

EXPRESSION OF INTREST FOR SELECTION OF AGENCY/ ORGANISATION TO BUILD WEB TOOL FOR BMTC TO ASSESS LEVEL OF GENDER SENSISTISATION AMONG DRIVERS AND CONDUCTORS THROUGH QUIZ

PART-1: LETTER OF INVITATION

[Location and Date]

BMTC invites bids to build web tool for BMTC to assess level of gender sensitization among drivers and conductors through quiz under nirbhaya scheme

1. The objective and detailed scope of service is mentioned in Terms of Reference (Part-3)
2. The Implementation Agency will be selected under Quality-and Cost-Based Selection (QCBS) and procedures described in this EOI. However, in order to get clarity on price and maintain transparency, this EOI has been mentioned as Lowest Cost Selection (LCS) in the e-procurement portal, which will enable BMTC to receive the financial proposal breakup. Bidders should not consider this as LCS selection.
3. The EOI includes the following documents:

PART - 1	-	LETTER OF INVITATION
PART - 2	-	INFORMATION TO BIDDERS
PART - 3	-	TERMS OF REFERENCE (ToR)
PART - 4	-	TECHNICAL PROPOSAL – STANDARD FORM
PART – 5	-	FINANCIAL PROPOSAL

Yours sincerely,

Controller of Stores & Purchases
BMTC.
Central Office, Bangalore

PART – 2 INFORMATION TO BIDDERS

Tender Reference No.	BMTC/2020/ Dated:
Tender Inviting Authority	Controller of Stores and Purchases.
Website for accessing tender	https://eproc.karnataka.gov.in
The contact Person	Controller of Stores & Purchase
Address to send Pre-bid queries	Controller of Stores and Purchases. BMTC Central Office Kengal Hanumanthaiah Road, Shanthinagar, Bangalore 560027 Email. cosp@mybmtc.com , ctmc@mybmtc.com
Last Date to send pre-bid queries	
Date of Pre-bid meeting	
Place for Pre-bid meeting	BMTC Central Office Kengal Hanumanthaiah Road, Shanthinagar, Bangalore 560027
Place for submission of bids	https://eproc.karnataka.gov.in

PART – 3 : TERMS OF REFERENCE (TOR)

1) Introduction about BMTC

The Bengaluru Metropolitan Transport Corporation is the sole public bus transport provider for Bengaluru, serving urban, sub-urban areas. BMTC is committed to provide quality, safe, reliable and affordable travel. The testimony of its success lies in increasing passenger trips everyday by a wide range of customer base. To modernize its services for commuter comfort, BMTC strives to strengthen information systems and improve processes through introduction of intelligent technology solution, make capacity enhancement through infrastructure development, user-friendly interchange facilities, fleet upgradation and augmentation, apart from its core activities, which includes fare structuring, route network optimization, planning and monitoring. BMTC reaches far and wide, in every nook and corner of the city, making public transport an attractive travel choice for everyone. BMTC's stronghold in the area of public transport in Bengaluru is a testimony to its adoption of sound Management, HR, Quality and Environmental policies and strong support from the Government of Karnataka and esteemed passengers.

2) Introduction about web tool to evaluate level of gender sensitisation among drivers and conductors

The agency selected through the process will build web portal which enables drivers and conductors to take a simple quiz. This quiz will evaluate the level of gender sensitization and awareness among drivers and conductors.

1. Drivers and conductors are at different level of sensitisation. A significant number of drivers and conductors have innate understanding of meeting the needs of women commuters. But few might need further training and counselling even after attending gender sensitisation workshop.
2. The drivers and conductors will take periodic quiz on the web tool. These quizzes will be pictorial based wherein drivers and conductors will have intuitively find the issues/problems in the image/ video and articulate course of action to prevent or redress the issue/ problem.
3. Build a question bank with over 250 behavioural questions to assess drivers and conductors.
4. Build a web tool which will randomly pick 10 questions and prepares a behavioural quiz. Drivers and conductors will be asked to take the quiz periodically at their respective depots.

5. The backend data of their performance will be assess to know the level of sensitisation of drivers and conductors
6. The drivers and conductors in low rating will be made to undergo further training or counselling

3) **About question bank:**

The questions will be of following 4 categories

1. Preventing and redressing issues on safe and comfortable commute for women and children in bus

Example:

- Questions on identifying sexual harassment

2. Regarding police and legal must know facts

Example:

- Regarding rights in police station
- Zero FIR

3. Regarding sexual harassment at workplace act

Example:

- Regarding ICC

4. Regarding rules and regulations to be followed in the bus to provide safe commute for all

Example:

- When the bus breaks down

4) **Question format:**

1. Image

Example – image of a man sitting in women’s seat

The participant will have to identify the problem and pick the right answer

2. Video with audio

Animated or actual video of two commuters fighting – and two different course of action by conductor.

