

Capital Region Urban Transport

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Notice No. 1492 / CRUT

Date: 21/01/2019

Corrigendum-2

REQUEST FOR PROPOSAL FOR SELECTION OF PROGRAMME MANAGEMENT CONSULTANT FOR OPERATION AND MANAGEMENT OF CITY BUS SERVICES OPERATED BY CRUT

(Ref Notice No. 1414/CRUT, Date: 10/12/2018)

1. Capital Region Urban Transport (CRUT) issues this corrigendum notice to inform the interested bidders that responses/ clarifications to the pre-bid are available in following web portals: www.capitalregiontransport.in, www.bdabbsr.in, www.bmc.gov.in
2. Last date of submission of proposal has been extended till **11/02/2019 by 3:00 PM**. The Proposals received shall be opened on **11/02/2019 at 4:00 PM**.
3. CRUT reserves the right to accept or reject bid process without assigning any reasons thereof.

Sd/-

**General Manager (P&A)
Capital Region Urban Transport**

Request for Proposal for Selection of Programme Management Consultant (PgMC) for Operations and Management of City Bus Services of CRUT

No.: 1492/CRUT

Date: 21/01/2018

Corrigendum No. 02, Dt. 21.01.2019
(RFP No. 1414 / CRUT, Dated 10.12.2018)

Response to the Pre-bid Queries

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
1	Clause 6.6.1 (Key Experts), Table Sl. No. 1, Page 117	The Project Director shall have a minimum of 15 years (instead of 20 years) in the public bus transportation. The ideal candidate should have advisory experience on both the government side transactions in India and abroad and should have led projects entailing Public Transportation, project structuring and project conceptualization.	Pease refer Annexure-1 for revised provisions
2	Clause 6.6.1 (Key Experts), Table Sl. No. 2, Page 117	Senior Transport Planner should have overall work experience of 10 years (instead of 15) in transport planning / engineering and at least 7 years (instead of 10) in bus operations planning.	Pease refer Annexure-1 for revised provisions
3	Clause 6.6.2 (Programme Support Team), Table Sl. No. 1, Page 118	Team Leader Cum Bus Operation Manager should have minimum of 10 years (instead of 20) of overall experience.	Pease refer Annexure-2 for revised provisions
4	Clause 6.6.2 (Programme Support Team), Table Sl. No. 2, Page 119	Revenue Assurance Manager should have minimum 10 years (instead of 15) of experience in transportation sector, out of which at least 5 years (instead of 7) must be in the area of Depot Management, Traffic operations, Revenue vigilance.	Pease refer Annexure-2 for revised provisions
5	Clause 6.6.2 (Programme Support Team), Table Sl. No. 3, Page 119	Finance Account Manager should have overall experience of 10 years (instead of 15) out of which 5 years (instead of 7) of minimum experience in budgeting, finance, cash management, cash flow, accounts and audit in Transport Sector.	Pease refer Annexure-2 for revised provisions
6	Clause 6.6.2 (Programme Support Team), Table Sl. No. 4, Page 119	Procurement and Contract Manager should have overall experience of 8 years (instead of 10) out of which 4 years (instead of 7) of minimum experience in government	Pease refer Annexure-2 for revised provisions

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
		procurement, contract management, project structuring etc.	
7	Clause 6.6.2 (Programme Support Team), Table Sl. No. 5, Page 120	Planning and Scheduling Manager should have minimum 8 years (instead of 10) of experience in transportation sector, out of which at least 4 years (instead of 7) must in bus scheduling and route planning.	Please refer Annexure-2 for revised provisions
8	Clause 6.6.3 (Project Associates and Project Interns), Page 121	Our experience suggests, it will be difficult to provide project associates with given qualifications at the suggested remuneration. We request the authority to consider at least Rs. 50,000/- per month as remuneration for the proposed Project associates.	RFP Conditions shall prevail.
9	Clause 6.6.4 (Resource Pool), Page 122	We assume that consultant's fee shall exclude cost for resource pool. Any use of resource pool experts shall be additional at agreed rates at the time of deployment. Please confirm if this understanding is correct. If not, we request the authority to indicate minimum estimated inputs for all the resource pool experts.	<p>Consultant's fee that needs to be quoted in the financial bid shall exclude cost for resource pool.</p> <p>Any use of resource pool experts shall be additional. Resource pool experts shall be engaged as per the terms and conditions of RFP and shall be paid at mutual agreed rates at the time of deployment.</p> <p>However, the total remuneration of experts deployed from the Resource Pool shall be limited to Rs. 50.00 Lakhs</p>
10	General Question	We request the authority to provide us with the draft contract agreement document for review.	Draft Contract has been uploaded as separate PDF File.
11	Section 1, Clause 2.2, Page 13 And Section 6, Clause 6.7 (Payment Mechanism and Schedule), Point 6.7.1 (Period of Services), Page 123	The two clauses referred here mention two different period of service. Please clarify if the period of service is 5 years or 36 months.	<p>The period of service is for 5 years.</p> <p>Relevant provisions in RFP stands amended accordingly</p>

