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Government of Nepal
Ministry of Physical Infrastructure and Transport
Department of Roads

Development Cooperation Implementation Division

Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)- Nepal Phase 1 Project

Babarmahal, Kathmandu

Request for Expression of Interest (REOI)

Notice No.: ACCESS/01/080-81

Date of Publication: 25th September, 2023

It is notified that Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)- Nepal Phase 1 Project requested all the eligible Consultants to submit expression of interest in providing the following services.

S.N.	Contract Identification No.	Assignment Title	Duration of Total Service	Market Approach
1	ACCESS-DOR-BGC-QCBS-37	Consulting Firms to Carry Out Road User Satisfaction Survey and Preparation of Necessary Reports.	60 months	Open and National

Interested Consultant may obtain Terms of Reference (TOR) for the mentioned assignment title and further detail relevant information from <https://dor.gov.np/home/notices>.

Expression of Interest must be delivered in written form to the given address (in Person or by email) by **08th October, 2023** office hours.

Project Director

Government of Nepal
Ministry of Physical Infrastructure and Transport
Department of Roads
Development Cooperation Implementation Division
Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)- Nepal Phase 1 Project

Notice No. ACCESS/1/080-81

Contract Identification Number: **ACCESS-DOR-BGC-QCBS-37**

REQUEST FOR EXPRESSION OF INTEREST

Date of Publication: **25th September, 2023 (The Kathmandu Post National Daily)**

Country: - Nepal

Name of project: **Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)**

Credit No.: IDA Credit 7159-NP

Assignment Title: **Short Listing of Consulting Firms to Carry Out Road User Satisfaction Survey and Preparation of Necessary Reports**

The Government of Nepal has received financing from the World Bank toward the cost of Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS) and intends to apply part of the proceeds for consulting services. The consulting services ("the Services") include **conducting Road User Satisfaction Survey for Butwal-Gorusinghe-Chanauta Road section before and after the construction works and prepare necessary reports as per TOR**. The Consultant shall perform the job as per Terms of Reference (TOR). TOR is available in the website of the Department of Roads: **www.dor.gov.np/home/notices**.

The Department of Roads, Development Cooperation Implementation Division (DCID) now invites eligible Consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short-listing criteria are:

- The applicant or each member of the Joint Venture applicants must have minimum 5 years of standing from REOI submission deadline.
- Associated Firms as Sub consultant shall not be considered for evaluation.
- Consulting Firms are allowed to associate as Joint Venture. A Consultant shall not submit more than one REOI, either individually or as joint venture partner.
- The EoI of consulting firms will be rejected if any firm associated in JV has been debarred by the World Bank.
- Completed projects should be substantiated by documentary evidence.
- The completed projects within last 10 (Ten) years counted from REOI submission deadline shall be considered for evaluation.

The attention of interested Consultants is drawn to paragraphs 3.16-3.17 of the World Bank's Procurement Regulations for IPF Borrowers, dated July 2016, Fourth Edition-November 2020 ("Procurement Regulations") setting forth the World Bank's policy on conflict of interest.

A consultant will be selected in accordance with the Quality & Cost Based Selection (QCBS) method set out in the World Bank's Procurement Regulations.

Consultant may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications. Consultant shall clearly state the form of association, if any, whether in the form of joint venture or sub consultancy in the Expression. If Consultant's participation as Joint Venture or Sub-Consultant is not clear in the submitted document, it will be considered as Sub-Consultant. The firms cannot participate as sub-consultant with more than 2 (Two) firms submitting EoI. The completed projects within last 10 (ten) years counted from REOI submission deadline shall be considered for evaluation.

Interested Consultant may obtain further information about the service at the address below during office hour.

Expression of interest must be delivered in written form during office hours to the address below by **8th October 2023**.

