

| SNo. | Clause no. | Clause Description   | Query   | Clarification   |
|------|------------|--|---|---|
| 1    | 2.2(iv)    | The bidder should not have a business relationship with any of the Licensed Telecom Service Provider during last one year from date of submission of bid   | We would request to amend this clause to avoid conflict of interest by adding some contractual term as below. Because audit agencies will always going to have business relationship with TSPs for one or other projects.<br>1. There should be completely separate set of teams for doing TRAI audit and team which is interacting with TSPs. In case any correlation found between both teams then contract can be terminated.  | <i>The Clause remains unchanged. The bidder should not have a direct business relationship with the concerned telecom service provider with regard to the Telecom network Audit or telecom network operations etc. which result in conflict of interest scenario.</i> |
| 2    |            |  | We wish to participate in this tender. We are meeting all eligibility criteria except "The bidder should not have a business relationship with any of the Licensed Telecom Service Provider during last one year from date of submission of bid". (Undertaking as per Annexure 7)". We request you to kindly remove this condition for Telecom PSU.   |   |
| 3    |            |  | We would like to express our appreciation to the TRAI team for implementing a stringent clause, namely Section II, Clause 2.2. (i.v.), which prohibits bidders from having any business association with a Licensed Telecom Service Provider in the past one year from the date of bid submission. This clause ensures that the audit remains impartial and independent, and we believe that TRAI should ensure that it is not compromised in any way. We would like to bring to your attention that the Quality Council of India (QCI) and the National Accreditation Board for Certification Bodies (NABCB) are responsible for accrediting independent and impartial Inspection Bodies (IB) under ISO 17020:2012. There are over 70 type A inspection bodies that comply with all regulations and conduct audit-related activities in an independent and impartial manner. |   |
| 4    |            |  | We regularly conduct market research studies (primarily related to industry understanding, branding, communication, etc.) for major telecom companies, including those in India. However, for past one year, at least, we have not conducted any audit/assessment exercise for any of these telecom companies. Request you to kindly let us know if we would be eligible to participate in this bid. Further, we would request you to kindly waive-off / relax this eligibility condition.  |   |
| 5    |            | As per above tender issued from your office according to section-2 clause 2.2(iv) states that <i>bidder should not have any business relationship with any of the Licensed Telecom Services Provider during last One year</i> . Can you please elaborate this point as in the same section-2 <b>clause 2.2(vi)</b> - <i>The bidder shall have been part of Cellular Mobile Network Operations support team either as OEM partner or as Managed Services Provider for any Telecom Service Provider, in last three years from date of submission of bid, in India or outside India covering minimum 10,000 cells, which are contradictory to each other.</i> |   |   |
| 6    | 2.2 (vi)   | The bidder shall have minimum two years' experience of successfully conducting audit work as defined under scope of work in Section III.   | We don't have exactly same experience as mentioned in scope of work in Section III. But we have vast experience in doing network audit and very well understand the scope and it's deliverables/parameters etc. We assume this enables us to participate in bid, please clarify.  | <i>The Clause 2.2(vi) is self explanatory.</i>  |
| 7    | NIL        | Not applicable   | 1. Please provide a clear definition of what you mean by "historical raw data"? Is it data from previous quarters or years? and what is the definition and timeline for "historical raw data".  | <i>May please refer Clauses 3.1.5(b), 3.2.7(A)(iv), 3.2.7(B)(v), which are self explanatory.</i>  |
| 8    |            |  | 2. Confirm, if there is any specific formats or templates that the Quarterly Performance Monitoring reports (PMRs) need to follow?  | <i>May please refer Clause 3.4 and 4.4, which are self explanatory.</i>   |
| 9    |            |  | 3. Confirm, if there is any specific guidelines or criteria for verifying and comparing the PMRs prepared by service providers against the ones submitted to TRAI?  | <i>Please refer Section III of the tender, which is self explanatory.</i>   |
| 10   |            |  | 4. Please share detailed list of the QoS parameters that need to be monitored during the live measurements, and the specific measurement techniques that need to be used?   | <i>May please refer Clause 3.2, 3.6 of the Tender. The QoS Regulations are available on TRAI website (www.trai.gov.in).</i>   |
