

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

Clarification to Pre-Proposal Queries

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1.			<p>MSME Relaxation to help enable agencies like ours to participate in the survey.</p> <p>In absence of such relaxation– only Large Agencies will get opportunity to participate and defeat the whole purpose of the promotion being offered by Govt of India to Startups and MSMEs.</p>	<p>Micro and Small Enterprises <u><i>located within the State of Tamil Nadu</i></u> are exempted from payment of Earnest Money Deposit against the submission of valid registration proof.</p>
2.	<p>Section 2 – Data Sheet</p> <p>S. No 15 - Minimum Eligibility Criteria</p> <p>Page No 28</p>	<p>*Similar Project Experience – Similar Project means, Surveys such as user satisfaction surveys or citizen feedback surveys or perception surveys/Baseline Surveys for Public services (Public Transport/ Parking/ Water Supply/ Piped Gas Supply/ Domestic Electric Supply / Solid Waste Management/ Public Toilets/ Public Health Facilities) for collection of quantitative and qualitative data using questionnaire/ mixed method based surveys, for any city (ies)/Town (s) in India covering a sample size of at least 1000 , followed by Quantitative and Qualitative analysis of the collected survey data and</p>	<p>Similar Project Experience/ Type of Studies – Public Service – can the definition be expanded to include any work order issued by Govt Body and not just restricted to Transport/ Gas/ Water/ Electricity/ Waste management/ Health We are currently doing a Census study to map the Street Vendors under PM Svanidhi Yojna for one of the Municipal Authorities, and got benefitted on account of the above MSME relaxation offered by the concerned authority.</p>	<p>The experience of Census Study does not capture the objective of a user satisfaction survey and hence cannot be considered as a similar experience.</p> <p>RFP Conditions shall prevail</p>

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		preparation of survey reports, undertaken for a Central/State Government or its entities.		
3.	Section 3 – Terms of Reference:		How to define PSTC users - are they a sort of monthly pass holders?	Refer to Section 3.1.1 - Assignment background for understanding on Public Transport Service Contract (PTSC). Details of Bus routes under PTSC contract will be provided to selected agency.
4.			What is bus-km index and how to calculate?	Refer to Section 3.1.2 - Assignment background for understanding on the development of Urban Mobility Sector Index.
5.			Need clear definition and area allocation for GCC, CMA etc	The survey will be for all parts of CMA serviced by MTC.
6.			Qualitative research - how will generate index thing? Or, we can do the exploratory qualitative for like any CSat study to understand the entire process...	Refer to response at S. No 4 above. Further, it is part of the methodology to be developed by the selected the agency.
7.			Do we need to conduct the study across all the bus-routes, or we need to take a sample of the bus routes across city location and across destinations - the sample bifurcations	Kindly Refer Section 3.4 and its sub sections for details on Sampling Techniques,

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			etc. (even I feel the total sample size to a larger extent) is dependent on the data...	Distribution, Size, variables, categorisation etc.
8.			Similarly, the sample split/ quota by Gender, Age, Senior citizen, differently abled etc. can only be decided basis some available existing data which MTC may have of its passengers <ul style="list-style-type: none"> ▪ For example, we believe gender split can't be equal. 	Kindly Refer Section 3.4 and its sub sections for details on Sampling Techniques, Distribution, Size, variables, categorisation etc.
9.			Basis the scope of work, we are of the view that the weightage offered to Transport Specialist (12 Marks) and Web Designer (10 Marks) is much higher. Instead, the weightage for Team Leader and Market Researcher/ Data Analyst who have carried out Satisfaction Studies should be higher.	RFP Conditions shall prevail
10.	Section 3 – Terms of Reference: Pt. 3.1 Assignment Background 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 kilometres (base = 100 for the bus-km operated by MTC in the year 2023). The	Base=100 mentioned for quantity index and satisfaction index in 2023, is unclear can you please clarify this?	Refer Addendum/ Corrigendum

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		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. This must be enumerated using satisfaction surveys for the base year and for every succeeding year of the program to ascertain change over the previous year.		
11.	Section 3 – Terms of Reference: Pt. No. 3.2.1 Page No 33	The Objective of the assignment is to establish a baseline on user satisfaction based on Service Level and Quality of MTC Bus Service in Chennai with the help of a survey and repeat the process each year during the course of CCP-SUSP to measure the changes/improvement in Service Level and Quality of MTC Bus Service and resultant user satisfaction. The process shall include carrying out Surveys across Chennai Metropolitan Area (CMA), Data collection, Storage, Analysis and its Presentation and preparation of report, Evaluation of year-on-year changes on Service level and Quality, and resultant User Satisfaction, followed by dissemination of findings to citizens and customers.	Can you please elaborate and clarify the expectation of disseminating findings to citizens and customers, what outputs are expected?	Dissemination of findings to citizens and customers will be done by MTC by publishing the findings and reports on its website. Workshop, if any, shall be organised by MTC, for which the appointed agency shall be required to explain the findings of the annual User Satisfaction Surveys with the help of a presentation.
12.	Section 3 – Terms of	The survey envisages an equal representation of Low Income, Middle Income and High-Income	Can MTC share details of bus routes and number of buses plying by location – low	MTC will share Route details with the selected agency.

