. Audit Methodology for Audit of PMR of Access Service (Wireline):

3.3.6.1 The Audit Agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of access service (wireline), as per the scope of work of the audit.

3.3.6.2 Broad guidelines to be followed for audit of PMR of access service (wireline) are elaborated below. However, Audit Agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and respective Regional Office so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Subscriber details	(a) Verify the number of subscribers (prepaid and postpaid) through NOC/ OSS/ BSS/ CRM or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.
2.	Provision of a service within seven (7) working days of payment of demand note by the customer	(a) Obtain a list of new connections applied and demand note paid by the customers during the audited period. In case service provider do not collect any amount before provisioning of new connections then all requests received for providing new connections during the audited period may be obtained from the service provider. The list should include date of request/ payment of demand note amount and date of providing the connection. (b) From the list so obtained, calculate the performance against the QoS parameter and verify the same from the reported value. (c) Further, select minimum five percent (5%) or five (5), whichever is higher cases from each of the following categories: (i) cases for which new connections provided within seven (7) working days of payment of demand note by the customer or date of request, as applicable. (ii) cases for which new connections provided after seven (7) working days of payment of demand note by the customer or date of request, as applicable. (iii) cases for which connection was not provided within the audited period. (d) Verify the details of these selected five percent (5%) or fifteen (15) cases, whichever is higher through NOC/ OSS/ BSS/ CRM or any other relevant tool.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
3.	Fault incidences (No. of faults per hundred {100} subscribers) and Fault repair by next working day and Fault repair within three (3) working days and Mean Time-To-Repair (MTTR)	(a) Obtain day wise number of faults reported during the audited period. (b) Calculate the performance against the QoS parameter 'Fault incidences (No. of faults per hundred {100} subscribers)' and verify the same from the reported value. (c) Select one (1) day from the audited period for detailed examination and obtain the list of customers who reported fault during the selected day. The list should include the time of reporting fault by the customer and rectification of fault. Select minimum five (5) customers from the list. (d) Also take a list of customers who have reported the fault more than once in the audited period. Select minimum five percent (5%) or five (5) customers, whichever is higher from the list. (e) Verify the details of these selected customers through NOC/ OSS/ BSS/ CRM or any other relevant tool. (f) Obtain a list of customers to whom rent rebate/ validity extension provided due to delay in rectification of fault and select minimum five percent (5%) or five (5) customers, whichever is higher) from the list. (g) Verify the details of these selected customers through NOC/ OSS/ BSS/ CRM or any other relevant tool. (h) Take a list of customers whose fault repaired after three (3) working days in the audited period. (i) Select minimum five percent (5%) or five (5) customers, whichever is higher from this list and verify whether these customers were given rebate or not.
4.	Point of Interconnection (POI) Congestion (90^{th} percentile value)	(a) Verify the calculation of 'PoI congestion' reported in PMR with the record maintained by the service provider.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(b) Verify the number of PoI working as on date of audit from NOC/ OSS or any other relevant tool and record the same in the report. (c) Selectminimum five percent (5%) or three (3) PoIs, whichever is higher) (each POI should be with different service provider) and verify the details of 'Number of failed calls during TCBH' and 'Number of call attempts to the PoI during TCBH' of previous day to the day of audit and calculate the value of PoI congestion as per measurement methodology. (d) Record the PoI congestion so obtained along with PoI congestion calculated by the service provider for reporting in the PMR for the selected PoIs
5.	Billing and charging complaints	(a) Same methodology as prescribed for access service (wireless) may be followed for access service (wireline).
6.	Resolution of billing/ charging complaints within four (4) weeks	
7.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	
8.	Accessibility of call centre/ customer care	
9.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	
10.	Termination/ closure of service within seven (7) working days of receipt of customer's request	
11.	Refund of deposits within forty-five (45) days of closure of	

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	service or non-provisioning of service	

Note:

(i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.

(ii) In cases where any deviation or inconsistency is observed between the audited value and the reported value for any QoS parameter, the Audit Agency shall collect or extract the complete primary data/logs from the service provider for the entire quarter under audit for the whole LSA. Based on the extracted primary data, the Audit Agency shall compute the performance for that QoS parameter and verify the same by comparing the audited performance with the corresponding quarterly PMRs submitted by the service providers to TRAI. All such deviations and clarification submitted by service providers for such deviations along with the detailed analysis by Audit Agency shall be part of audit report.

3.4. Audit of PMR of Broadband (Wireline) Service

3.4.1. The scope of the audit for broadband (wireline) service, *inter-alia,* includes assessment and verification of the performance of the service providers in respect of the various Quality of Service parameters specified under regulations 9 and 10 of the QoS Regulations.

3.4.2. In accordance with the provisions of the revised QoS Regulations, all Internet Service Providers ("ISPs") whose total number of subscribers as on last day of the preceding financial year is more than ten thousand (10000) are required to submit the Performance Monitoring Report on Quality of Service of Broadband (Wireline) service.

3.4.3. Accordingly, details of ISPs providing broadband (wireline) service and having subscribers more than ten thousand (10,000) as on **31st March, 2026** are given in **Annexure-2C**. The details of ISPs with the number of subscribers detail are indicative, which is subject to change. The updated data is published by TRAI from time to time on the website www.trai.gov.in and the Audit Agency may refer the same.

3.4.4. PMR and supporting information submitted by service providers along with PMR, will be provided by TRAI to the Audit Agency.

3.4.5. The Audit Agency shall verify integrity of the system(s) and processes implemented for collection of primary data for calculation of performance against QoS parameters, its transformation, aggregation, and generation of PMRs thereof, checking of complete records, verification of procedure and methodology adopted by service provider in measuring the performance against QoS parameters as specified in the QoS Regulations. The brief overview of such systems and processes shall be provided to TRAI in audit report along with any inconsistency or issues observed during the audit.

3.4.6. Frequency of Audit:

3.4.6.1 Service providers, having Pan India authorization (ISP Category 'A'), are submitting the PMR for broadband (wireline) service on 'All India' basis whereas other ISPs are submitting the PMR on 'Service area' basis.

3.4.6.2 Tentative list of ISPs has been provided in **Annexure-2C**. Further, each ISP shall be mapped to a Regional Office, for the purpose of audit of PMR of broadband (wireline) service. The Audit Agency of a zone is required to carry out the audit of PMR of ISP mapped to that particular zone. Selection of Internet Service Providers for a particular year shall be decided by TRAI.

3.4.6.3 The audit will be done for any one (1) un-audited quarterly PMR which is selected from the approved quarterly PMRs.

3.4.6.4 In case, an ISP is submitting the PMR on service area basis then PMRs of all service areas of the respective Regional Office will be taken into consideration for the purpose of audit.

3.4.7. Audit Methodology for Audit of PMR of Broadband (Wireline) Service:

3.4.7.1 The Audit Agency is required to visit service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per the network monitoring systems deployed, for audit of the PMR of Broadband (Wireline) Service, as per the scope of work of the audit.

3.4.7.2 Broad guidelines to be followed for audit of PMR of Broadband (Wireline) Service are elaborated below. However, Audit Agency is free to devise the detailed audit methodology within the framework of broad guidelines, in consultation with the service provider and respective ROs so that an effective and transparent audit for verification of the PMR submitted by service providers is ensured.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
1.	Subscriber details	(a) Verify the number of subscribers (prepaid and postpaid) through NOC/ OSS/ BSS/ CRM or any other relevant tool. (b) Reason for discrepancies, if any, may be ascertained from TSP and recorded in the report.
2.	Provision of a service within seven (7) working days of payment of demand note by the customer	(a) Obtain a list of new connections applied and demand note paid by the customers during the audited period. In case service provider do not collect any amount before provisioning of new connections then all requests received for providing new connections during the audited period may be obtained from the service provider. The list should include date of request/ payment of demand note amount and date of providing the connection. (b) Form the list so obtained, calculate the performance against the QoS parameter and verify the same from the reported value.