| 11   |            |  | 5. Please provide a clear definition of "integrity of system and process"? Are there any specific methods or tools that need to be used for verifying the integrity of the system and process?  | <i>Please refer Section III of the tender, which is self explanatory.</i>   |
| 12   |            |  | 6. Confirm, if there any specific guidelines or criteria for preparing the sample PMR based on the three days of raw data collected during the live measurement?  | <i>May please refer Section III, which is self explanatory.</i>   |
| 13   |            |  | 7. Please provide a clear definition of the schedule for submitting the reports to TRAI, including the specific deadlines for each report?  | <i>May please refer Clause 3.2 and 4.4, which are self explanatory.</i>   |
| 14   |            |  | 8. Confirm the point of escalation with TRAI if timely data is not provided by Service Providers (SPs) for as below -   |   |

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| 15   |            |  | I.For collection of Live measurements of QoS parameters of network(s) raw data for Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service. This will inter-alia require visiting service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc  | <i>May please refer Clause 3.4.2 and 3.6.3, which are self explanatory.</i>   |
| 16   |            |  | II.The audit agency shall verify and audit the following records in respect of Cellular Mobile Telephone Service and Wireless Data Service: a) Call Centre records for complaints; b) Network maintenance including optimisation records for QoS parameters; c) Commercial and customer care records for billing disputes, redressal and refunds of deposits after closure; d) Checking of customer complaint handling through check-back calls at the call centre; and e) 100 numbers of service related complaints/ requests and 100 numbers of billing related complaints of the auditing quarter, shall be taken up by the audit agency for verifying their complaint redressal performance.  |   |
| 17   | The        | The contract for undertaking audit and assessment of Quality of Service shall be valid for a period of 18 (eighteen) months from the date of signing of the contract, covering audit and assessment of Quality of Service for one year consisting of four quarters as specified in the tender.   | Based on our interpretation of Clause 2.15.1. on Page 14 of the contract, we understand that the contract for undertaking audit and assessment of Quality of Service will be effective for a duration of 18 months starting from the date of signing the contract. This contract will cover the audit and assessment of Quality of Service for one year consisting of four quarters only as specified in the tender. We kindly request you to confirm if our understanding is correct.  | <i>The clause 2.15.1 is self explanatory. May please read Clause 2.15.1 with 2.15.2.</i>  |
| 18   | 2.15.1     |  | We kindly request you to provide clarification regarding the audit activities to be carried out as per the terms of Clause 2.15.1 on Page 14 of the contract. Specifically, we seek confirmation on whether the audit activities will be conducted on a continuous basis throughout the four quarters of the year, or if there will be breaks between each quarter.   | <i>Kindly refer Section III on "Scope of Work for Audit and Assessment of QoS of Service Providers" for the audit activities.</i> |
| 19   | 3.1.5      | TRAI intend to engage audit agency for audit and assessment of Quality of Service of Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service provided by various service providers in India, as per the following broad scope of work: a) Collection and review of historical raw data being used by service providers for preparation of Quarterly Performance Monitoring reports (PMRs) on monthly basis; and  | In light of the provisions laid out in Clause 3.1.5. on Page 19 and Clause 3.2.7. (iv) on the same page, which pertain to the engagement of an audit agency for the audit and assessment of Quality of Service for various telecom services provided by different operators in India, we would like to suggest a modification to the data collection process. <i>Instead of collecting historical raw data for the Quarterly Performance Monitoring reports (PMRs) on a monthly basis, we recommend that the data be collected on a weekly basis. Given that the number of telecom operators in each circle is relatively small, averaging only four, we believe that multiple historical data collection activities can be conducted within a single month. This approach will provide a more comprehensive and detailed insight into the various Quality of Service parameters. We would like to seek your opinion on this suggestion and whether it is feasible to implement.</i>                                      | <i>Clause remains unchanged. No clarification sought. Suggestion noted.</i>   |