The participant will have to pick the right course of action

5) How the quiz will be taken:

1. Each participant will have unique ID which will be their PF number.
2. He or she will have to take quiz every 3 months
3. The quiz duration will be about 30 minutes
4. Each participant will be given score

6) Scope of Work (SoW)

Some of the important support required to be provided by the selected agency are outlined below:

- Prepare a pool of 250 quiz questions in form of audio, simple text, images, short animated videos etc. on gender sensitization, related law, preventing sexual harassment in bus etc.
- **Build a web tool (working in both online & offline)** in which 27000 drivers and conductors can take the quiz once every quarter.
- The scores of drivers and conductors should be made available and the tool should present the backend data of performance of each driver and conductor.

7) Key Deliverables

- Build web tool (working in both online & offline) which can conduct quiz of minimum 10 questions randomly picked from pool of 250+ questions with unique login ID for up to 35000 employees
- Build 250+ questions on gender sensitisation
- Install web tool at all depots and required locations
- Build capacity of BMTC employees to conduct quiz using web tool
- Provide back end analysed data of performance of drivers and conductors

8) Roles and responsibilities of successful tender

- a. Building web tool to conduct quiz for all 27000 drivers and conductors and with capacity to extend it to minimum 35000 drivers and conductors
- b. Develop minimum 250 questions to assess level of gender sensitization
- c. Build capacity of at least 2 or 3 persons per depot to use the tool
- d. Build capacity of BMTC staff to access the backend analyzed data
- e. Submit report (Employee level, Depot level and Corporation level) after completion of all 27000 drivers and conductors taking the quiz.
- f. Should provide certificate (by printout and whatsapp) to employee after the taking quiz/ evaluation

9) Roles and Responsibilities of BMTC

- a. To provide necessary information to develop 250 questions
- b. To provide computers at depots to conduct the quiz
- c. To provide infrastructure to train the select 2 to 3 persons from each depot.
- d. To ensure participation of all eligible employees in the program.

10) Implementation Plan

The successful bidder should submit a feasible implementation plan to deliver the program. The total duration of the program is two (2) months. The tenderer should submit feasible schedule, to build pool of questions, to build web tool, to conduct the quiz to all 27000 drivers and conductors and to submit the report on performance of drivers and conductors in gender sensitisation quiz.

11) Timelines And Deliverables

The time duration for implementation of the whole program is two (2) months. Hence the successful tenderer should provide necessary manpower with technical skills to execute the program.

12) Payment Schedule

After completion of the taking quiz in each depot, necessary completion certificate with attendance sheet should be submitted for payment. 30% advance payment can be made at the time of agreement and remaining 70% payment will be made after completion of the program.

13) Period of Services, Warranty and Annual Maintenance

Two (2) months will be the total time period for completion of our program. Post completion of the program, warranty period of six months should be given by successful bidder. The bidder has to include the annual maintenance cost of the tool and scope of annual maintenance also to be mentioned. The scope can be overseeing any complaints/any issues arising or developing/upgrading the tool.

14) Payment Mechanism

After submitting necessary completion documents, payment will be made by the concerned authority.

PART – 4 : TECHNICAL PROPOSAL – STANDARD FORMS

1. Proposal Submission Form

From: (Name of Bidder)

To: (Name of Authority)

Madam/Sir,

Subject: Selection of implementation agency to build web tool for BMTC to assess level of gender sensitization among drivers and conductors through quiz under Nirbhaya scheme.

* * * * *

1. We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated:, and our proposal. We are hereby submitting our Proposal which includes the Qualification Proposal, Technical Proposal, and a Financial Proposal through e-procurement and hard copies submission of Qualification Proposal and Technical Proposal.
2. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
3. We have read the provisions of the EOI Document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. The EMD of INR/- (Indianonly) submitted by us will be only refunded after the submission of the requisite Demand Draft for **“SELECTION OF IMPLEMENTATION AGENCY FOR BUILDING WEB TOOL FOR BMTC TO ASSESS LEVEL OF GENDER SENSITISATION AMONG DRIVERS AND CONDUCTORS THROUGH QUIZ”** for BMTC on our Company being selected.
5. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
6. We understand you are not bound to shortlist / accept any proposal you receive.
7. We understand you are not bound to accept any Proposal you receive.

Address of responding Company.

Name, Designation and Address of the contact Authorized Person with details of cell nos.

Telephone/Mobile No of Contact Person

E-Mail ID.

We remain,

Yours sincerely,

Name and Title of Signatory:

Name of Firm:

Address:

2) Checklist

(To be submitted along with Proposal Submission Form)

Sl. No.	Proposal Requirement Compliance (Yes/ No)	Compliance (Yes/No)
1.	Earnest Money Deposit	
2.	Certificate of incorporation & GST Registration for Bidder	
3.	Copy of PAN Card	
4.	Certificate from statutory auditor regarding the bidder having positive net worth in each year for last three financial years i.e. 2017-18, 2018-19, 2019-20	
5.	Purchase Order / Work Order / Completion certificate from client / statutory auditor certificate indicating that the bidder has executed or a concurrent project of similar nature.	
6.	Declaration by the bidder stating that he shall not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India as on bid submission date by the authorized signatory of the sole bidder or JV / Consortium members .	
7.	List and CV's of all lead personnel.	
8.	Certificate of Incorporation.	
9.	Detailed Work Plan Document	
10.	CV of proposed key personnel or the authorized representative submitting the Proposal	
11.	Power of Attorney for signing the proposal	

3) Technical Manpower Qualification Criteria (CV)

Following will be quality of manpower to be sourced by the provider.