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		(c) Further, select minimum five percent (5%) or five (5) cases, whichever is higher, from each of the following categories: (i) cases for which new connections provided within seven (7) working days of payment of demand note by the customer or date of request, as applicable. (ii) cases for which new connections provided after seven (7) working days of payment of demand note by the customer or date of request, as applicable. (iii) cases for which connection was not provided within the audited period. (d) Verify the details of these selected five percent (5%) or fifteen (15) cases, whichever is higher, through NOC/ OSS/ BSS/ CRM or any other relevant tool.
3.	Latency	(a) Verify the measurement setup used to collect the test samples. Details must include broad diagram showing locations and details of test server(s). (b) Number of subscribers selected for testing by the service provider shall be recorded along with period and time of the testing. (c) Collect measured test results and calculate the performance against these parameters and compare them with the reported values. (d) Details submitted by the service provider for 'DU_Speed' may be verified for minimum five percent (5%) or five (5) tariff offerings, whichever is higher. (e) Verify whether offered typical download and upload speed is mentioned by the service provider in various tariff offerings on their website.
4.	Packet Drop Rate	
5.	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff offerings	
6.	Jitter	
7.	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-	(a) Obtain the details of bandwidth utilisation of each Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange

S. No.	QoS Parameter to be audited	Broad guidelines for audit
	network] or Internet Exchange Point Link(s)	Point Link(s) for the TCBH of the previous day to the day of audit. (b) Calculate the performance of the QoS parameter for the day and compare the same with the reported value and indicate reasons for major deviation, if any.
8.	Fault incidences (No. of faults per hundred {100} subscribers) and Fault repair by next working day and Fault repair within three (3) working days	(a) Obtain day wise number of faults reported during the audited period. (b) Calculate the performance against the QoS parameter 'Fault incidences (No. of faults per hundred {100} subscribers)' and verify the same from the reported value. (c) Select one (1) day from the audited period for detailed examination and obtain the list of customers who reported fault during the selected day. The list should include the time of reporting fault by the customer and rectification of fault. Select minimum five percent (5%) or five (5), whichever is higher, customers from the list. (d) Also take a list of customers who have reported the fault more than once in the audited period. Select five percent (5%) or five (5),whichever is higher, customers from the list. (e) Verify the details of these selected customers through NOC/ OSS/ BSS/ CRM or any other relevant tool. (f) Obtain a list of customers to whom rent rebate/ validity extension provided due to delay in rectification of fault and select five percent (5%) or five (5), whichever is higher, customers from the list. (g) Verify the details of these selected customers through NOC/ OSS/ BSS /CRM or any other relevant tool. (h) Take a list of customers whose fault repaired after three (3) working days in the audited period. (i) Select five percent (5%) or five (5), whichever is higher, customers from this list and verify

S. No.	QoS Parameter to be audited	Broad guidelines for audit
		whether these customers were given rebate or not.
9.	Billing and charging complaints	(a) Same methodology as prescribed for access service (wireless) may be followed for broadband (wireline) service.
10.	Resolution of billing/ charging complaints within four weeks	
11.	Application of adjustment to customer's account within one (1) week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	
12.	Accessibility of call centre/ customer care	
13.	Percentage of calls answered by the operators (voice to voice) within ninety (90) seconds	
14.	Termination/ closure of service within seven (7) working days of receipt of customer's request	
15.	Refund of deposits within forty-five (45) days of closure of service or non-provisioning of service	

Note:

(i) In all such cases, where selection of minimum number of samples is prescribed in above table and actual number of available cases are less than the specified number of samples, then number of samples may be restricted to actual number of available cases.

(ii) In case, an ISP is submitting the PMR on service area basis then PMRs of all service areas of the respective Regional Office will be taken into consideration for selecting the desired samples against each QoS parameter.

(iii) In cases where any deviation or inconsistency is observed between the audited value and the reported value for any QoS parameter, the Audit Agency shall collect or extract the complete primary data/logs from the service provider for the entire quarter under audit for the whole LSA. Based on the extracted primary data, the Audit Agency shall compute the performance for that QoS parameter and verify the same by comparing the audited performance with the corresponding quarterly PMRs submitted by the service providers to TRAI. All such deviations and clarification submitted by service providers for such deviations along with the detailed analysis by Audit Agency shall be part of audit report.

3.5. Other obligation of the Audit Agency:

3.5.1. The Audit Agency shall prepare the audit plan in consultation with respective Regional Office of TRAI including plan to visit service provider's premise at least two (2) weeks in advance.

3.5.2. The Audit Agency is required to submit detailed audit methodology based on the above-mentioned scope of work, to be followed for conduct of the audit as per the schedule given in **Clause 4.3.3** of **Section-IV**.

3.5.3. The Audit Agency should give a detailed composition of the proposed key team and tasks of each team member having relevant experience including supervisor that will be involved in the audit of PMR at different service areas.

3.5.4. The Audit Agency shall preserve all the data formats containing the observations made by the Audit Agency for a period of six (6) months after the expiry of the contract and shall produce the same to TRAI as and when called upon by TRAI.

3.5.5. The audit report of QoS PMRs for all the service providers in a Licensed Service Area shall be completed within time limits mentioned in the Tender.

3.5.6. The signature of the Nodal Officer nominated by the service provider for coordination with the Audit Agency shall be taken on all the templates containing the verified data for all the parameters. The Audit Agency shall also furnish these formats or records to TRAI.

3.6. Reporting

3.6.1. The Audit Agency shall include licensee-wise critical findings in each report.

3.6.2. The Audit Agency is required to develop data formats including executive summary, critical findings, and detailed data analysis thereof for reporting the results of the audit.

3.6.3. The Audit Agency shall submit sample format for the audit report to TRAI. TRAI may suggest modifications to the sample format for the audit report and the Audit Agency shall modify the sample format for audit report, as suggested by TRAI, and final approval shall be taken before taking up the job in hand. However, the approved format for audit report will be provisional and may be reviewed as per requirement of TRAI audit report.

3.6.4. Audit of PMR will be conducted under the complete supervision of respective Regional Office of TRAI. The Audit Agency shall extend all cooperation to the Regional Offices for the audit of PMRs.

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

3.7. TRAI's Inputs:

3.7.1. TRAI will issue suitable instructions to service providers to facilitate PMR audit with support of Regional offices of TRAI after the award of the contract.

3.7.2. TRAI will make available the relevant QoS Regulations, Directions/ guidelines.

3.7.3. TRAI will make available the performance monitoring report along with other supporting information submitted by the service providers in respect of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service.

3.7.4. TRAI will also make available details of contact persons of service providers and such other information requested by the Audit Agency which is available with TRAI and which is necessary for carrying out the audit and assessment of Quality of Service of service providers.

Miscellaneous:

3.8.1. Expenses towards boarding, lodging and travelling for conducting audit shall be borne by the Audit Agency itself. TRAI at any point of time can ask for supporting documents for verifying the authenticity of any observation furnished, in respect of any service provider.

3.8.2. TRAI has the right to verify authenticity of each of the observations. This may also involve contacting any service provider again for this purpose. Expenses towards boarding, lodging and travelling for the staff of the Audit Agency for this purpose shall also be borne by the Audit Agency itself.

3.8.3. The Audit Agency shall give access of the tools and applications used, if any, for the audit to the TRAI officials, as and when required by TRAI.

3.8.4. The Audit Agency shall provide training on the usage of tools and applications, if any used for audit to the TRAI officials.

