

**Reply to Pre Bid Queries for Appointment of Agency for Baseline and User Satisfaction Survey  
under Assam Inland Water Transport Project.**

Prebid meeting held on 17/06/2022 at 11:30 a.m

Reference RFP No : IN-IWT-296731-NC-RFB

Sl.No	Section, subsection and clause in RFP	Page no. in RFP	Existing Clause	Bidders query/Suggestion	AIWTDS Response
1	Section VII, 2. Objective	Pg No. 72	<p>The prime objective of the assignment is to create a benchmark on the quality &amp; satisfaction on the existing services and facilities provided by IWT sector and to measure the impact of the Project intervention at various stages during the project tenure. The survey will also help in determining the priority areas of project and will act as baseline to assess the areas that require further improvement and better services which needs to be implemented under the project.</p> <p>The objective is to gather information on the quantity, quality &amp; satisfaction of the existing DIWT Assam ferry services and privately operated ferry services. The assignment is expected to create a base-data for further assessment, improvement, and identification of the facilities for better services that need to be implemented under the Project.</p>	<p>“The baseline survey will use both qualitative and quantitative data collection for appropriate information from the respondents” – Which tools and sample would be used for the qualitative survey. Please explain?</p>	<p>Here the qualitative part indicates that the surveyor should be interactive with the respondent/ users during the survey to collect more relevant information apart from the defined questionnaire, if any. The same may be useful during the preparation of analyzed report.</p>

			The expected output of the survey: (a) Baseline Data on the existing services & facilities provided by IWT sector in the State of Assam to be conducted one time; And (b) User Satisfaction Assessment on the services & facilities provided under Assam Inland Water Transport project (AIWTP) and to be conducted every year.		
2	Section VII, 3.1 Survey Tool, 3.2 Respondents.	Pg No. 73	<p>The survey will be undertaken using standard survey and data collection methodology. The data collection shall be done by application-based solutions with the feature of Geo- tagging the responses to the surveyed locations. The engaged consultant is required to prepare questionnaire in consultation with PMU, the survey work plan &amp; methodology and deploy a dedicated team to undertake the surveys. The survey agency will also be required to undertake a trial of the questionnaire and data collection for some random samples before launching it in field locations.</p> <p>The data collection tool to have the ability to be integrated and reports showcased on the e-ticketing portal of AIWTP. Further, the data collection and analysis tool prepared should also have the feature of conducting survey in offline mode and will</p>	<p>Total Sample for 1st year survey would be <math>14365 + 5583 = 19948</math> (Same sample would be for 2nd and 3rd years). Please confirm.</p> <p>We understand that the Baseline survey and User satisfaction survey would be conducted among both Users and Non-users of IWTS. Please confirm the target respondents.</p> <p>What is the definition of users and non-users? Are there any criteria of selection in terms of minimum tips/ week, etc</p>	<p>Total Sample size for the survey :</p> <p>1<sup>st</sup> year = 14365(Baseline Survey)+ 5583(User Satisfaction Survey)</p> <p>2<sup>nd</sup> year = 5583(User Satisfaction Survey)</p> <p>3<sup>rd</sup> year = 5583(User Satisfaction Survey)</p> <p>Target respondents are users and non-users.</p> <p>Users are related to commuters who use ferry services as their regular mode of transportation.</p> <p>Non-users are related to commuters who avail other</p>

			synchronise accordingly. The questionnaire may be prepared in English, Assamese and Bengali language and the data collection team should be conversant with local language.		modes of transportation to commute between Inland water routes
			The survey is expected to be conducted for <b>users and non-users</b> of inland water transportation services of Assam, in the locations specified in point 3.3.	Where would be non-users interviewed?	Within 1 km range of ghats
				What would be definition and criteria for selection of non-users?	Non-users are related to commuters who avail other modes of transportation to commute between Inland water routes The identification of Non - user may be done by random user survey.
				Would non-users be interviewed closer to the suggested locations?	Yes.
				Is there any breakup w.r.t mode of transport, etc.?	No.
3	Section VII, 3.4 Methodology	Page 77	A proper survey methodology and questionnaire to execute the assigned work to be prepared by the engaged Consultant and submit in accordance with the timelines and milestones mentioned subsequently in this document. The submitted plan should indicate detailed methodology, with timelines, tools & techniques used for the survey work and other related information. The survey should be designed to effectively capture the status on the defined parameter related to the existing features, facilities,	"Assam as well as private boat operators in Assam. Data triangulation is required" – What is the meaning of the data triangulation and what are expectations related to the same.	By definition, data triangulation is the use of a variety of data sources, including time, space and persons, in a study.  Here, data triangulation is to be done wherever required