Department of Roads

Development Cooperation Implementation Division

Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)

Babarmahal, Kathmandu

Tel: +977-1-5541686: Fax: +977-1-5542532

Email: dorfcdb@dor.gov.np

Terms of Reference

for
CONSULTING FIRM TO CARRY OUT ROAD USER SATISFACTION SURVEY
UNDER
Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)

1. PROJECT BACKGROUND

The Government of Nepal (GoN) is implementing the Accelerating Transport and Trade Connectivity in Eastern South Asia, ACCESS (the Project), with financial support from the World Bank. The proposed project would support the Government of Nepal's (GoN) strategy of increasing its competitiveness and growth through better transport connectivity and trade facilitation, through the following four components:

Component 1: Digital System for Trade

Component 2: Green and Resilient Transport and Trade

Component 3: Institutional and Policy Strengthening for Transport and Trade

Component 4: Contingency Emergency Response Component

The Development Cooperation Implementation Division (DCID) within the Department of Roads (DOR) is the key implementing agency for this component, through the Ministry of Physical Infrastructure and Transport (MoPIT).

DOR, DCID intends to conduct a Road User Satisfaction Survey along the Butwal-Gorusinghe-Chanauta Road section to ensure that the concerns and interest of road users are considered in the design, construction and operation of the roads. The survey will be undertaken at two periods: before construction commences and after the completion of construction work. The Survey will inform the baseline, monitoring and tracking of a citizen engagement indicator which has been included in the Results Framework for the Project. The indicator will measure the "Increase in the percentage of road users satisfied with improvements made to the road infrastructure" for Butwal-Gorusinghe-Chanauta Road. The survey will consider key parameters in terms of access to and quality of the road, and the target is a 20 percent increase in satisfaction between the baseline and end surveys.

2. OVERVIEW TO CITIZEN ENGAGEMENT

Citizen engagement mechanisms such as satisfaction surveys are an important element for inclusion of communities and other stakeholders in the design and implementation of projects. Citizen engagement, which the World Bank defines as the two-way interaction between citizens and government (or the private sector), helps to improve development outcomes through giving citizens a stake in decision making. Nepal's recent transition to a federal structure, as enshrined in the Constitution of Nepal 2015, represents a move towards a more accountable, participatory and inclusive system of governance. Further, the World Bank is mainstreaming citizen engagement in all World Bank-supported projects, and in particular requires projects to meet the corporate requirement of incorporating at least one beneficiary feedback indicator in World Bank projects with clearly identifiable beneficiaries. Accordingly, the citizen engagement indicator on road user satisfaction under the Project, also a beneficiary feedback indicator, serves to help the Project meet World Bank corporate requirements on CE. This TOR is to inform the recruitment of a consulting firm to undertake a survey aimed at establishing a baseline and subsequent monitoring of the CE indicators of the project.

3. OBJECTIVES OF THE ASSIGNMENT

The main objective of the consulting services is to undertake the CE-focused survey along the Butwal-Gorusinghe-Chanauta. The survey will be undertaken two times for each road: the first survey will provide a quantitative baseline measure on road user satisfaction to be included in the Results Framework for the Project and the second/final survey will measure the overall percentage increase or decrease in road user satisfaction against the baseline. The purpose of the survey is to understand the perceptions of road users on the improvement and upgrading made to the Butwal-Gorusinghe-Chanauta road in terms of access and quality.

4. SCOPE OF WORK

In consultation and agreement with DOR-DCID, the Firm will undertake but not necessarily be limited to the following:

- i. Survey design and planning

- Confirm and finalize the draft scope, objectives, survey methods (for example, questionnaire, interviews), main groups of road users to survey, and sampling methodology – as based on Survey methodology developed by DOR-DCID. The road user is clearly not a homogenous group; rather the ‘Road user’ is made up of a number of potential target groups with many individuals being a member of two or more such groups. The Consultant should seek to elicit views from a broader cross section of such target groups as reasonably practicable. The survey should accordingly include a simple profile of respondents. The Consultant will develop the methodology and plan to carry out the survey. The methodology should seek to maximize the utility of the information gathered, the response rate of the “Surveyed” and the statistical significance of the results. The information should be gathered in a format, finalized in consultation with DOR-DCID.
- Confirm survey attributes to measure (for example, condition of road, travelling time, fuel consumption, safety of road, accessibility etc.), and develop survey questions against identified attributes.
- Determine data collection methods (for example, paper-based and/or mobile-based application at different locations for conducting surveys. Locations used for data collection shall be tracked with GPS and GPS coordinate shall be included in the report.
- Define methodology for calculating satisfaction levels.
- The Consultant will pilot the proposed survey mechanisms and indicators on a small sample of various target groups with a view to refining them both before finalization and shall use the same in the main survey. A short report on the outcome of this pilot survey incorporating necessary changes shall be prepared and submitted to DOR- DCID. The pilot survey would usually be done along other similar roads, rather than along the proposed Butwal-Gorusinghe-Chanauta roads.

ii. Survey launch

- Undertake data collection/survey at
 - (i) Prior to the commencement of construction; and
 - (ii) 6 months after completion of construction works

iii. Survey presentation

- Analyze data and produce interim reports on survey findings each time the survey is conducted, and shall make presentation of inception and draft reports to DOR-DCID and final reports presentation to DOR-DCID/World Bank Office.

5. FIRM'S QUALIFICATION/ EXPERIENCE REQUIREMENT

Firm must have sufficient qualification and experience to carry out the assignment. As a minimum, the consultant (firm) must have (i) atleast 5 years of standing in consulting, (ii) General experience in any projects having Consulting amount greater than NRS 4.0 million, (iii) Experience of conducting Social Study (e.g. IEE/EIA/Social Base line study/User satisfaction survey/other related social studies) of Roads (≥ 20 Km), and (iv) Number of Full time Professional Staffs. The completed projects within last 10 (ten) years counted from REOI submission deadline shall be considered for evaluation.

6. TEAM QUALIFICATIONS

6.1 Expert Inputs

26.5 person-months of key expert input is estimated to carry out the assignment. The consultants are advised to assess their requirement and propose their own staff composition and staff input for efficient performance as per the Terms of Reference. If the proposed consultant's team is found inadequate or not sufficient during the performance of the services, then additional staff shall be provided by the consultant at their own cost. *The inputs will be Intermittent in Nature.*

Key Expert Input

Position	Number	Total Person Months
Team Leader	1	6.5
Social Expert	1	6
Highway/Transport Engineer	1	2
Total		14.5

Non Key Staffs

Position	Number	Total Person Months
Data Enumerators/Field Surveyors	2	12
Total		12

Note: The above list of key professionals and estimated person month is for reference only. The Consultant is responsible to review the required services and may propose own requirements for the key professional and other support staff that required to complete the proposed services in satisfactory manner. Financial proposal should include all the direct and indirect costs necessary to execute the services as elaborated in the TOR.

6.2 Key Personnel Qualification Requirement

I. Team Leader

Educational Qualification	
Required	✓ Master's degree in business / statistics / sociology / or related field
Preferable	✓ Post Master or PhD degree.
Experience	
- Total Experience - Experience in Related Field - Experience in the Proposed Field of Expertise	✓ Minimum 10 years ✓ 5 years in Road related Social Study e.g. IEE/EIA/Social Base line study/User satisfaction survey/ or other related social studies of Roads ✓ Experience in 3 Nos. Projects of Social Study (e.g. IEE/EIA/Social Base line study/User satisfaction survey/other related social studies) of Roads ✓ Experience in projects funded from WB or similar other International organization shall be an advantage
Language	✓ Excellent verbal and written communication skills in Nepali and English Language

II. Social Scientist

Educational Qualification	
Required	✓ Master's degree in sociology / social development/ statistics or related field
Preferable	✓ Post Master or PhD degree.
Experience	
- Total Experience - Experience in Related Field - Experience in the Proposed Field of Expertise	✓ 7 years ✓ 5 years in Road related Social Study e.g. IEE/EIA/Social Base line study/User satisfaction survey/ or other related social studies of Roads. ✓ Experience in 3 Nos. Projects of Social Study (e.g. IEE/EIA/Social Base line study/User satisfaction survey/other related social studies)

	of Roads ✓ Experience in projects funded from WB or similar other International organization shall be an advantage
Language	✓ Excellent verbal and written communication skills in Nepali and English Language