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	Reference: Pt. No. 3.2.4 Page No 33	users and is expected to cover as many bus routes as possible.	income, middle income, and high income? Does MTC have an existing definition of low income, middle income, and high-income settlements?	Spatial categorisation must be maintained for Core and Periphery. However, for identification of income categories, either neighbourhood categorisation or categorisation based on captured response to proxy questions on income substitutes or any other better methodology could be applied. The bidder is expected to come up with best approach and strategy in this regard.
13.	Section 3 – Terms of Reference: Pt. 3.2.5 (x) Page No 34	Measure relative improvements in MTC service using the Composite Index, which is a product of Index measuring increase in quantity of service (bus-kms operated) and User Satisfaction Index prepared based on the survey)	Can MTC share the data on current quantity of service (bus-kms operated) and the planned expansion during the project period? Is the quantity of services data segregated by zone or location currently?	MTC will share the data on current quantity of service (bus-kms operated) and the planned expansion during the project period with the selected consultant. Route-wise, and Depot-wise data classification is available with MTC and will be shared with the selected consultant.

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14.	Section 3 – Terms of Reference: Pt. 3.3.2.1 Page No 35	It should be noted that the survey needs to be undertaken in the CMA (core- within GCC and periphery-outside GCC, but within CMA).	To confirm will the data for CMA core with GCC and periphery will be analysed separately/ compared as this will have a bearing on the sample size? Can you please share a list of peripheries outside GCC within CMA areas?	MTC depots & its routes under Core (GCC area) and Periphery (rest of the CMA area) will be provided to selected bidder and shall be analysed separately.
15.	Section 3 – Terms of Reference: Pt. 3.4.2 Page No. 40	The firm needs to determine the appropriate sample size (minimum sample size is given in section 3.4.6 below) and identify suitable locations/bus routes/stops/depots/terminals for conducting survey in the core (within GCC) and periphery areas (outside GCC but within CMA). For identification of income categories, either neighbourhood categorization (Low-Income, Middle-Income & High-Income neighbourhoods based on any reliable secondary data on income based spatial classification) of users or categorization of users based on response to questionnaire (Low-Income, Middle-Income & High-Income classification of users based on responses to proxy questions on income) or any other better methodology could be applied. Any spatial classification may be decided based on secondary data and through stakeholder	This section refers to undertaking a mapping of different locations to determine low income, middle income, and high-income neighbourhoods. Can you please confirm that this is expected to be based on only secondary data and through stakeholder discussions? Does MTC has any secondary data that will allow this mapping. Our understanding is that unless the secondary data is reliable and includes proper indicators/ definitions it might not be very comprehensive and/or accurate.	Secondary data and Stakeholder discussions may be used. Refer to response at S. No 12 above

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		discussions.		
16.	Section 3 – Terms of Reference: Pt. 3.4.6 Page No. 38	The minimum number of respondents to be surveyed across the six classes, from across the city, each year, is estimated to be 2310 (385 x 6 groups), which is arrived at using the standard random sample size estimation. The consultant shall carry out its own estimation and suggest the appropriate sample size.	At what level analysis is required to be segregated for gender and vulnerable groups- at an overall level or each cell – core low income, core middle income, and so on..... This will help us determine the adequacy of sample size	Analysis for Bus user is envisaged for all 6 categories as illustrated in the table provided in section 3.4.3 and in 3.4.6. Analysis for Gender & Vulnerable Groups is required to be segregated for Core, Periphery, Low Income, Middle Income and High-Income groups. Requirement for analysis for additional user groups/ subcategories and the respective confidence interval and error margin may be discussed and finalised with MTC during the Inception stage by the selected bidder.
17.	Section 3 – Terms of Reference: Subsection:	The consultant firm would be required to use the data collected annually to prepare standalone yearly report on the service levels, quality of service and resultant user satisfaction as well as mid-term and end term reports on the	To clarify on deliverables, are standalone annual survey reports and comparison reports expected separately. Can we recommend having one combined report that will include annual survey findings	One combined report that will include annual survey findings and a different section where the results are compared with