3.8.5. There shall be no change in the composition of key staff proposed by the Agency at the time of evaluation of financial bids and the delivery of scope of work during the currency of the contract. However, in case of occurrence of unforeseen event not in control of the Agency, TRAI, at its own discretion, may permit replacement of key resources with staff having same or better qualifications and work experience. No key resource shall be replaced by the Agency without prior approval of TRAI (HQ).

SECTION-IV

SPECIAL COMMERCIAL CONDITIONS

4.1 Scope of Work

The scope of work for conducting PMR Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service provided by various service providers are given in **Section-III** of this Tender.

4.2 Payment terms:

4.2.1 Payment shall be made after completion of audit of the PMRs of respective service as per the following schedule and after acceptance of audit report by TRAI as specified in the contract:

4.2.1.1 Payment shall be made on quarterly basis against the accepted PMR Audit reports for respective RO zone-wise.

4.2.1.2 If the PMR Audit for one or more LSAs remains incomplete for reasons **solely not attributable** to the Audit Agency, TRAI may, at its sole discretion, accept the audit report. In such case, the payment will be released on proportionate basis for the LSAs for which PMR Audit reports have been duly submitted and accepted by TRAI.

4.2.2 In case the validity of the contract is extended up to one (1) more year, in accordance with **Clause 2.17.2** of **Section-II**, payment for the extended period will also be made as per the above schedule.

4.3 Delivery Schedule:

4.3.1 The PMR Audit work shall be completed, and all the reports shall be submitted within the timelines, as specified in the tender.

4.3.2 **No extension of time for completion of the PMR Audit work and for submission of the report thereof shall be given, except for situation arising out of force majeure events specified under Clause 2.18.1 of Section-II**.

4.3.3 Delivery schedule is as under:-

S. No.	Deliverable	Period
(a)	Submission of all sample design and reporting formats along with the detailed audit methodology by the Audit Agency	Within two (2) weeks from the date of award of work
(b)	Submission of final design and reporting formats along with the detailed audit methodology by the Audit Agency incorporating modifications and corrections suggested by TRAI and its acceptance	Within two (2) weeks from the date of modification and corrections on the sample design and reporting formats suggested by TRAI
(c)	Commencement of PMR Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service	From the day of first visit made by Audit Agency at service provider's premises to conduct audit of Performance Monitoring Reports (PMRs) selected for the audit
(d)	Submission of PMR Audit reports	Within 45 days of commencement of PMR Audit as per Serial No. (c) of this table.

4.4 Acceptance of the reports and Liquidated Damages:

(i) In case the PMR Audit reports of Access (wireline and wireless) Service and Broadband (wireline and wireless) Service is delayed, liquidated damages shall be levied by TRAI which shall be realised from the amount payable to the Audit Agency, at the following rates:

(a) for delay up to two (2) weeks, five percent (5%) of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof;

(b) for delay beyond two (2) weeks and up to four (4) weeks, additional six percent (6%) of the value of quarterly contracted work for the respective service in the LSA audited, per week or part thereof.

(ii) In case, deficiencies or quality issues are observed in PMR Audit report of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service, liquidated damages, in addition to the provisions of liquidated damages at **Clause 4.4 (i)** of **Section-IV,** shall be levied on the amount payable to the Audit Agency for that PMR, at the following rates:

(a) for major deficiencies like missing parameters for audit, not adhering to the broad guidelines stipulated for audit in scope of work under **Section-III** of the Tender, calculation mistakes etc., ten percent (10%) of the amount payable for that PMR,

(b) for minor deficiencies like non-submission of supporting information for the audited values, improper or incomplete analysis for the deviations observed for audited value vis-a-vis reported values, five percent (5%) of the contracted value of PMR Audit report for each case

Provided that the total amount of liquidated damages imposed, in accordance with **Clauses 4.4(i) and 4.4(ii)** of **Section-IV**, for delay in submission and deficiency observed in PMR Audit Reports shall not exceed ten percent (10%) of the contract value of the respective Zone.

(iii) In case the PMR Audit report of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service provided by various service providers is delayed beyond four (4) weeks, the report shall not be accepted, and no payment shall be made by TRAI whatsoever for such delayed report submitted after four (4) weeks from due date for submission of the report.

(iv) In case of incomplete or partial submission of audit report by the Audit Agency, there will be no partial acceptance of the audit report, and no payment shall be made by TRAI for such partial or incomplete audit report.

(v) In case the audit report is found by TRAI to be materially or factually incorrect or is not as per the format of report approved by TRAI, 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.

(vi) If the report is not accepted by TRAI for any reason, including the reason that report is not in accordance with the format approved by TRAI, without prejudice to any other rights, no payment shall be made to the Audit Agency.

(vii) TRAI can ask the Audit Agency to submit clarification or additional information as many times as required on PMR Audit report within fourteen (14) days of its submission to TRAI, and the Audit Agency shall submit the clarification or additional information for each occasion within seven (7) days of receipt of the communication from TRAI. In case of delayed submission, non – submission, non-satisfactory submission of the clarification or additional information, the report shall not be accepted, and no payment shall be made to the Audit Agency.

SECTION-V

SCHEDULE FOR FINANCIAL BID FOR QUALITY OF SERVICE PERFORMANCE MONITORING REPORT (PMR) AUDIT

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

1. The Bidders can submit the bid(s) for any number of zones (one or more than one zone), as per their choice.

2. Bidder shall quote prices for all LSAs and all services under the respective RO Zones. Any financial bid for few LSAs/ PMRs or few services under a RO Zone shall be summarily rejected at the stage of financial bid evaluation.

4. The rates shall be inclusive of all charges, taxes, levies, duties, etc.

5. Financial evaluation for the Zone will be done based on the total price quoted for the Zone.

6. Financial bid is to be submitted for Zones quoted. Remaining Zones should be struck off (write 'NO').

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

Table 5.0: Zone wise Financial Bid Submission

Zone: RO Bengaluru: (Total LSA - 4) (Maharashtra, Karnataka, Kerala, Mumbai)							
S. No.	**Service for which PMR to be audited**	**Total Quantity for PMR Audit for two years**	**Unit price per PMR (in Rs)**	**Taxes (%)**	**Tax Amount per PMR (in Rs)**	**Total Unit Price per PMR including Taxes (in Rs)**	**Total Price for all PMRs for two years including Taxes (in Rs)**
		(a)	**(b)**	**(c)**	**(d)**	**(e) = (b) + (d)**	**(f) = (a) * (e)**
1.	Access Service (Wireless)	**96**					
2.	Access Service (Wireline)	**32**					
3.	Broadband Service (Wireline)	**29**					
A = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.1: Bengaluru Zone

Zone: RO Bhopal: (Total LSA - 3) {Madhya Pradesh, UP(East) and UP(West)}							
S. No.	**Service for which PMR to be audited**	**Total Quantity for PMR Audit for two years**	**Unit price per PMR (in Rs)**	**Taxes (%)**	**Tax Amount per PMR (in Rs)**	**Total Unit Price per PMR including Taxes (in Rs)**	**Total Price for all PMRs for two years including Taxes (in Rs)**
		(a)	**(b)**	**(c)**	**(d)**	**(e) = (b) + (d)**	**(f) = (a) * (e)**
1.	Access Service (Wireless)	**72**					
2.	Access Service (Wireline)	**24**					
3.	Broadband Service (Wireline)	**21**					
B = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.2: Bhopal Zone

