

METROPOLITAN TRANSPORT CORPORATION (CHENNAI) LTD.,

Addendum / Corrigendum I to RFP No. 48006/Proj/MTC/2023-2 dated 18.11.2023.

Subject: REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF AN AGENCY FOR CONDUCTING BASELINE AND ANNUAL USER SATISFACTION SURVEYS ON SERVICE LEVEL AND QUALITY OF MTC BUS SERVICES IN CHENNAI METROPOLITAN AREA

Clause	As given in RFP Document	To be read as
Section 3: TERMS OF REFERENCE Clause 3.1.2 Page No. 32	The Urban Mobility Sector Index stated in the Program Development Objective (PDO) indicator of CCP-SUSP intends to measure increase in quantity of service and user satisfaction. Consequently, this index is based on measurement of increase in the number of buses (availability) and user satisfaction (level of service). The Quantity index value is based on the bus kilometers (base = 100 for the bus-km operated by MTC in the year 2023). The Satisfaction Index value is based on the response by users as to their perceived evolution of quality compared to the year prior, with a base 100 in 2023.	The Urban Mobility Sector Index stated in the Program Development Objective (PDO) indicator of CCP-SUSP intends to measure increase in quantity of service and user satisfaction. Consequently, this index is based on measurement of increase in the number of buses (availability) and user satisfaction (level of service). The Quantity index value is based on the bus kilometers (base = 100 for the bus-km operated by MTC in the year 2024). The Satisfaction Index value is based on the response by users as to their perceived evolution of quality compared to the year prior, with a base 100 in 2024.
Section 3: TERMS OF REFERENCE Clause 3.2.5 Page No. 33	The baseline User Satisfaction survey will cover number of operational bus-kms in 2023. The user satisfaction survey carried out will cover technical quality (the quality of what consumer receives), and functional quality (how the customer receives the technical outcome). User satisfaction survey shall be carried out in 2023 and repeated annually through the life of the CCP project (mid-term at Years - 2024, 2025, and end term at Year 2026) to monitor the service levels, Quality and resultant user satisfaction levels in terms of increased capacity and / or quality. An indicative reference set of indicators/parameters to measure service levels and perceived improvement of services has been provided in Clause 3.5.	The baseline User Satisfaction survey will cover number of operational bus-kms in 2023. The user satisfaction survey carried out will cover technical quality (the quality of what consumer receives), and functional quality (how the customer receives the technical outcome). User satisfaction survey shall be carried out in 2024 and repeated annually through the life of the CCP project (mid-term at Years - 2024, 2025, and end term at Year 2026) till 2027 to monitor the service levels, Quality and resultant user satisfaction levels in terms of increased capacity and / or quality. An indicative reference set of indicators/parameters to measure service levels and perceived improvement of services has been provided in Clause 3.5.

Managing Director, MTC