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
12	Section 1, Clause 24.2 (Performance Security), Page 33	Request you to kindly reduce the amount of Performance Security to 5% of the total value of Contract.	RFP Conditions shall prevail.
13	Section 1, B. Technical Eligibility Criteria, Table Section I (Company Profile), Page 47	Request you to kindly consider the minimum average annual turnover from consultancy services of INR 100.00 Crores (Indian Rupees Hundred Crores) in the three financial years 2015-16, 2016-27 and 2017-18 prior to the proposal due date.	RFP Conditions shall prevail.
14	Section 1, Sub-section E: Data Sheet, 27. Eligibility Criteria, Sub-Section A, Point (i) (Financial Eligibility) Page 45	Our audited annual accounts for the preceding Financial Year is usually finalized in the month of October each year. Also, provisional annual accounts will not be available for the Financial Year 2017-18. However, a provisional statutory auditor/ chartered accountant certificate certifying the annual turnover (provisional & un-audited) during the FY 2017-18 can be provided for the purpose of evaluation.	RFP Conditions shall prevail.
15	Section 1, Sub-section E: Data Sheet, 27. Eligibility Criteria, Sub-Section A, Point (ii) (Technical Eligibility) Page 45	<p>As we understand, a maximum of three projects shall be considered for evaluation under this clause and each project is subject to maximum marks of 5. Please confirm.</p> <p>Also, the scoring criteria for projects is based on no. of buses, whereas the nature of eligible projects involve projects which may not be associated with buses. For example, point 4 states "Providing consultancy services in developing transit infrastructures, i.e. depots & terminals, bus queue shelters, multi-modal hub, bus-stands, railway station etc."</p> <p>Request clarification on how these projects would be evaluated.</p>	<p>Maximum of three projects shall be considered for evaluation under this clause and each project is subject to maximum of 5 marks .</p> <p>Revised marking criteria for any project shown are as follows</p> <p>Consultancy Fee received for the Assignment / Project</p> <ol style="list-style-type: none"> 1. <50 Lakhs = 2 Marks 2. 50-100 Lakhs = 4 Marks 3. >= 100 Lakhs = 5 Marks <p>Consultancy Fee received for the Assignment / Project demonstrated here shall be certified by Chartered Accountant.</p>
16	Clause 6.4.3 (Task-3), Sub-section C:	Non fare box revenue planning and implementation requires a full feasibility study to be conducted. Please confirm	As per Point b. "Create Strategies for accessing or generating those revenues" the