Zone: RO Delhi: (Total LSA - 3) (Delhi, Himachal Pradesh and Jammu & Kashmir)							
S. No.	**Service for which PMR to be audited**	**Total Quantity for PMR Audit for two years**	**Unit price per PMR (in Rs)**	**Taxes (%)**	**Tax Amount per PMR (in Rs)**	**Total Unit Price per PMR including Taxes (in Rs)**	**Total Price for all PMRs for two years including Taxes (in Rs)**
		(a)	**(b)**	**(c)**	**(d)**	**(e) = (b) + (d)**	**(f) = (a) * (e)**
1.	Access Service (Wireless)	**72**					
2.	Access Service (Wireline)	**20**					
3.	Broadband Service (Wireline)	**22**					
						C = Grand Total (1+2+3) (in Rs.)	
Grand Total (1+2+3) in Words:							

Table 5.3: Delhi Zone

Zone: RO Hyderabad: (Total LSA - 3) (Andhra Pradesh, Odisha and Tamil Nadu including Chennai)							
S. No.	**Service for which PMR to be audited**	**Total Quantity for PMR Audit for two years**	**Unit price per PMR (in Rs)**	**Taxes (%)**	**Tax Amount per PMR (in Rs)**	**Total Unit Price per PMR including Taxes (in Rs)**	**Total Price for all PMRs for two years including Taxes (in Rs)**
		(a)	**(b)**	**(c)**	**(d)**	**(e) = (b) + (d)**	**(f) = (a) * (e)**
1.	Access Service (Wireless)	**72**					
2.	Access Service (Wireline)	**26**					
3.	Broadband Service (Wireline)	**22**					
						D = Grand Total (1+2+3) (in Rs.)	
Grand Total (1+2+3) in Words:							

Table 5.4: Hyderabad Zone

Zone: RO Jaipur: (Total LSA – 4) (Rajasthan, Haryana, Punjab and Gujarat)							
S. No.	**Service for which PMR to be audited**	**Total Quantity for PMR Audit for two years**	**Unit price per PMR (in Rs)**	**Taxes (%)**	**Tax Amount per PMR (in Rs)**	**Total Unit Price per PMR including Taxes (in Rs)**	**Total Price for all PMRs for two years including Taxes (in Rs)**
		(a)	**(b)**	**(c)**	**(d)**	**(e) = (b) + (d)**	**(f) = (a) * (e)**
1.	Access Service (Wireless)	**96**					
2.	Access Service (Wireline)	**34**					
3.	Broadband Service (Wireline)	**22**					
E = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.5: Jaipur Zone

Zone: RO Kolkata: (Total LSA - 5) (Kolkata, West Bengal, Bihar, North-East and Assam)							
S. No.	**Service for which PMR to be audited**	**Total Quantity for PMR Audit for two years**	**Unit price per PMR (in Rs)**	**Taxes (%)**	**Tax Amount per PMR (in Rs)**	**Total Unit Price per PMR including Taxes (in Rs)**	**Total Price for all PMRs for two years including Taxes (in Rs)**
		(a)	**(b)**	**(c)**	**(d)**	**(e) = (b) + (d)**	**(f) = (a) * (e)**
1.	Access Service (Wireless)	**120**					
2.	Access Service (Wireline)	**34**					
3.	Broadband Service (Wireline)	**19**					
F = Grand Total (1+2+3) (in Rs.)							
Grand Total (1+2+3) in Words:							

Table 5.6: Kolkata Zone

SECTION VI

TECHNICAL BID – SAMPLE FORMS

FORM-I

PROPOSAL SUBMISSION FORM

*(To be submitted on **Bidder's letterhead**)*

From,

____

____

(Name and address of the Audit Agency)

To
Joint Advisor (QoS-I)
Telecom Regulatory Authority of India (TRAI),
Room No. 534, 5th Floor, Tower F,
NBCC World Trade Centre, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029

Subject: Invitation of Bids under Tender for Engagement of Agency for conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit

Sir,

We, the undersigned, offer to provide our services for the work of conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit in accordance with the Tender.

1. We are hereby submitting our Proposal, in sealed envelope, for the following Zone(s), along with applicable Bid security or Bid Security Declaration, as per the **Clause 2.7** of **Section-II** of the Tender:

S. No.	Zone	Please mention Yes/ No	Bid Security Details (DD/ Banker's cheque Number, Date, Bank/ Branch Name, Amount)
1.	RO Bengaluru Zone		
2.	RO Bhopal Zone		
3.	RO Delhi Zone		
4.	RO Hyderabad Zone		
5.	RO Jaipur Zone		
6.	RO Kolkata Zone		

2. Our proposal is binding upon us for a period of one hundred and eighty (180) days from the last date of submission of the bid.
3. We understand that TRAI reserves the right to accept or reject any bid without assigning any reason.
4. No addition/ deletion/ corrections have been made in the downloaded Tender being

submitted and it is identical to the Tender appearing on GeM portal.

5. The undersigned is duly authorized to sign the bids and submit the proposal on behalf of M/s ____ (Relevant authority letter/ power of attorney is attached herewith).
6. I/ We have read the Tender No. AU-4/2/6(2)/2026-QoS dated 13.07.2026 for conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit for TRAI and hereby accept and comply to all terms and conditions mentioned therein and undertake that we shall ensure clause by clause compliance of the Tender.

Dated, the……. day of ……..2026 Yours faithfully,

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

(Signature of the Authorized signatory)
Name of the Signatory
Title of the Signatory
Mobile No.
E-mail address

FORM-II

Details of Projects with reference to Clause 2.2 (vi) & (vii) and Clause 2.9.2 (vi) & (vii) of Section-II

(Please submit separate sheet for each project)

1.	Project Name	
2.	Complete details of the Purchaser for the Project	Name: Address: Contact Number:
3.	Purchase/ work order Number and Date	
4.	Copy of Purchase/ work order attached	
5.	Brief Description of the Project	
6.	Relevance of the project with the **Scope of Work** specified in Section-III of the Tender	
7.	Actual Date of Start of the project (DD/MM/YYYY)	
8.	If project completed, then date of completion (DD/MM/YYYY)	
9.	If project not completed, then present status and likely date of completion of the project (DD/MM/YYYY)	
10.	Contract Value (in Rs)	
11.	No. of Professional Staff deployed in the project	
12.	Experience or completion certificate Number and Date	
13.	Copy of experience or completion certificate attached	

(Signature of the Authorised signatory)
Name and Title of the Signatory

FORM-III

BROAD DESCRIPTION OF THE AUDIT METHODOLOGY INCLUDING SAMPLE DESIGN AND WORK PLAN FOR PERFORMING THE QOS PMR AUDIT

(Signature of the Authorised signatory)
Name and Title of the Signatory

FORM-IV

QUALIFICATION AND RELEVANT EXPERIENCE OF KEY STAFF FOR THE PROJECT

1. **Quantum and qualification of key staff required for completion of work**

S. No.	Zone	No. of Key Staff Required	Qualification
1			
2			
3			
…			

2. **Details of qualification and relevant experience of key staff available with the Agency:**

S. No.	Zone	Name	Position	Qualification	Experience Relevant to Scope of Work (minimum 2 years)	Please Specify, staff is expert in (separately for each of below mentioned area)
1						Installation and O&M of Core and Radio Network of Mobile Communication
2						Installation and O&M of Access (Wireline) Network
3						Installation and O&M of Broadband (Wireline) Network
4						Data Handling/ Analysis/ Visualisation and Report preparation
…						

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

I/ We_________________________________ have read the Tender No. AU-4/2/6(2)/2026-QoS dated 13.07.2026 for conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit for TRAI, and 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** of the **Tender.**

(Signature of the Authorised signatory)
Name and Title of the Signatory

FORM-V

NOTE ON INNOVATION AND USE OF TOOLS FOR CONDUCT OF PMR AUDIT

(Please mention details on Innovation and Analysis tools to be used by Audit Agency during the audit)

