

**Invitation to Tender for a Third Mobile  
Telecommunications Licence  
Addendum**

**Issued by the Telecommunications Regulatory  
Authority (TRA)**

**23 October 2008**



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تنظيم  
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Telecommunications  
Regulatory  
Authority

## Invitation to Tender for a Third Mobile Telecommunications Licence Addendum

### Introduction

In response to various questions that were asked during the question period for the Invitation to Tender (ITT) for a Third Mobile Telecommunications Licence in Bahrain, TRA is issuing this addendum that will serve as an amendment to the original ITT. Parties are also encouraged to look on the TRA website for questions that were asked in relation to the ITT ([www.tra.org.bh](http://www.tra.org.bh)).

### Amendments to ITT

1. Clause 78(iii) should be amended as follows:

*“Completed Forms B-F and Form I. The Financial Bid, as specified in Paragraph 146, should include completed Form G (Financial Bid Form) and Form H (Bank Guarantee Form filled out pursuant to Clause 148) and should be submitted separately from the Qualification Documents.”*

2. Clause 90 should be amended as follows:

*“The Qualification Documentation must include Bid Forms B-F and Form I. Bidders should include their registration passwords in the forms.”*

3. The following entries in Clause 130 and in Schedule C of the Frequency Licence (ITT, Annex 2) should be amended as follows:

(All measures are required unless identified with “n/a” in the value column of the table below):

Parameter	Reporting Requirement	Value
Account complaint rate	Account complaint rate	
	Charging for services with fixed recurring charges more than once.	
	Charging for calls more than once.	
	Charging for SMS messages more than once.	
	Charging for services with fixed recurring charges at incorrect rates.	
	Charging for SMS messages at incorrect rates.	
	Charging for calls at incorrect rates.	
	Charging for services with fixed recurring charges without successful supply.	
	Charging for calls without successful setup.	
	Charging for SMS messages without successful transmission.	
	Charging for calls beyond their durations.	
	Not crediting recharge payments to the account.	

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Parameter	Reporting Requirement	Value	
	Not crediting bill payments to the account.		
	Not accepting attempts to make recharge payments.		
	Not accepting attempts to make bill payments.		
Account complaint resolution	Account complaint resolution time.		
	Charging for services with fixed recurring charges more than once.		
	Charging for calls more than once.		
	Charging for SMS messages more than once.		
	Charging for services with fixed recurring charges at incorrect rates.		
	Charging for SMS messages at incorrect rates.		
	Charging for calls at incorrect rates.		
	Charging for services with fixed recurring charges without successful supply.		
	Charging for calls without successful setup.		
	Charging for SMS messages without successful transmission.		
	Charging for calls beyond their durations.		
	Not crediting recharge payments to the account.		
	Not crediting bill payments to the account.		
	Not accepting attempts to make recharge payments.		
	Not accepting attempts to make bill payments.		
	Call statistics for national manual direct enquiries	Total number of calls to DQ (P).	n/a
		Mean time to answer for the period (P).	
Mean holding time (NP).			
Total number of telephone number look-ups performed (NP).		n/a	
Number of unsuccessful look-ups (NP).			
Failure rate for DQ look-ups (NP).			
Average number of look-ups per DQ call (NP).			
Call statistics for International manual operator services	Total number of calls to operator services.	n/a	
	Mean time to answer for the period.		
	Mean holding time.		
Disconnection complaint rate	Disconnection complaint rate		
	Blocking calls to or from certain numbers or networks		
	Blocking SMS messages to or from certain numbers or networks		
	Stopping services for alleged non-payment		