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
	Identification and Management of Non-fare Revenue, Page 111	PgMC would only assist in the ongoing activities and no feasibility study is not envisaged as part of this assignment.	<p>scope will involve feasibility study as well, if it is required.</p> <p>However, the same shall be done by the resources as envisaged in the Key Expert Team and Programme Support Team.</p> <p>In case, any additional resources are required, the same shall be hired from the Resource Pool as per the terms and conditions of RFP.</p>
17	Clause 6.6 (Team Composition), Sub-Clause 6.6.1 (Key Experts), Page 117	Given the scope of work and quantum of ITS work and bus maintenance work involved, it is suggested to include an ITS specialist and an Automobile Engineer in the list of Key Experts.	<p>ITS Expert and Engineering Lead are already included Resource Pool (Clause 6.6.4).</p> <p>In case, these resources are required at any stage of the assignment, CRUT will notify PgMC to hire these experts as per conditions of RFP.</p>
18	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section A. Preparation Operation Plan for Bus Services, Point b, Page 103	<p>Is the scheduling remains static during the day or it changes dynamically?</p> <p>Are the three operators Private Operators? If yes, what mechanisms are in the place to adhere them to the proposed schedule?</p>	<p>As of now, the scheduling remains static. However, the schedule of routes can be revised whenever it is required may be for optimization or any other reasons.</p> <p>All three operators are private operators. Necessary agreements have been executed with the bus operators.</p>
19	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section A. Preparation Operation Plan for Bus Services, Point c, Page 103	We understand that this rostering is to be prepared by the respective operator's staff. PgMC has no responsibility to provide resources. Kindly confirm.	<p>PgMC has the responsibility related to preparing detail tactical and operational plans for rostering of fare collectors.</p> <p>PgMC does not have to provide man power resources for fare collection.</p>

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
20	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section B. Operation Management and Monitoring, Point (a), Page 104	How this monitoring is expected to happen- physically or system driven? If system driven what all IT system are in place?	The monitoring to be done physically and also with the use of systems depending upon the requirement.
21	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section B. Operation Management and Monitoring, Point (b), Page 104	Is this a system driven monitoring for performances? If yes, what are the parameters to be accounted for monitoring performances?	<p>The monitoring to be done physically and also with the use of systems depending upon the requirement.</p> <p>The detailed parameters along with the provisions of Bus Operator agreement may be verified from the office of CRUT.</p>
22	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section B. Operation Management and Monitoring, Point (c), Page 104	Please share the details of the ITS system in place.	<p>Current ITS components are in a broader scope are:</p> <ul style="list-style-type: none"> i. AVLS ii. ETM iii. Mobile Apps and Website iv. Public Information System v. CCTV vi. On-board Announcement vii. On-Board Unit.
23	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section C. Depot Supervision and Management, Page 105	<p>What is the operational hour for each depot?</p> <p>How many depots are there?</p>	<p>Operational hour for each depot is from 4:30 hrs to 23:00 hrs. and may vary based on requirement.</p> <p>Three (3 nos.) permanent depots are proposed to be developed for 3 packages.</p>
24	Clause 6.4.2 (Task 2: Bus Operation Management), Sub-section C. Depot Supervision and	Who will provide the compliance criteria?	CRUT will provide compliance criteria.

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
	Management, Page 105		
25	Clause 6.4.4 (Task 4: Coordination and Management of IPTS facilities), Page 112	We understand that the role of PgMC here is as a facilitator and not as an implementation partner. Please confirm.	Please refer Section-6 (Terms of Reference) for details.
26	Section 1, Clause 2.4, Point c, Page 14 And Section 1, Sub-section E: Data Sheet, Clause 30 (QCBS only), Page 54	QCBS Criteria is 70% Technical and 30% Financial or 80% Technical and 20% Financial. Kindly confirm.	Weightage for Technical Proposal is 80% and Financial Proposal is 20% Financial Relevant provisions in RFP stands amended accordingly.
27	Section 1, Sub-section E: Data Sheet, Clause 24: Performance Security, Page 33	Kindly reduce the Performance Security to 5% of the annual contract value (value excluding tax).	RFP Conditions shall prevail.
28	Section 1, Sub-section E: Data Sheet, Clause 27, Sub-section B, Table Section (II), Sl. No. B. Page 50	Kindly consider that the Bidder shall have prior experience in providing Programme Management Support / Smart City Challenges for Smart Cities in last 10 years. Also mention the number of projects to be mentioned to get full 5 marks	In addition to the existing provisions of the RFP document, prior experience in Smart City Challenges for Smart Cities or any other similar assignments shall be considered. 2.5 marks for each project shall be considered (subject to a maximum of 5 marks)
29	Section 1, Sub-section E: Data Sheet, Clause 27, Sub-section B, Table Section (II), Sl. No. C. Page 50	Instead of Urban Infrastructure projects, it is requested to modify it urban transport infra and/or urban transport technology/ITMS projects.	RFP Conditions shall prevail.
30	Section 1, Sub-section E: Data Sheet, Clause 27, Sub-section	Kindly consider donor/funding agency experience also.	RFP Conditions shall prevail.

