

**Atal Indore City Transport Limited (AICTSL)**

Indore, Madhya Pradesh

GEF-Sustainable Urban Transport Project

*India*

***Request for Expression of Interest***

**Consultancy services for Monitoring & Evaluation and User Satisfaction survey for BRTS 'I-BUS'  
Indore**

**GEF Grant No. TF 095549 IN**

1. This Request for Expressions of Interest follows the general procurement notice for this project that appeared in Development Business, on 1 October 2008.
2. The Government of India has received a grant from the Global Environment Facility (GEF)/ International Bank for Reconstruction and Development and intends to apply part of the proceeds of this grant to payments under the contract for Technical Consultancy for **Monitoring & Evaluation and User Satisfaction survey for BRTS 'I-BUS' Indore**. for Atal Indore City Transport Services Limited (AICTSL), Indore.
3. AICTSL has availed funds to improve urban transport infrastructure and services in the Indore Municipal Corporation area. These investments are expected to promote environmentally sustainable transport and reduce green house gas emissions in the city. The project includes implementing ITS for Bus Rapid Transit Corridor in Indore city.
4. AICTSL seeks to hire Consultants for **Monitoring & Evaluation and User Satisfaction survey for BRTS 'I-BUS' Indore**. The overall objectives of the consultancy are
  - (i) to undertake user and non-user satisfaction surveys of the BRTS to understand concerns, feedback, public transport efficiency.
  - (ii) Undertake evaluation based on M&E data collected by the GHG Emissions Consultants and other sources such as CMP.

(iii) Evaluate if the BRTS implementation achieved its objectives by comparing the existing (baseline) situation with that of the situation during and after implementation of the project.

(iv) Analyze and document relevant performance indicators which reflect the project outcomes. Increase public transport mode share in the city and bus user satisfaction through reliability and real-time traveler information.

The duration of the project **Monitoring & Evaluation and User Satisfaction survey for BRTS 'I-BUS' Indore** consultancy is expected to be 14 months from the date of award of the contract.

5. AICTSL now invites eligible consultants to indicate their interest in providing the Services. Interested consultants must provide information indicating that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff etc).

The consultant will be selected in accordance with the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants by Bank Borrower, May 2004 revised October 2006 and May 2010 available at [www.worldbank.org/procure](http://www.worldbank.org/procure). Consultants may associate to enhance their qualifications. The "Association" may take the form of a joint venture (with joint or several liability) or of a sub consultancy.

**6. Submission Requirements:**

Interested consultants must provide information indicating that they are qualified to perform the Services. This should include the following:

**I. Company Profile and financial strength**

Provide a brief description of the background and organization of your firm/entity and each associate along with audited financial statements of last three years.

**II. Consultant's Experience**

Provide information in respect of their experience in each similar assignment', for the Public Transport sector, especially for BRTS projects, completed since the year 2000 covering:

- Monitoring & Evaluation of any BRTS project/system.
- User satisfaction surveys on the public transport system.

It is strongly advised the information is provided in the following format:

**Project 1 of \_\_**

- Project Name
- Name of Client
- Country
- Participation : Lead firm / associate firm
- Value of Services (Rs. Million)
- Start Date (dd/mm/yyyy)
- Completion Date (dd/mm/yyyy)
- Detailed Narrative Description of the Project
- Detailed Description of the Actual Services Provided by your Firm relevant to the assignment.

Indicate no more than 20 reference projects (1-2 pages per project) that the firm/association/joint venture feels are relevant to this project. It is desirable that a summary table of all projects listed should also be provided.

[Terms of Reference for the consultancy can be found on [www.citybusindore.com](http://www.citybusindore.com), [www.sutpindia.com](http://www.sutpindia.com)]

7. Interested Consultants may obtain further information at the address given below:

*Name of officer:* **Sandeep Soni**

*Name of office:* **Atal Indore City Transport Limited, Indore – 452001**

*Telephone number:* **(0731) 2499888**

*Email:* [ceo@citybusindore.com](mailto:ceo@citybusindore.com)

*Website:* [www.citybusindore.com](http://www.citybusindore.com), [www.sutpindia.com](http://www.sutpindia.com)

During office hours: 1100 Hours to 1730 Hours on all working days from Monday to Friday and 1100 Hours to 1330 Hours on Saturdays except on Sundays and Government Holidays.

8. Expression of Interest superscripted with the title "EOI for **Monitoring & Evaluation and User Satisfaction survey for BRTS 'I-BUS' Indore** . For Atal Indore City Transport Services Limited (AICTSL), Indore. " must be delivered to the address indicated above not later than 1600 hrs on 07/September/2015.

**CEO,  
AICTSL,  
Indore, Madhya Pradesh**