			and ferry services under IWT (both IWAI and DIWTA), Assam as well as private boat operators in Assam. <b>Data triangulation</b> is required to ensure the credibility and accuracy of data/ information gathered through various tools.		
4	Section VII, Timelines, milestones and payment conditions for the Contractual Task Table, Point 3	Page 78	Conduct Baseline Survey as per the submitted work plan & methodology: The consultant would ensure to visit the specified locations and conduct in-depth interview of Users and Non Users on the provided parameters to collect the data using mobile application	"The consultant would ensure to visit the specified locations and conduct in-depth interview of Users and Non-Users on the provided parameters to collect the data using mobile application" – What is the meaning of the in-depth interviews. As per our understanding these are structured interviews instead of in-depth interviews. Please clarify.	Interview should not be only questionnaire based but more of interaction with the user of ferry service.
5	ITB 20.1, section II	Page 31	A Bid-Securing Declaration shall be required	Please share the format for Bid-Securing Declaration	Refer Section IV, Annexure A, (Page 65) of RFB Document.
6	Section III	Page 36	The Employer shall use the criteria and methodologies listed in this Section to evaluate Bids. By applying these criteria and methodologies, the Employer shall determine the Most Advantageous Bid. This is the Bid that has been determined to be:  (a) substantially responsive to the bidding document, and  (b) the lowest evaluated cost.	Please confirm if the exact method of evaluation.  a) If this is QCBS, then what is weightage of Technical and financial proposal  b) If this is LC method, what is minimum qualifying score for Technical qualification?  c) Please share an objective marking process for Evaluation of firm credentials, Technical A&M, CVs of Key Experts, Work Plan	Not Applicable as it is a Non-Consultancy Services Tender.



				/Implementation Plan etc	
7	Qualification, Section III	Page 38	1.Total monetary value of Services performed for each of the last five years;  2. Reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;	Both these points seem to be similar. Can PMU clarify on this matter?	<b>Monetary value of Services performed means:</b> Monetary value of Similar Services rendered. <b>Reports on the financial standing means:</b> All mode of financial transaction in name of prospective bidder.
8	Qualification, Section III	Page 38	Evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);	Please confirm if a net worth statement certified by Auditor will be acceptable?	Networth certified by Auditor is acceptable for financial standing of the Bidder, such as profit and loss statements.  However, the bank has to issue evidence of adequacy of working capital for this contract
9	Qualification Requirements Annual Volume, Section III	Page 39	The minimum required average annual volume of services for the successful Bidder in the last three years shall be (Till FY 2021-22): INR 40 lacs	1. Please confirm if there is some marking scale for bidders who have higher turnover than INR 40 Lacs? If yes, please share the details  2. We request PMU to kindly keep the average annual turnover criteria to Rs 5 Crores in last three years shall be (Till FY 2021-22) to ensure firms with who have past experience of executing assignments from international donors can apply.	1. There is no extra marking criteria for higher turnover.  2.Turnover can't be raised due to the volume of work/ estimated contract value.
10	Qualification Requirements Experience, Section III	Page 39	The experience required to be demonstrated by the Bidder should include as a minimum that he has executed	1. Please confirm if there is some marking scale for bidders who have executed higher number of social-economic/ demographic survey works of minimum contract value of 20 Lacs? If yes,	1. There is no marking criteria