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
	B, Table Section (II), Sl. No. D. Page 51		
31	Clause 6.6 (Team Composition), Sub-Clause 6.6.1 (Key Experts), Page 117	The key expert team (6.6.1) must also have a position for Strategic Advisor who must be a B Tech/ Graduate with 20 plus years of Senior position work experience with any reputed transport undertaking in the field of operations, maintenance and materials department. Could be required for 10 months (2 months per annum). Kindly incorporate.	RFP Conditions shall prevail In case, the resource is required at any stage of the assignment, CRUT will notify PgMC to hire the expert under Resource pool as per conditions of RFP. Please refer clause 6.6.4 for further details.
32	Clause 6.6 (Team Composition), Sub-Clause 6.6.1 (Key Experts), Table Sl. No. 1, Page 117	Kindly consider Degree to be Graduation in any stream with MBA with experience in urban transport / logistics / supply chain.	Pease refer Annexure-1 for revised provisions
33	Clause 6.6 (Team Composition), Sub-Clause 6.6.1 (Key Experts), Table Sl. No. 2, Page 117	Kindly consider the overall experience minimum 10 years instead of 15 years.	Pease refer Annexure-1 for revised provisions
34	Clause 6.6 (Team Composition), Sub-Clause 6.6.1 (Key Experts), Table Sl. No. 3, Page 117	Kindly consider B. Tech in any stream of engineering.	Pease refer Annexure-1 for revised provisions
35	Clause 6.6 (Team Composition), Sub-Clause 6.6.1 (Key Experts), Table Sl. No. 4, Page 118	Kindly consider the overall experience minimum 8 years instead of 15 years.	Pease refer Annexure-1 for revised provisions

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
36	Clause 6.6 (Team Composition), Sub-Clause 6.6.2 (Program Support Team), Table Sl. No. 1, Page 118	Kindly consider as Graduate in any discipline and desirable to be B. Tech in Minimum Educational Qualification.	Pease refer Annexure-1 for revised provisions
37	Clause 6.6 (Team Composition), Sub-Clause 6.6.2 (Program Support Team), Page 118	The full time program support team (6.6.2) must also have a B Tech mechanical with about 10 years or experience to supervise the maintenance and inventory/material activities. Kindly incorporate.	RFP Conditions shall prevail.
38	Section 6.6 (Team Composition), Sub-Section 6.6.2 (Program Support Team), Table Sl. No. 4, Page 119	Need a public relations officer with experience in branding and communication resource - and since its key resource, it should be under marking and could be replaced by the procurement and contracting expert.	RFP Conditions shall prevail.
39	Clause 6.7.2 (Payment Mechanism), Sub-Clause 6.7.2.1, Page 123	We understand that the total duration of project is 60 months. Kindly clarify.	Pls. Refer Sl. No. 11 of this Corrigendum.
40	Clause 6.7.4, Point (iii), Payment Periodicity	We understand that if the Client delays the monthly payments beyond 30 days (6.7.4 (iii)), then the bidder would be entitled to an interest for delayed payment @ SBI PLR plus 2%. Kindly clarify.	RFP Conditions shall prevail.
41	Section 6, Schedule-1: Schedule of Penalty, Page 128	Kindly reduce the penalties, especially pertaining to the ridership.	RFP Conditions shall prevail.
42	General Question	Please share the format of Performance Bank Guarantee and draft contract agreement.	Please refer the documents uploaded in websites.
43	General Question	Kindly extend the last date of submission to minimum 3 weeks from the issue of pre-bid clarifications.	The revised Schedules are as follows-

Sr. No.	Reference clause in RFP	Query/ Suggestion	Response
			<ol style="list-style-type: none"> 1. Last Date of Submission of Proposal – 11th Feb 2019 till 3.00 PM 2. Opening of Proposals – 11th Feb 2019, 4.00 PM

Sd/-
General Manager (P&A)
Capital Region Urban Transport

Annexure-1

Provisions of RFP for Key Expert (Table under Clause no. 6.6.1, Page117 &118) has been revised and placed below.