(Signature of the Authorised signatory)
Name and Title of the Signatory

FORM-VI

CHECKLIST FOR SUBMISSION OF DOCUMENTS

S. No.	Documents with Technical Proposal	Yes/ No	Page Number in the bid
Envelope-3 (To be submitted OFFLINE)			
1.	Original Bid Security		
Technical Envelope (To be submitted ONLINE)			
1.	Undertaking as per **Annexure-3** that the Bidder is not an access or internet service licensee under the Indian Telegraph Act 1885		
2.	Undertaking as per **Annexure-4** that the Bidder is not blacklisted or barred from participation		
3.	Undertaking as per **Annexure-6** that the Bidder is not having business relationship		
4.	Duly filled **Form-I** to **Form-V** of **Section-VI** of the Tender.		
5.	Scanned copy of Bid Security **OR** Scanned copy of Bid Security Declaration as per **Annexure-5** along with relevant certificate seeking exemption from Bid security deposit		
6.	Scanned copy of authority letter(s)/ power of attorney to designate a person to sign and/ or submit the bid, interact with TRAI for all bid related activities, queries, presentations, etc.		
7.	Copy of the Tender along with amendments/ corrigendum/ clarifications issued by TRAI, if any, duly signed by the Audit Agency		
Financial Envelope (To be submitted ONLINE)			
1.	Financial bid as per **Section V** of the Tender		

(Signature of the Authorised signatory)
Name and Title of the Signatory

ANNEXURE-1

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the Stamp Act)

To

The Secretary,
Telecom Regulatory Authority of India (TRAI)
NBCC World Trade Centre,
4th to 7th Floor, Tower F, Nauroji Nagar,
Safdarjung Enclave, New Delhi-110029

WHEREAS -- (Name and address of the firm) (hereinafter referred to as the "the Audit Agency") has undertaken, in pursuance of contract No. AU-4/2/6(2)/2026-QoS dated 13.07.2026 (hereinafter referred to as the "Contract") awarded by the Telecom Regulatory Authority of India (hereinafter referred to as "TRAI"), to conduct Quality of Service (QoS) Performance Monitoring Report (PMR) Audit;

AND WHEREAS it has been undertaken by the Audit Agency in the said Contract, that the Audit Agency shall furnish TRAI with a Performance 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 Performance 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 **Rs. XXX/- (Rupees ……in words……………….. only)**, 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 **Rs. XXX/-** (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 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 of ……………..……2026

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 'Performance Bank Guarantee'.

ANNEXURE-2A

DETAILS OF ZONE-WISE LICENSED SERVICE AREA ALONG WITH GEOGRAPHICAL AREAS

Zone: RO Bengaluru

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

Zone: RO Bhopal

S. No.	Licensed Service Area	Areas covered
1.	Madhya Pradesh	Entire area falling within the States of Madhya Pradesh and Chhattisgarh.
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.	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.

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.	Himachal Pradesh	Entire area falling within the State of Himachal Pradesh
3.	Jammu & Kashmir	Entire area falling within the Union Territory of Jammu & Kashmir and Ladakh.

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.	Gujarat	Entire area falling within the State of Gujarat and Union Territories of Daman & Diu and Silvassa (Dadra & Nagar Haveli).
3.	Haryana	Entire area falling within the State of Haryana except Panchkula Town and the local areas served by Faridabad and Gurgaon Telephone exchanges.
4.	Punjab	Entire area falling within the State of Punjab and Union territory of Chandigarh and Panchkula Town of Haryana

Zone: RO Kolkata

S. No.	Licensed Service Area	Areas covered
1.	Assam	Entire area falling within the State of Assam.
2.	Bihar	Entire area falling within the States of Bihar and Jharkhand.
3.	Kolkata	Local Areas served by Calcutta Telephones.
4.	North East	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.
5.	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.

ANNEXURE-2B

DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING ACCESS (WIRELINE AND WIRELESS) AND BROADBAND (WIRELESS) SERVICE IN EACH LICENSED SERVICE AREA WITH SUBSCRIBERS DETAILS

S. No.	Zone	Licensed Service Area	Access (wireline)	Subscriber base of Access (wireline) Provider as on 31.03.2026	Access (wireless) Service Provider	Subscriber base of Access (wireless) and Broadband (wireless) Service Provider as on 31.03.2026
1	Bengaluru	Karnataka	Airtel	13,67,502	Airtel	4,39,89,594
			BSNL	6,42,819	Vodafone Idea	76,17,380
			RJIL	11,87,540	RJIL	2,64,28,918
			TTSL	27,24,582	BSNL	47,11,589
2		Kerala	Airtel	1,51,405	Airtel	95,82,288
			BSNL	12,08,460	Vodafone Idea	1,27,82,282
			RJIL	4,11,980	RJIL	1,11,37,247
			TTSL	94,998	BSNL	89,61,293
3		Maharashtra	Airtel	6,68,982	Airtel	3,22,50,561
			BSNL	6,24,534	Vodafone Idea	2,06,36,495
			RJIL	3,53,983	RJIL	4,49,36,390
			TTML	10,41,764	BSNL	53,39,848
4		Mumbai	Airtel	6,56,134	Airtel	1,59,42,397
			MTNL	7,38,934	Vodafone Idea	1,08,42,893
			RJIL	10,65,776	RJIL	1,33,37,985
			TTML	26,37,175	MTNL	81,887
5	Bhopal	Madhya Pradesh & Chhattisgarh	Airtel	6,47,149	Airtel	1,82,98,313
			BSNL	3,13,997	Vodafone Idea	1,26,09,315
			RJIL	11,56,842	RJIL	4,96,06,122
			TTSL	1,13,762	BSNL	51,32,531
6		UP (East)	Airtel	3,95,392	Airtel	4,11,12,752
			BSNL	1,43,507	Vodafone Idea	1,58,81,819
			RJIL	7,66,462	RJIL	4,40,76,149
			TTSL	49,483	BSNL	84,60,976
7		UP (West) & Uttarakhand	Airtel	2,94,795	Airtel	2,26,50,740
			BSNL	2,19,279	Vodafone Idea	1,24,86,372
			RJIL	8,72,038	RJIL	2,59,26,452
			TTSL	25,706	BSNL	51,78,467
8	Delhi	Delhi	Airtel	24,78,165	Airtel	3,91,38,722
			MTNL	5,71,748	Vodafone Idea	1,60,95,501
			RJIL	11,63,455	RJIL	2,09,65,290