III. Highway/Transport Engineer

Educational Qualification	
• Required • Preferable	✓ Bachelor's degree in Civil Engineering. ✓ Master's degree in Highway/Transportation or related field.
Experience	
• Total Experience • Experience in Related Field • Experience in the Proposed Field of Expertise	✓ 7 years ✓ 5 years in Road design, construction or related work. ✓ Experience in 3 Nos of projects in Road design/supervision/Road Safety Audit or related field
Language	✓ Excellent verbal and written communication skills in Nepali and English Language

IV. Data Enumerators/Field Surveyors

Educational Qualification	
• Required	✓ Bachelor's degree in business/statistics/ICT/sociology or related field
Experience	
• Total Experience • Experience in Related Field ✓ Experience in the Proposed Field of Expertise	✓ 5 years ✓ 1 years in Road related Works ✓ Experience of working in the field of data collection, analysis, with experience in collating and conducting analysis data survey sets, and producing findings
Language	✓ Excellent verbal and written communication skills in Nepali and English Language

Note: More years of experience and experience in more nos. of Projects is preferable.

7. REPORTING AND TIMELINES

The consulting services shall be implemented over 5 years from the commencement date in intermittent schedule.

The Consulting Firm will report directly to the DOR-DCID focal person. The Firm must provide all deliverables in English.

The Consultant shall submit 6 (six) -hard copies of Final Reports and a soft copy of the report as follows:

S.N	Work Description/ Reporting's	Tentative Deadline	Remarks
1	Survey methodology and survey questionnaire/Inception Report	Draft: Two weeks from contract agreement date. Final: One Month after submission of draft inception report	15 days
2	Report on Piloting the proposed survey mechanism Road Baseline Survey and Report	Data collection undertaken: Two weeks after finalization of inception report. Findings and Report: Three and Half months from contract agreement date.	3.0 months
3	Road End line survey and Final Road User Satisfaction Report	Data collection undertaken: Six months after completion of construction contracts of Butwal Gorusinghe Chanauta Road Section. Findings and Report: Nine months after completion of construction contracts of Butwal Gorusinghe Chanauta Road Section	2.5 months
		Total Intermittent input required	6 months +15 days to mobilise/demobilise

Note: - The consultant shall submit 3 copies of draft report of each survey. The above proposed deadline are tentative estimates only, it may change as per circumstances encounter.

8. Terms of Payment

The Consultant will be paid on a lump sum basis. The total fees shall be paid based on various milestones achieved. The payment shall be released by the DoR based on the approval of the

IA on the outputs/report delivered by the Consultant, after ensuring that these outputs/report conform to the requirements. The details of the percentage payments are indicated below.

S/N	Deliverables	% Payment	Remarks
1	Inception Report, Survey methodology, survey questionnaire / and Report on Piloting the proposed survey mechanism	15	
2	Road Base-line Survey and Report	30	
3	Road End-line survey and Final Road User Satisfaction Report	55	
	Total	100	

9. GENERAL OBLIGATIONS

9.1 The Consultant's Obligations

The Consultant should avail all key experts, administrative and support staffs as well as all logistical support to complete the assignment. All inputs are considered to be costed and included in the Technical and Financial Proposals.

The Consultant is responsible to provide office working spaces for all its experts and other staffs, transportation and insurance obligations for its experts and other staff as per legal requirements in Nepal.

The Consultants shall provide the DOR, DCID all the documents related with the Study including filled questionnaires, public consultation documents and others.

9.2 The Employer's Obligations

The Client will provide all the available study reports and related information available with the Client. The Client will also help the consultant team to coordinate with the DOR offices, and other governmental offices for related activities, as necessary.