| 20   | 3.2.7(iv)  | The audit agency shall collect historical raw data, for all the QoS parameters for the quarter under audit from service providers for preparation of Quarterly Performance Monitoring reports (PMRs) of Cellular Mobile Telephone Service and Wireless Data Service, on monthly basis latest by 10th day of the following month  |   |   |
| 21   | 3.1.5(d)   | Live measurements of QoS parameters of network(s) of Service Providers (SPs) by collecting raw data for Basic Telephone Service (Wireline), Cellular Mobile Telephone Service, Broadband (Wireline) Service and Wireless Data Service. This will inter-alia require visiting service provider's Network Operations Centre (NOC), Operations Support System (OSS), Business Support System (BSS) etc., as per network monitoring systems deployed, for three consecutive days in a quarter for live monitoring and collection of raw data against respective QoS parameter. | With reference to Clause 3.1.5 of Page No. 19 of the tender document, we suggest an alternative approach to the live monitoring and collection of raw data for QoS parameters of network(s) of Service Providers (SPs). Considering that the number of Telecom Operators averages only to four in each circle, we recommend that live monitoring and data collection can be done multiple times in a month. Instead of collecting live data only for three consecutive days in a quarter, the same can be done on a monthly basis (i.e. three consecutive days each month). Alternatively, if historical data collection can be done on a weekly basis (instead of once a month), then live monitoring and data collection can also occur four times in a month (i.e. for four days in a month, but not on a continuous basis). We believe that this approach will provide better insights into the various QoS parameters and will offer more data validation points. We would appreciate your confirmation on the same. | <i>Clause remains unchanged. No clarification sought. Suggestion noted.</i>   |

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| 22   | 3.1.5(d)   | The data shall be extracted from each operator's server/NOC/ OSS etc. at the end of each day. Such measurement shall be done to cross verify integrity of system and process for capturing of various events of the network elements generating raw data for calculation of QoS parameters in accordance with respective regulations | Regarding the clause on page 19, Clause 3.1.5.d, we believe that ensuring the integrity of the data source is crucial for the Quality of Service (QoS) Audit process. Therefore, we recommend that TRAI develop a comprehensive Standard Operating Procedure (SOP) for the collection of data from operator's server/NOC/ OSS, etc., to maintain the integrity of the system. The SOP should include details of the system architecture, network architecture, database details, logic/query to extract data, and data validation, among others. Furthermore, we suggest that TRAI establish guidelines to ensure that the historical and live data collected for the audit is the actual untouched data without any manipulation from the main servers. This is essential to avoid the use of data from secondary servers/repositories, as data can be easily filtered/transformed in real-time if it passes through such servers/databases. We believe that implementing these measures will help to ensure the accuracy and reliability of the data collected for the QoS Audit. Thank you for your attention to this matter. | <i>Clause remains unchanged.<br/>No clarification sought. Suggestion noted.</i> |
| 23   | 4.2.1      | Payment shall be made after completion of audit and assessment of quality of service and submission of the reports as per the following schedule and after TRAI is satisfied that the report submitted by the audit agency complies with the formats, norms and quality specified in the contract.                                   | We would like to suggest that TRAI review the payment terms and timelines for the auditor, as the current payment schedule may cause delays and cash flow issues for the audit agency. As per the current schedule outlined in the tender, the first payment from TRAI will take six to eight months from the start of the project. This timeline, coupled with the quarterly audit schedule, report submission, verification, and presentation process, means that the audit agency may not receive payment until six months into the project with a further delay of thirty to sixty days for TRAI to process payment. To avoid such delays, we recommend TRAI consider adding a payment milestone of 10-15% upon submission of reporting formats (i.e. four weeks into the project) or upon submission of the Bank Guarantee, to provide some cash flow relief to the audit agency. This will also incentivize timely submission of high-quality reports by the audit agency.   | <i>No clarification sought. The Clause 4.2.1 remain unaltered.</i>              |