			TTSL	9,66,286	MTNL	1,33,080
9		Himachal Pradesh	Airtel	28,382	Airtel	36,30,477
			BSNL	87,766	Vodafone Idea	3,93,644
			RJIL	80,461	RJIL	35,90,215
			-		BSNL	17,77,880
10		Jammu & Kashmir	Airtel	1,56,703	Airtel	67,04,199
			BSNL	59,732	Vodafone Idea	2,76,509
			RJIL	2,77,497	RJIL	56,16,528
					BSNL	8,51,147
11	Hyderabad	Andhra Pradesh	Airtel	10,14,041	Airtel	3,86,42,976
			APSFL	3,19,484	Vodafone Idea	88,39,537
			BSNL	6,64,896	RJIL	3,22,24,617
			RJIL	20,20,736	BSNL	74,89,676
			TTSL	10,38,531		
12		Odisha	Airtel	1,11,941	Airtel	1,33,09,058
			BSNL	1,58,462	Vodafone Idea	15,21,363
			RJIL	3,71,503	RJIL	1,78,26,738
			TTSL	1,26,279	BSNL	55,00,943
13		Tamil Nadu	Airtel	11,26,984	Airtel	3,31,96,496
			BSNL	9,74,151	Vodafone Idea	1,43,19,339
			RJIL	10,48,165	RJIL	4,40,76,149
			TTSL	7,83,183	BSNL	84,60,976
14	Jaipur	Gujarat	Airtel	3,66,944	Airtel	1,56,64,281
			BSNL	4,54,772	Vodafone Idea	1,95,59,053
			RJIL	9,09,707	RJIL	3,28,99,907
			TTSL	8,01,576	BSNL	32,90,591
15		Haryana	Airtel	2,42,720	Airtel	78,54,741
			BSNL	3,66,158	Vodafone Idea	62,31,180
			RJIL	1,78,662	RJIL	82,20,268
			TTSL	1,67,498	BSNL	45,09,472
16		Punjab	Airtel	4,52,129	Airtel	1,41,45,393
			BSNL	5,30,330	Vodafone Idea	56,33,877
			QTL	3,31,450	RJIL	1,16,81,843
			RJIL	4,67,332	BSNL	40,98,495
			TTSL	59,533		
17		Rajasthan	Airtel	3,79,988	Airtel	2,59,19,581
			BSNL	2,98,286	Vodafone Idea	83,81,177
			RJIL	5,99,954	RJIL	2,77,41,623
			TTSL	83,808	BSNL	57,39,342
18	Kolkata	Assam	Airtel	81,572	Airtel	1,47,86,568
			BSNL	99,701	Vodafone Idea	14,80,568
			RJIL	2,48,148	RJIL	1,00,15,219
					BSNL	29,28,181
19			Airtel	4,41,496	Airtel	4,94,86,508

		Bihar & Jharkhand	BSNL	1,51,606	Vodafone Idea	74,17,265
			RJIL	7,71,959	RJIL	4,49,98,130
			TTSL	75,065	BSNL	56,26,979
20		Kolkata	Airtel	2,28,237	Airtel	59,94,154
			BSNL	2,26,267	Vodafone Idea	45,93,122
			RJIL	6,63,905	RJIL	1,09,33,395
			TTSL	3,72,970	BSNL	14,23,628
21		North East	Airtel	25,711	Airtel	67,24,753
			BSNL	60,246	Vodafone Idea	5,95,310
			RJIL	2,46,789	RJIL	46,56,859
					BSNL	12,96,967
22		West Bengal	Airtel	1,03,216	Airtel	1,88,97,474
			BSNL	1,73,570	Vodafone Idea	1,02,90,794
			RJIL	3,74,544	RJIL	2,60,29,005
			-		BSNL	26,44,149

ANNEXURE-2C

DETAILS OF SERVICE PROVIDERS (LICENSEES) PROVIDING BROADBAND (WIRELINE) SERVICE IN EACH LICENSED SERVICE AREA

S. No.	Broadband (Wireline) Service Provider	Service Area	Subscriber as on 31.03.2026
1	Absolute Broadband Communications Pvt. Ltd.	Kerala	26796
2	ADN Broadband Private Limited	Delhi	58695
3	Aerpace Communications Private Limited	Maharashtra, Mumbai	45878
4	Airfiber Networks Pvt. Ltd.	Tamil Nadu, Karnataka	25642
5	Airnet Cable And Datacom Pvt. Ltd.	Maharashtra, Mumbai	112437
6	Alegra Communication Private Limited	Maharashtra	15777
7	Alliance Broadband Services Pvt. Ltd.	All India	559279
8	Andhra Pradesh State Fibrenet Pvt. Ltd.	Andhra Pradesh	405750
9	Anonet Communications Pvt Ltd	All India	218486
10	Asianet Satellite Communications Ltd.	All India	462936
11	Atria Convergence Technologies Limited	All India	2403229
12	Bangalore Broadband Network Pvt Ltd	Karnataka	87726
13	Bharat Sanchar Nigam Ltd.	All India	4509558
14	Bharti Airtel Ltd.	All India	10712791
15	Blue Lotus Support Services Pvt Ltd.	All India	189200
16	Candor Info Solution Pvt Ltd.	Bihar, Delhi	39498
17	Country Online Services Pvt Ltd.	Andra Pradesh	11123
18	D-Atum Vilcom Private Limited	All India	23378
19	DEN Broadband Limited	All India	38537
20	Deshkal Network Pvt. Ltd.	Karnataka	25500
21	Digital Networks Associates Pvt. Ltd.	Maharashtra	29838
22	DL GTPL Broadband Pvt. Ltd.	Gujarat, Maharashtra	11724
23	DNA Infotel Pvt. Ltd.	Maharashtra	41593
24	E Net Entertainment Pvt. Ltd.	Andra Pradesh	35325
25	Ethernet Xpress(I) Pvt. Ltd.	Maharashtra	56494
26	Excell Media Pvt. Ltd.	Andhra Pradesh	113232
27	Excitel Broadband Pvt. Ltd.	All India	960750
28	Extranet Supports Private Limited	All India	88659
29	Fibervalley Communications Pvt Ltd	Gujarat	18786
30	Five Internet Solutions Pvt. Ltd.	Haryana, Punjab	23246
31	Five Net Service Provider Pvt. Ltd.	Madhya Pradesh	11184
32	Fusionnet Web Services Pvt. Ltd.	All India	134657
33	Future Connect Broadband Private Limited	Kerala	10987
34	Gazon Communications India Limited	Maharashtra	37985
35	Genstar Network Solutions Pvt. Ltd.	Mumbai	14384
36	Geocity Network Solutions Pvt. Ltd.	Delhi	11656
37	GTPL Broadband Pvt. Ltd.	All India	757167
38	GTPL KCBPL Broadband Private Limited	Kolkata, West Bengal, Odisha	190415

S. No.	Broadband (Wireline) Service Provider	Service Area	Subscriber as on 31.03.2026
39	Hathway Cable & Datacom Ltd.	All India	1021141
40	Honeycomb Telnet Private Limited.	All India	139626
41	Hyosec Solutions Pvt. Ltd	All India	26054
42	Indinet Service Pvt. Ltd.	All India	131447
43	Instanet Technologies Pvt. Ltd.	Maharashtra	40422
44	Intech Online Pvt. Ltd.	Maharashtra, Mumbai	90536
45	Ishan Netsol Pvt. Ltd.	All India	95919
46	Juweriyah Networks Pvt. Ltd.	Maharashtra, Mumbai	42211
47	K Net Solutions Pvt. Ltd.	Tamil Nadu	70295
48	Karnataka Fastnet Private Limited	Karnataka	14464
49	Kerala Fibre Optic Network Limited	Kerala	111055
50	Kerala Vision Broadband Ltd.	All India	1481813
51	Lalat Internet Service Private Limited	North East	13045
52	Mahanagar Telephone Nigam Limited	All India	166381
53	Mangaluru Broadband Network Pvt. Ltd.	Karnataka	12203
54	Maxnet Digital Private Limited	Delhi	14693
55	Meghbela Cable & Broadband Services (P) Ltd.	All India	32337
56	Microscan Internet Private Limited.	All India	187272
57	Multicraft Digital Technologies Pvt. Ltd.	All India	24626
58	Navkar Supertech Pvt. Ltd	Maharashtra	29012
59	Netplus Broadband Services Pvt. Ltd	All India	817120
60	Nextgen Broadband Private Limited	Haryana	10084
61	Oneott Intertainment Limited	All India	902659
62	Pioneer Elabs Limited	All India	118177
63	Pioneer Fibernet Pvt Ltd	Andra Pradesh	111944
64	POL Fibernet Private Limited	Andra Pradesh	25284
65	Quadrant Televentures Ltd.	Punjab	241154
66	Quality Broadband Private Limited	UP(West)	11475
67	Quest Consultancy Pvt. Ltd.	Gujarat	15926
68	R.G. Techno Solutions Pvt. Ltd.	UP(East)	14937
69	Radinet Info Solutions Pvt. Ltd.	Madhya Pradesh, UP(West), Rajasthan, Maharashtra	46076
70	Railtel Corporation Of India Ltd.	All India	606890
71	Rajesh Digital & Datacom Pvt. Ltd.	Mumbai	13658
72	Readylink Internet Services Limited	Tamil Nadu	23716
73	Reliance Jio Infocomm Ltd	All India	14231223
74	RI Networks Private Limited	All India	10821
75	Shine Communications Private Limited	Kerala	13609
76	Shree Omkar Infocom Pvt. Ltd	Maharashtra	24885
77	Shyam Spectra Private Limited	All India	13934
78	Sikka Broadband Private Limited	UP(East)	16759
79	Siliguri Internet & Cable TV Pvt. Ltd.	West Bengal	11075