			<p>during the last 5 years the following:</p> <p>1. An entity with experience of at least 5 years in social-economic/ demographic survey works.</p> <p>2. Minimum of two contracts of social-economic/ demographic survey works each of value of at least INR 20 lakhs</p>	<p>please share the details.</p> <p>2. Please confirm if there is some marking scale for bidders who have experience of more than 5 years in social-economic/ demographic survey works? If yes, please share the details.</p>	<p>1. There is no marking criteria</p>
11	Essential Equipment, Section III	Page 39	<p>The essential equipment to be made available for the Contract by the successful Bidder shall be:</p> <p>(j) The agency must have in-house tools/facilities for development of Software Applications.</p>	<p>Please revisit this clause OR suggest an objective process on how firms can support documentation for this point?</p>	<p>As the survey will be carried out using hand held device and mobile application. The application used for the survey activity need to be provided by the selected agency and hence the required resources &amp; equipment for the application development /customization need to be in place.</p>
12	Cover Page for NIT		<p>The Government of India obtained financing from the World Bank toward the cost of the Assam Inland Water Transport Project, and intends to apply part of the proceeds toward payments under the contract for Baseline and User Satisfaction Survey under Assam Inland Water Transport Project</p>	<p>Projects financed by World Bank have specific forms for Technical proposal (Tech 1 to Tech 6) and Financial Proposal (Fin 1 to Fin 4). However this RFP does contain such forms. We request PMU to confirm on the same?</p>	<p>Since it is a Non Consultancy Service, there is no requirement of Technical proposal forms.</p>
13	Letter of Bid, Section IV	Page 42	<p>Bid Price: The total price of our Bid, excluding any discounts offered in item (f) below is: [Insert one of the options below</p>	<p>Please confirm if Bid price has to be mentioned on the Letter of Bid as the format appears to be similar to Tech 1 form from WB RFP's.</p>	<p>Yes, in the Letter of Bid the price has to be mentioned since it is a 1 Envelope bidding process along with</p>

			as appropriate]  Option 1, in case of one lot: Total price is: [insert the total price of the Bid in words and figures, indicating the various amounts and the respective currencies]		quoted the price in xlx BOQ form.
14	Activity Schedule, Section VII –	Page 72	The assignment will cover the following 2 (two) surveys will be conducted using Hand held device /Mobile based application and will be executed simultaneously.	We understand that there is One baseline survey (2022) and three User satisfaction Surveys (2022, 2023 and 2024). Therefore total of 4 surveys under the Project. Please confirm if our understanding is correct.	Yes there will be a total of 4 surveys.
15	Activity Schedule, Section VII –	Page 73	The questionnaire may be prepared in English, Assamese and Bengali language and the data collection team should be conversant with local language.	Developing a CAPI software with three languages with languages will make data collection complicated. Usually a Bilingual format questionnaire is prepared for CAPI surveys. Assuming Consultant can recruit field team members who can communicate effectively in English and Assamese, a Bilingual format questionnaire can be loaded into CAPI device. Please confirm the same.	To make the survey process more transparent and to build up a faith system among the users, the incorporation of the said 3 languages is required.
16	Activity Schedule, Section VII –	Page 73	Sample for Non-Users	1. Does Non-User relate to commuters who avail other modes of Transportations in general OR they avail other modes of transportation to commute between Inland water routes. Please clarify on the same.  2. Please also confirm as to which touch points or location does consultant need to interview the Non-User?	1. Yes non-users are related to commuters who avail other modes of transportation to commute between Inland water routes.  2. Touch points are ghats and nearby location within a range of 1 km.

17	Section III - Evaluation and Qualification Criteria,	Page 33	The Bidders should fulfill the following eligibility conditions for participating in the Tender. The Bidders should enclose documentary evidence for fulfilling the eligibility conditions. It is the sole responsibility of the bidder for the smooth and timely completion of the assigned work.	We request client to share a Checklist of documents along with specified format that each bidder need to be use for developing of Technical and financial proposal. This would ensure bidding parity among all bidders.	There is no separate checklist. Please go through the RFP document.
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State Project Director  
Assam IWTD Society