

F.No.304-10/2012-QOS
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhavan, Jawahar Lal Nehru Marg,
New Delhi – 110 002

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Dated 23rd August, 2012

Subject: Clarifications on tender document for survey for assessment of (i) implementation and effectiveness of various regulations, directions and orders issued by TRAI in the interest of consumers and (ii) customer perception of telecom service through surveys.

The following clarifications are hereby issued in response to the requests for clarifications received by TRAI by 21st August, 2012, in accordance with clause 2 of Section-I of the Tender Documents:

1. In the page 1 & 2 of tender document the last day of submission of bids is August 5th 2012, but in Page 6 Point No. 8 it is mentioned 24th August 2012.

Clarification: In Page 6, clause No.8, the last date for submission of bid is 5th September, 2012.

2. As per Para 2(i), page 1, is it necessary for the vendor to have field offices in each of the proposed circles?

Clarification: The bidder should have the capability to undertake the survey work in all the service areas in the contracted zone.

3. As per Para 2.3, page 17 should the survey be done for all licensed private service providers? Does the survey cover only the current customer or the old customer as well?

Clarification: The survey should be done for all licensed service providers. The survey shall cover existing customers, unless specifically advised by TRAI.

4. As per Para 2.6, page 18, please define rural areas in telecom circle. Is this based on TRAI licensing or Government survey records?

Clarification: TRAI has already defined the criteria for segregation of urban and rural subscribers. Address of the subscribers is taken as a part of registration process. Telecommunication Tariff Order 1999 (and its twenty fifth

Amendment) clearly defines rural subscribers. In accordance therewith the rural subscribers are those who reside in rural areas and the definition of rural area shall be the same as used in conducting the Census of India. If the address of the subscriber falls in rural area then the subscriber shall be treated as a rural subscriber.

5. As per para 2.10, page 19, who will provide the details of the income and profession to select the sample size?

Clarification: The different income groups and professions shall be as per the standard procedure for survey and shall be decided in consultation with the survey agency while finalizing the survey questionnaire.

6. As per Para 2.11, page 19, is it necessary to collect the data on a hard copy with ball point pen? Can a verifiable electronic method be considered?

Clarification: This has been clearly explained in the Tender Documents at para 2.11, page 19.

7. As per Para 2.14, page 19, The effectiveness of implementation depends upon the time from date of regulations and likely to vary by regulation.

i. Approximately how many regulations should effectiveness be assessed for?

Clarification: There shall be questions for assessing the implementation and effectiveness of the recent regulations/directions/orders. These questions shall be part of the overall survey questionnaire. The regulations/directions/orders to be covered under the survey will be decided by TRAI and shall be communicated to the survey agency immediately after signing the agreement. The survey agency shall discuss with TRAI on the various aspects of these regulations/directions/orders before finalizing the draft questionnaire and accordingly questions shall be framed for assessing the implementation and effectiveness of these regulations/directions/orders. These questions shall be put to all the customers surveyed as per sample size selected.

ii. Should all such measurement be made only at one point in time, or across several months, to see the regulatory acceptance as well.

Clarification: The assessment of implementation and effectiveness of the regulations/directions/orders shall be part of the overall survey and shall be undertaken during the period of survey.

8. In the Scope of Work at para 2.17, page 21 it is mentioned that survey agency shall submit to TRAI sample design and questionnaire for survey and sample reporting formats within 3 weeks of awarding the contract however in delivery schedule section 5 page 22 it is mentioned as D+2 weeks.

Clarification: The delivery schedule for submission of sample design and sample reporting formats shall be D+3 weeks. S.No.2 of the Delivery Schedule at clause 5 of Section-II stand modified accordingly.

9. In the Scope of Work at para 2.17 page 21, it is mentioned that survey agency shall submit to TRAI final approved design, questionnaire and reporting formats after incorporating modifications/changes suggested by TRAI within 6 weeks of awarding the contract however in delivery schedule section 5 page 22 it is mentioned as D+4 weeks.

Clarification: The delivery schedule for submission of final design and reporting formats by the survey agency incorporating modifications and corrections suggested by TRAI shall be D+6 weeks. The commencement of survey at S.No.4 of the Delivery Schedule at clause 5 of Section-II shall accordingly be D + 6 weeks or next half year. S.No.3 and S.No.4 of the Delivery Schedule at clause 5 of Section-II stand modified accordingly.

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