S. No.	Key Technical Personnel	No. of personnel required
1	<p>Technical Director</p> <ol style="list-style-type: none"> Should have experience of building web tool/interface Should have built web tool which is used by at least 10000 personnel of any organization Should be able to create a pool of 250 questions in audio/video format Should have ability to train technical team at BMTC depots on using the web tool Should have good relation and contact with various organizations working on gender sensitisation and gender parity 	
2	<p>Illustrator/ Designer</p> <ol style="list-style-type: none"> Should know to prepare story board for quiz questions Should know to create posters, animation videos, audios Should have good presentation skills 	
4	<p>Program coordinator</p> <ol style="list-style-type: none"> Should be able to coordinate with staff members of BMTC, drivers and conductors to collect necessary information Should have good communications skills, ability to train and manage people at depots Should know kannada 	
5	<p>Gender expert</p> <ol style="list-style-type: none"> Should be aware of issues women face in public places and transport Should have good communications skills to collect necessary information to build quiz questions Should have experience of working on gender parity, sensitisation and development initiatives in Bengaluru city 	

4) Certificate from Statutory regarding Turnover

We hereby certify the Operational Turnover M/s.....
..... is as below for the periods mentioned.

Sl. No.	Financial Year	Annual Turnover (In Rs.)
1		
2		
3		

The **net worth** of the firm as on 31st March 2020 is Rs.....

2) Format for Affidavit

(On Rs.100/- stamp paper)

1. I hereby confirm that we are interested in undertaking the assignment for providing web tool to assess level of gender sensitisation among employees in BMTC
2. Further, I confirm that:
 - i. All the statements, documents, testimonials, certificates, etc., uploaded are genuine and the contents thereof are true.
 - ii. Any of our personnel, representatives, sub-consultants, sub-contractors, service providers, suppliers and/or their employees will not directly or indirectly, engage in any activity that may intervene, interfere and/or influence the procurement process at any stage.
 - iii. Indemnify and compensate the BMTC from any penalties and costs that may be incurred due to lapse/s on our part including incorrect / misrepresented / forged document or statements.
 - iv. If our Firm is found contravening this undertaking even after award of contract in our favor, we accept disciplinary action by BMTC including rejection of our TENDER, annulment of contract and blacklisting.
 - v. We declare that, we have not been blacklisted/ barred from participating in the tender (s) by any of the Government Organisation/Public Sector undertaking for breach of contract during last three years. Further, we have not been declared ineligible for corrupt and fraudulent practices issued by any of the State Government/Government of India/Union Territory.

Dated: / /

Authorized Person's Signature
Name & Designation with Seal

***Should be sworn before a Notary**

3) Format of Power of Attorney

(On Non – judicial stamp paper of Rs 100 duly attested by notary public)

POWER OF ATTORNEY

Know all men by these presents, we _____(name and address of the registered office of the organisation) do hereby constitute, appoint and authorize Mr. / Ms. _____R/o _____(name and address of residence) who is presently employed with us and holding the position of _____, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to the bid for web tool development to assess level of gender sensitisation among employees for BMTC (the “Project”), including signing and submission of all documents and providing information / responses to BMTC, representing us in all matters in connection with our bid for the said Project.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and agree that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Accepted(Signature)

(Name, Title and Address of the Attorney)

4) Details of Past Experience of Similar Nature

Please upload details of Similar Experience during the last three financial years

Sl. No.	Category	Assignment Title and brief details of the work executed	Name of the Client	Order Value (in lakh Rs)	Year of Award	Execution Time Frame, as per contract and actual. (State on going, if not yet completed).
1	Karnataka State Government					
2	Government of India					
3	Any other State Governments					
4	Any School/ organization					
5	Any Corporate					

Dated: / /

Signature of the Applicant
(Authorized Signatory)
Name & Seal

PART – 5 : FINANCIAL BID

Description	Rate	Taxes

FORMAT OF ASSESSMENT REPORT

A) Employees level

1. Employees level (Grade, Comments)

- a) Gender sensitivity
- b) Behaviour
- c) Laws
- d) Safe workplace

2. Areas Excelled

3. Area to Improve

B) Depot Level

I. Rating

- a) Gender sensitivity Rating
- b) Behaviour Rating
- c) Laws Rating
- d) Safe workplace Rating

II. Top Performers

III. Low Performers

IV. Areas to Improve

C) Corporation Level

- a. Employee level
- b. Depot level
- c. Overall level
- d. Gender sensitivity
- e. Behaviour
- f. Laws
- g. Safe workplace
- h. Top Performed Depots
- i. Low Performed Depots
- j. Areas to Improved

D) Certificates (Format, by printout, e-copy through WhatsApp, etc)