S. No.	Broadband (Wireline) Service Provider	Service Area	Subscriber as on 31.03.2026
80	Siti Broadband Services Pvt. Ltd.	All India	87020
81	Snet Networks Pvt. Ltd..	Mumbai	41698
82	Specific Net Pvt. Ltd	Maharashtra	12099
83	Spiderlink Networks Pvt. Ltd.	Rajasthan	20260
84	Sri Sai Communication And Internet Pvt Ltd.	All India	13771
85	Sristi Sanchar Webnet Ltd.	Kolkata	19626
86	Tachyon Communications Private Limited	UP(East)	24311
87	Tata Play Broadband Private Limited	All India	625895
88	Tata Teleservices (Maharashtra) Ltd.	All India	11634
89	Thamizhaga Internet Communications Pvt. Ltd.	Tamil Nadu	114069
90	Tikona Infinet Ltd.	All India	207325
91	Triple Play Broadband Pvt Ltd	All India	73728
92	UCN Fibrenet Private Limited	Maharashtra, Madhya Pradesh	31231
93	Udupi Fastnet Private Limited	Karnataka	43019
94	Vainavi Industries Limited	Andra Pradesh	12068
95	Vijayalakshmi Net Services Private Limited	Andra Pradesh	13379
96	Vizag Broadcasting Company Pvt. Ltd.	Andra Pradesh	11859
97	Vortex Infocom Private Limited	Maharashtra	32289
98	Vortex Infoway Private Limited	Maharashtra	10028
99	Vortex Netsol Pvt. Ltd.	Maharashtra, Mumbai, Gujarat	120964
100	Wan And Lan Internet Pvt. Ltd.	Mumbai	11824
101	Wave Fiber Private Limited	Andra Pradesh	47853
102	Weebo Networks Pvt. Ltd.	All India	14880
103	Weone Broadband Private Limited	Tamil Nadu, Kerala	17026
104	Wish Net Private Limited	Assam, Bihar, Kolkata, West Bengal, Madhya Pradesh, Odisha	77573
105	Yashash Cable Network Pvt Ltd	Karnataka	15231
106	YOU Broadband India Ltd.	All India	114548
107	Zita Telecom Private Limited	Bihar, Kolkata, West Bengal	28590

ANNEXURE-3

UNDERTAKING

(On Company's letterhead)

M/s. ________________________________ is not an access or internet service licensee under the Indian Telegraph Act, 1885 or the Telecommunication, Act, 2023.

(Signature of Authorized Signatory of Audit Agency)

Name of Authorized Signatory: _______________________

Designation: _______________________________________

Mobile/Telephone No.: _____________________________

Email: ____

(Company Seal)

ANNEXURE-4

UNDERTAKING

(On Company's letter head)

M/s. ________________ have not been blacklisted or barred from participation in bidding processes, neither individually nor 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, PSUs and/or autonomous bodies.

(Signature of Authorized Signatory of Audit Agency)
Name of Authorized Signatory: ______________________
Designation: _____________________________________
Mobile/Telephone No.: ____________________________
Email: ____

(Company Seal)

ANNEXURE-5

BID SECURITY DECLARATION

(On Company`s letter head)

(To be submitted by the Audit Agency, who is claiming exemption from payment of Bid Security, as per Rule 170 of General Financial Rules, 2017)

I, ____, authorized representative of M/s________________________, submitting the bids for the Tender No. AU-4/2/6(2)/2026-QoS dated 13.07.2026, claim exemption from paying bid security since we are 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 Bank Guarantee before the deadline defined in the bid document, we are liable to be suspended from participating in future tenders of TRAI for a period up to three (03) years.

(Signature of Authorized Signatory of Audit Agency)

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

(Company Seal)

ANNEXURE-6

UNDERTAKING

(On Company's letterhead)

I, ____, am an authorized representative of M/s_________________________ to submit the bid(s) for the Tender No. ________ dated _____.

2. We hereby undertake that our organisation does not have a business relationship with any of the Licensed Service Provider in India as on the date of submission of bid, with regard to the Quality of Service PMR Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service or their network operations, which may result in conflict of interest.

3. We further undertake that in the event of award of work in any of the Zone(s), M/s ____________________ shall not enter into a business relationship with any of the Licensed Service Provider in India with regard to the Quality of Service PMR Audit of Access Service (Wireline), Access Service (Wireless) including Broadband (Wireless) and Broadband (Wireline) Service or their network operations, during the currency of the contract.

(Signature of Authorised Representative of the Bidder)

Name of Authorized Signatory : ____________________________________

Designation : ____________________________________

Mobile/Telephone No. : ____________________________________

Email : ____________________________________

(Company Seal)

ANNEXURE-7

Non-Disclosure Agreement (NDA)

(The Audit Agency shall enter into a confidentiality agreement {**Non-Disclosure Agreement (NDA)**} with TRAI before start of the audit)

This Non-Disclosure Agreement (hereinafter referred to as the "Agreement") is made on the ______ day of the month of ________________2026 (hereinafter referred to as the "Effective Date"), between:

Telecom Regulatory Authority of India, through its authorised representative **………………………………**(name of authorised representative)**,** presently working as **……………………………** (designation of authorised representative), having its office at 4th to 7th Floor, Tower-F, World Trade Centre, Nauroji Nagar, New Delhi - 110029 (hereinafter referred to as "**TRAI**" or the "**Authority**" or the **"Disclosing Party"**, which expression shall unless repugnant to the context or meaning thereof, be deemed to mean and include its representatives, administrators and permitted assignees) of the **First Part**,

AND

M/s ………………………, a company incorporated under the Companies Act, 1956/a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008/a Partnership Firm registered under the Partnership Act, 1932/a registered Proprietorship firm, through **……………………………** (name of Authorised Signatory), who has been duly authorized to execute this Agreement (a copy of such authorization is appended as **Annexure-I** to this Agreement), having its registered office at **………………………………………** (hereinafter referred to as the "**Agency"** or the **"Receiving Party"**, which expression shall, unless repugnant to the context or meaning thereof mean and be deemed to include its successors, authorized agents, representatives and permitted assignees), of the **Second Part**.

TRAI and the Agency hereinafter will be collectively referred to as the "**Parties**".

WHEREAS

1. TRAI had issued a **Tender No. AU-4/2/6(2)/2026-QoS dated 13.07.2026** (hereinafter referred to as the "Tender") on GeM portal inviting bids for "Engagement of Agency for Conducting Quality of Service (QoS) Performance Monitoring Report (PMR) Audit of ………….. Zone" (hereinafter referred to as the "Project");
2. The Agency had participated in bidding for the Project and was declared the successful bidder, upon completion of the bid process, for all Licensed Service Areas under RO …………………… Zone of TRAI, and contract agreements has been executed between the Parties dated ……………………2026.
3. The Authority has notified the Telecom Regulatory Authority of India (Access to Information) Regulation, 2005 (3 of 2005) dated 04th March 2005 (hereinafter referred to as the "Regulations"), which, *inter alia*, provides that any confidential information

received from the service provider under the Telecom Regulatory Authority of India Act, 1997, shall, upon the written request of the service provider, be kept confidential by TRAI.