Sr. No.	Relevant Key Personnel	Total Man months*	Minimum Educational Qualification	Experience
1.	Project Director (1)	5 months (1 months per annum)	BE / B. Tech/Urban Planner/Transport Planner / <u>Graduation</u> with MBA/PGDM or equivalent	The Project Director shall have a minimum of <u>15 (Fifteen)</u> years of experience in the public bus transportation. The ideal candidate should have advisory experience on both the government side transactions in India and abroad and should have led projects entailing Public Transportation, project structuring and project conceptualization.
2.	Senior Transport Planner (1)	15 months (3 months per annum)	Post Graduate in Traffic and/or Transport engineering/ Planning or <u>equivalent</u>	Should have overall experience of <u>10 (ten)</u> years of experience in transport planning /engineering and at least <u>7 (seven)</u> years of experience in bus operations planning & management.
3	Senior Bus Operation Expert (1)	20 months (4 months per annum)	<u>BE / B-tech or equivalent.</u>	He / She should have minimum 7 (Seven) years' experience in different bus technology, route permit, registration, various certification techniques etc.
4.	Finance & Procurement Expert (1)	10 months (2 months per annum)	MBA/PGDM in Finance or CA or equivalent	Should have overall experience of <u>10 (ten)</u> years out of which <u>7 (seven)</u> years of minimum experience in PPP option assessment, transaction structuring, risk analysis, procurement plan in Transport Sector.

Annexure-2

Provisions of RFP for Program Support Team (Table under Clause no. 6.6.2, Page no. 118 &119) has been revised and placed below.

Sr. No.	Relevant Key Personnel	Deploy-ment Plan	Minimum Educational Qualification	Experience
1.	Team Leader cum Bus Operation Manager(1)	Full time	Graduate in any Discipline <u>Persons with BE/ B. Plan in Transport Planning/ Bachelors in Transport Engineering shall be preferred</u>	He/ She should have <u>minimum 10 (ten)</u> years of overall experience and 5 (Five) years of experience as a Team Leader in transportation sector. The ideal candidate should have advisory experience on both the government side in India and abroad and should have led projects entailing Public Transport planning, project structuring and project conceptualization
2.	Revenue Assurance Manager (1)	Full time	Graduate in any discipline or equivalent	He/ She should have <u>minimum 10 (ten)</u> years' of experience in transportation sector, out of which at least <u>5 (five)</u> years must be in the area of Depot Management, Traffic operations, Revenue vigilance
3.	Finance & Accounts Manager	Full time	Chartered Accountant/ Graduate or Post Graduate in Finance or Commerce or equivalent	Should have overall experience of <u>10 (ten)</u> years out of which <u>5 (five)</u> years of minimum experience in budgeting, finance, cash management, cash flow, accounts and audit in Transport Sector.

Sr. No.	Relevant Key Personnel	Deployment Plan	Minimum Educational Qualification	Experience
4.	Procurement & Contract Manager(1)	Full Time	Chartered Accountant/ Graduate or Post Graduate in Finance or Commerce or equivalent	Should have overall experience of <u>8 (eight)</u> years out of which <u>4 (four)</u> years of minimum experience in government procurement, contract management, project structuring etc.
5.	Planning & Scheduling Manager (1)	Full time	Graduate in any discipline or equivalent	He/ She should have minimum <u>8 (eight)</u> years' of experience in transportation sector, out of which at least <u>4 (four)</u> years must in bus scheduling and route planning.
6.	Depot Manager(3) (One for each Depot)	Full time	Graduate in any discipline	He / She should have minimum 10 years' of work experience in manpower supply and management area/ Transportation area out of which at least 5 (five) years of experience must be in depot management or any related field.
7.	Assistant Depot Manager (7) (2 for each depot + 1 Reliever)	Full Time	Graduate in any discipline	He / She should have minimum 3 (three) years of experience in depot management and manpower management, scheduling or any related field.

Sr. No.	Relevant Key Personnel	Deploy-ment Plan	Minimum Educational Qualification	Experience
8.	Revenue Assurance Supervisor (7) (2 for each depot + 1 Reliever)	Full Time	Graduate in any discipline	He / She should have minimum 3 (three) years of experience in supervising role, manpower management, vigilance & Enforcement or any related field.