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Parameter	Reporting Requirement	Value
	Stopping services after credit expiry	
Disconnection complaints received	Number of Disconnection complaints received	n/a
	Blocking calls to or from certain numbers or networks.	
	Blocking SMS messages to or from certain numbers or networks.	
	Stopping services for alleged non-payment.	
	Stopping services after credit expiry.	
Disconnection complaints resolution time (Mean)	mean to resolve a disconnection complaint	
	Blocking calls to or from certain numbers or networks.	
	Blocking SMS messages to or from certain numbers or networks.	
	Stopping services for alleged non-payment.	
	Stopping services after credit expiry.	
Disconnection complaints resolution time (Std Dev)	Std Dev to resolve a disconnection complaint.	
	Blocking calls to or from certain numbers or networks.	
	Blocking SMS messages to or from certain numbers or networks.	
	Stopping services for alleged non-payment.	
	Stopping services after credit expiry.	
Disconnection complaints resolution time (95th percentile)	95th percentile to resolve a disconnection complaint.	
	Blocking calls to or from certain numbers or networks.	
	Blocking SMS messages to or from certain numbers or networks.	
	Stopping services for alleged non-payment.	
	Stopping services after credit expiry.	
Miscellaneous complaint	Miscellaneous complaint rate.	
	Miscellaneous complaint received.	n/a
	Miscellaneous complaint resolution time (mean).	
	Miscellaneous complaint resolution time (Std Dev).	
	Miscellaneous complaint resolution time (95th percentile).	
Fault report rate	Service - Business	
	Service - Retail	
Number of fault reported	Service - Business	n/a
	Service - Retail	n/a
Fault repair time (mean)	Service - Business	

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Parameter	Reporting Requirement	Value
	Service - Retail	
Fault repair time (Std Dev)	Service - Business	
	Service - Retail	
Fault repair time (95th percentile)	Service - Business	
	Service - Retail	
Service supply time (Number)	Service Activation - Business	n/a
	Service Activation - Retail	n/a
Service supply time (Mean)	Service Activation - Business	
	Service Activation - Retail	
Service supply time (Std Dev)	Service Activation - Business	
	Service Activation - Retail	
Service supply time (95th percentile)	Service Activation - Business	
	Service Activation - Retail	
Unsuccessful call centre access	Public emergency.	
	Operator assistance.	
	Directory information	
Unsuccessful call set-up	Unsuccessful call set-up Mobile – Fixed.	
	Mobile - Mobile (Own Network).	
	Mobile - Mobile (Other Network).	
Dropped call ratio	Unsuccessful call set-up Mobile – Fixed.	
	Mobile - Mobile (Own Network).	
	Mobile - Mobile (Other Network).	
Unsuccessful SMS message transmission ratio	Own Network.	
	Other Network.	
Network - internal automatic observations Reference ITU-T E.425	ASR for all international routes.	
	ABR for all international routes.	
	ASR for top 5 international destinations.	
	ABR for top 5 international destinations.	
Network – observation on international outgoing telephone calls Reference ITU-T E.422	Categories D.1 to D.13 for each group of outgoing circuits from each international exchange or gateway.	

4. Clause 182 should be amended as follows:

***“In the event that a Successful Bidder has submitted a Revised Bid Price, such Successful Bidder shall pay to TRA in accordance with the Payment Instructions the difference between its Revised Bid Price (Form J) and its Bid Price within five (5) Working Days or shall amend the Bank Guarantee (Form H) accordingly.”***

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5. Paragraph 3(b) of the Instructions for the Completion of the Pre-Qualification Form (Form B) should be amended as follows:

*“b. Number of worldwide subscribers: To prequalify, the Bidder must have at least ten (10) million worldwide subscribers, which can include subscribers from the Bidder and/or Bidder’s members’ affiliates. The Bidder must provide accurate, publicly available data recent and verifiable to support its subscriber numbers. In addition, if the subscriber totals are being counted from the Bidder’s members’ affiliates, then they must be broken down by affiliate.”*

6. Form I (Bid Bond) should be amended as follows in the first paragraph of the letter:

*Dear Sir:*

*At the request of [insert name of Bidder] (“Bidder”) which has submitted a bid (“Bid”) for the third Mobile Telecommunications Licence in the Kingdom of Bahrain, we, the undersigned [insert issuing Bank], irrevocably and unconditionally guarantee that a sum of five hundred thousand (500,000) Bahraini Dinars shall be payable by us on written demand by the TRA as a guarantee of the Bid submitted by the Bidder.*