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	3.3.5 Mid-Term and End-Term Surveys and Reports (Page:36)	service levels, quality of service and resultant user satisfaction in comparison to the baseline findings and years preceding the survey year. The mid-term reports shall summarise the findings from the 2nd & 3rd Annual Surveys in comparison to the baseline survey and the end-term report shall summarise the findings from the 4th Annual Survey in comparison to the baseline and 2nd & 3rd annual surveys.	compared with baseline and previous surveys for year 3?	baseline and previous surveys will be acceptable.
18.	Section 3 – Terms of Reference: 3.6: Timeline and Payment Schedule (Page:45)	organize a workshop on the findings	Can you please clarify about workshop organisation in terms of expected participants, number of participants, and duration? Will the invite and logistics (including venue and refreshments, print outs of reports/ soft copies) will be arranged by MTC or the agency is expected to budget for this? We would request that the facilitation and logistics is made by MTC to ensure costs remains comparable across agencies?	Workshops venue, and refreshments will be arranged by MTC. Consultant is required to explain the findings of the respective reports/ deliverables with the help of a presentation and interactive discussions.
19.	Section 3 – Terms of Reference: Subsection: 3.4.6 (Page:	The minimum number of respondents to be surveyed across the six classes, from across the city, each year, is estimated to be 2310 (385 x 6 groups), which is arrived at using the standard random sample size estimation. The consultant shall carry out its own estimation and suggest	Request for following clarifications based on the explanation provided in subsection, 3.4.6 and 3.4.3. 1. Request to clarify If the representation of gender and socio-economic status will be	Refer to Response Sl. No. 12. above

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	42) Subsection: 3.4.3 Sample Variables Page No 41	the appropriate sample size. Analysis for Bus user is expected for all 6 categories. Gender-based analysis is required to be segregated for Core, Periphery, Low Income, Middle Income and High Income, i.e., at 5 levels. Requirement for analysis for additional user groups/ subcategories.	equal in for CMA and GCC region or proportion to the population in each region. 2. Low-Income, Middle-Income, and High-income neighbourhoods: To clarify, if this indicates categorization of areas and drawing sample from each area?	
20.		Financial Format	The financial format has only one row to include “Remuneration for experts. Based on team composition and responsibility, the remuneration for each expert will vary. It would be helpful to have a format to include cost separately for each expert. Similarly, there will be effect of yearly change in budget on account of inflation. The study objective will elicit varying sample sizes and design (number of FGDs, stakeholder interactions, level of effort of secondary review, etc). The current format does not allow to submit any caveats or considerations and options. Please consider seeking financial proposals in standard detailed World Bank Format where assumptions and remarks will allow to understand how costs are arrived at and are reasonable.	Applicants are to provide details in the formats (Form Fin 1-5) given in the RFP document.

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21.	Section 2 – Data Sheet S. No 8 - Weightage Page No 26	T=70% and F = 30% S = St x 0.7 + Sf x 0.3	We request you to consider T = 80% and F = 20%. S = St x 0.8 + Sf x 0.2	RFP Conditions shall prevail
22.	Section 3 – Terms of Reference: Pt. No 3.2.5 Page No 34	To prepare a User Satisfaction Index based on the response by users as to their perceived evolution of quality compared to the year prior, with a base 100 in 2022.	We request you to clarify that base 100 in is year 2023 not from year 2022.	Refer reply at S. No 10 above
23.	Section 3 – Terms of Reference: Pt. No 3.10.2 Page No 51	Senior Data Analyst <ul style="list-style-type: none"> • Post graduate degree in Economics/ Statistics/Transport or equivalent. • The expert should have at least 10 Years of post-qualification experience in data analysis (both qualitative and quantitative) for similar survey projects. • The expert should have worked on at least 3 similar projects involving quantitative analysis in the past 5 years. 	We request you to consider the as requested below. <ul style="list-style-type: none"> • The expert should have at least 6 Years of post-qualification experience in data analysis (both qualitative and quantitative) for similar survey projects. 	RFP Conditions shall prevail

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		<ul style="list-style-type: none"> The expert should have experience of working analytics application such as, SPSS, STATA/Power BI/Tableu or equivalent. 		
24.	Pt No 4.7 Page No. 95	Insurance to be taken out by the Consultants	Our company provides insurance to all our employees. We request you to consider company insurance if it is provided by the company if not available then selected consultant need to submit relevant insurance as per tender RFP condition.	All staff engaged in the project should be covered with suitable insurance coverage as required in the RFP, either through a company group policy or a project specific policy taken out by the selected consultant or its subconsultant to meet the requirements of the tender conditions.