NOW, THEREFORE, the Parties agree as follows:

4. For the purposes of this Agreement, “Confidential Information” shall mean and include all non-public information, written or oral, disclosed directly or indirectly through any means of communication or observation (including but not limited to oral, graphic, written or electronic form) by the Disclosing Party, or any of its affiliates or representatives, to the Receiving Party from the Effective Date. The Confidential Information shall include financial, business, proprietary, technical, audit-related, operational or any other information of the Disclosing Party, either marked as “confidential” or not marked and information disclosed to the Receiving Party by third parties on behalf of the Disclosing Party. The confidentiality of the information shall also be governed by the provisions contained in the Regulations particularly those mandating protection of commercially and financially sensitive information disclosure of which may compromise the competitive position of the service provider.
5. The Confidential Information shall not include information which: (i) was lawfully possessed, as evidenced by the Receiving Party from its records, prior to receiving the Confidential Information from the Disclosing Party; (ii) becomes rightfully known by the Receiving Party from a third party not under an obligation to Disclosing Party to maintain confidentiality; (iii) is generally known by the public through no fault of or failure to act by the Receiving Party inconsistent with its obligations under this Agreement; (iv) is required to be disclosed in a judicial or administrative proceeding, or is otherwise required to be disclosed by law or regulation; and (v) is or has been independently developed by employees, consultants or agents of the Receiving Party without violation of the terms of this Agreement, as evidenced by the Receiving Party’s records, and without reference or access to any Confidential Information.

6. In the event that the Receiving Party becomes legally compelled to disclose any Confidential Information, the Receiving Party shall give sufficient notice and render best assistance to enable the Disclosing Party to prevent or minimize to the extent possible, such disclosure. The Receiving Party shall not disclose to a third party any Confidential Information without the prior written consent of the Disclosing Party.

7. In connection with the “Project”, TRAI agrees to provide to the Agency a detailed document on the Project and data/information, from time to time, during the contract period. All information, including data gathered during the performance of work under the Tender, will be the sole property of TRAI. The Agency shall treat all such information as Confidential Information and shall not transfer/pass the information of one service provider to another service provider or to any third party under any circumstances. The Agency shall not disclose any information contained in this document or part thereof to any third party without prior written consent of TRAI.

8. The Disclosing Party may, from time to time, disclose Confidential Information to the Receiving Party. The Receiving Party shall: (a) limit disclosure of the Confidential Information to its directors, officers, employees, agents or representatives (collectively "Representatives") who have a need to know such Confidential Information in connection with the current or contemplated business relationship with the Disclosing Party, and only for that purpose; (b) advise its Representatives of the proprietary nature of the Confidential Information and of the obligations set forth in this Agreement; (c) necessitate that the Representatives are well versed with the provisions contained in the Regulations (d) if required, necessitate such Representatives to be bound by written confidentiality restrictions no less stringent than those contained herein, and the Receiving Party shall be liable for acts or omissions by its Representatives that are inconsistent with the obligations of the Receiving Party under this Agreement; (e) keep all Confidential Information strictly confidential; and (f) not disclose any Confidential Information to any third parties (except as otherwise provided for herein).

9. The Receiving Party agrees to use the Confidential Information solely for the purpose of conducting PMR audit, as provided in the Tender, and not for any other purpose. No other right or license, whether expressed or implied, in the Confidential Information shall be granted to the Receiving Party by virtue of the disclosure of the Confidential Information. The ownership and all other legal rights in respect of the Confidential Information shall remain solely vested in the Disclosing Party.

10. The Receiving Party agrees to comply with all applicable laws, rules, regulations, and instructions governing conduct, confidentiality, and official information.

11. The reports submitted by the Agency shall be the exclusive property of TRAI and the Agency shall not disclose the contents of such reports, data, results, etc. to any third party without the written consent of TRAI. This condition shall survive the termination of the contract with the Agency.

12. The Agency agrees not to issue or release for publication any articles or advertising or publicity matter relating to this Agreement which mentions or implies the name of the Disclosing Party, any of its affiliates, or subject matter hereof, unless prior written consent is granted by TRAI. The Agency shall make such amendments to any such press release or public statement as are reasonably requested by the Disclosing Party. This condition shall survive the termination of the contract with the Agency.

13. Notwithstanding anything contained in this Agreement, the Receiving Party's duty to hold in confidence the Confidential Information that was disclosed during the term of the contract shall remain in effect indefinitely, even after the expiry or termination of the contract.

14. The Parties acknowledge that the Confidential Information to be disclosed hereunder is unique and valuable in nature, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information and would result in irreparable loss and damages to the Disclosing Party. The damage to the Disclosing Party that would result from the unauthorized dissemination of the

Confidential Information would be impossible to calculate. Therefore, both parties hereby agree that the Disclosing Party shall be entitled to injunctive relief preventing the dissemination of any Confidential Information in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available under law. The Disclosing Party shall be entitled to recover its costs and fees, including attorneys' fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the Disclosing Party shall be entitled to recover attorney's fee and expenses.

15. The Receiving Party shall indemnify the Disclosing Party for all costs, expenses or damages that Disclosing Party incurs as a result of any violation of any provisions of this Agreement.

16. The Receiving Party shall immediately return to Disclosing Party, upon the termination of this Agreement or at such time as and when the Disclosing Party may so request, all tangible or intangible material embodying any Confidential Information provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information derived therefrom, and all other documents or materials based on or including any Confidential Information, in whatever form of storage, including but not limited to all copies of any of the foregoing, which may have been converted to computerized media in the form of image, data, word documents or other types of files.

17. Nothing in this Agreement shall be construed to create a partnership, joint venture, franchise, fiduciary, employment or agency relationship between the Parties. Neither Party has any express or implied authority to assume or create any obligations on behalf of the other or to bind the other to any contract, agreement or undertaking with any third party.

18. The Receiving Party shall notify the Disclosing Party immediately upon discovery of, or suspicion of any unauthorized use or disclosure of Confidential Information by Receiving Party or its representatives, or any actions by Receiving Party or its representatives inconsistent with their respective obligations under this Agreement. The Receiving Party shall cooperate with any and all efforts of the Disclosing Party to help regain possession of the Confidential Information and prevent its further unauthorized use.

19. This Agreement shall be binding upon the Agency and their respective subsidiaries, affiliates, successors and the assigns.

20. This Agreement shall be governed by and construed in accordance with the laws of India.

21. In the event of any dispute arising between the Parties, the matter shall be referred to a sole arbitrator appointed by TRAI. The 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 thereunder for the time being in force. The

seat and venue of arbitration proceedings shall be New Delhi. The language of arbitration shall be English.

22. If any provision of this Agreement is held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. The Parties agree to negotiate in good faith to replace any such invalid provisions with a valid one that achieves the original intent as closely as possible.
23. No waiver of any provision of this Agreement shall be effective unless in writing and signed by both the Parties.
24. This Agreement contains the full and complete understanding of the Parties with respect to the subject matter hereof, and supersedes all prior representations and understandings, whether oral or written. This Agreement may be amended only in writing by mutual agreement of the Parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date above.

For and on behalf of Disclosing Party
Name: ____________________________

Designation: _______________________

Signature & Seal: __________________

Date: ______________________________

For and on behalf of Receiving Party

Name: ____________________________

Designation: _______________________

Signature & Seal: __________________

Date: ______________________________