## Response / Clarification to the Pre-Bid Queries on the RFP for "Development of Mentoring Application"

| # | RFP Document Reference(s) | Section of the RFP requiring Clarifications(s) | Clarification Required from Prospective Bidders | Query Type | Response / Clarification from IHAT |
|---|---|---|---|---|---|
| 1 | Page no 6 Section 3 | Scope of Work | We request IHAT to provide clarity on the scope for content creation for the Mentoring application.<br><br>a. Who should be responsible for creating content such as content for the competency dictionary for the portal or master data of courses, etc?<br><br>b. If SI agency is responsible, please provide clarity on scope of content to be created such as mode of content (audio/video/document), list of courses? | Clarification- on Content Creation for Data Dictionary and for LMS | 1. Competency Assessment - One "Competency" is assessed on three dimensions Knowledge Assessment, Skill Assessment and Practice Assessment.<br>2. Competency Enhancement - The competency enhancement plan for one "Competency" also has three dimensions (they are Knowledge Enhancement, Skill Enhancement and Practice Enhancement).<br>3. Skill Assessments are done based on OSCE methodology and skill enhancement plan is carried out through mentoring.<br>4. Practice Assessment is done through Checklist based Quality Inspections (Laqshya, Facility Strengthening and Direct Observation of Delivery (DoD)). Practice Enhancement is done through quality control mechanisms through checklist.<br>5. The scope of this RFP is limited only to Skill and to Practice assessments (and corresponding enhancements).<br>6. There will be other application(s) to carry out Knowledge Assessment and Knowledge Enhancement for each and every competency.<br>7. The Mentoring Application (as detailed in this RFP) will need to integrate for information exchange with the application(s) doing Competency Assessment and Competency Enhancement.<br><br>8. Competency Directory will be comprehensive dictionary mapping any position in the organization to (minimal) competencies required to discharge the duties at the said position. Therefore, the competency dictionary will a dynamic entity interacting with other applications. Example, employees posted on the organizational positions may be provided by Human Resource Management System (Manav Sampada) or Knowledge assessment criteria for a competency will be provided by other external application (say an Multiple Type Question based Application to assess knowledge for each and every competency).<br><br>With the coherence on above background, the following may be understood: -<br>1. The Mentoring Application is only a part of Competency Based Capacity Building.<br>2. The Position to Competency mapping (through related Roles/Activities) will be done by the concerned department/IHAT HR Systems Team (Application Incharge).<br>3. The Mentoring Application should have a provision to upload the details as finalized by Application Incharge and provisions to add/delete/modify mappings and other entities like competency / positions / roles / activities.<br>4. However, the onus of creating content for Competency Directory will not be with the successful bidder. (clarification on part a of the query)<br>5. For any competency, the knowledge assessment will be done through written examination and knowledge enhancement plan will be need audio-visual contents for professionals to practice and upgrade knowledge skills.<br>6. Since the Knowledge Assessment and Knowledge Enhancement Plan are out of the scope of Mentoring Application, no content of such form may be required for this work. (Clarification on part b of the query) |
| 2 | Page no 6 Section 3 | Scope of Work | We request IHAT to provide any preferences to use any Open source technology or platform for the development of the application? | Clarification - on Technology Preferences | There is no preference on use of any specific platform, stack or technology. Bidders are free to present innovative solutions on platforms which could interact with other heterogeneous systems through standard protocols. In addition, the proposed solution be flexible, scalable, reliable, secure, extendible, easy to operate and maintain and above all be user friendly to the target user community. |
| 3 | Page no 6 Section 3 | Scope of Work | We request IHAT to provide clarity on:<br>a. Location of the work?<br>b. Does IHAT provides required office space for the manpower to be deployed for the duration of the project? | Clarification - on Location of Work | The requested clarifications are as under: -<br>a. For the work detailed in this RFP, the co-ordinating office is located in Lucknow. Team members of successful bidders may visit co-ordinating office for requirements gathering, demonstrations / presentations, training and / or other aspects related to execution of the project. However, development may be taken-up at any location within India.<br>b. IHAT will not provide office space to the successful bidder. However, IHAT will facilitate the team members visiting Lucknow for requirements gathering or other project related work to meet related IHAT officials and to hold meetings, presentations and discussion at IHAT office premises. |
| 4 | Page no 6 Section 3 | Scope of Work | We request IHAT to provide clarity on travel requirements. Does team to travel within state? | Clarification - on Travel Requirements | In relation to the work detailed in the RFP, all the details will be provided to the successful bidder at Lucknow. Demonstration and Training activities may also be limited to Lucknow location (or locations very close to Lucknow). Online support assistance during training sessions on the field may be requested time to time (say over email or video/audio conferencing). Visiting to other locations (far away from Lucknow) may not be required. |
| 5 | Page no 6 Section 3 | Scope of Work | We request IHAT to provide clarity on expected number total and concurrent users of system. This would help us proposing relevant tools and platform to handle to load of application smoothly | Clarification - Number of Users / Concurrent Users | This is a generic mentoring application. This can be applied to all the cadres of healthcare employees posted on different positions in organizations. In accordance with the present situation, it looks likely that the application may initially be implemented for nursing professionals. It may then be extended to other cadres. But, priorities may change during implementation.<br><br>The (approximate) capacity of the application may be as under: -<br>1. A group of professionals will undergo mentoring / assessment as per pre-scheduled cyclic program.<br>2. Number of Nursing Professionals = 50,000 with maximum concurrency of 100.<br>3. Number of ASHA Workers = 1,50,000 with maximum concurrency of 200.<br>4. Number of Government Doctors = 15,000 with maximum concurrency of 100.<br>5. Number of Other Paramedical Professionals = 1,00,000 with maximum concurrency of 200.<br>6. More precise figures may be worked out during requirement capture session by the successful bidder. |

| | | | | | |
|---|---|---|---|---|---|
| 6 | Page no 24 Section 3.4 | Training Requirements | We request IHAT to provide clarity on scope of training: a. Is it online or offline training? b. We consider the logistics for the training shall be managed by IHAT, Please confirm c. Number of trainees? d. Number of trainings? | Clarification - on Training Requirements | Broadly, the training is expected to be Train the Trainer trainings. The ICT Team and Program Teams (from IHAT) will receive classroom training followed by demonstration (during live OSCE based Mentoring/Assessment). The details requested are as under: - a) Offline - Classroom and Live Demonstration of Mentoring and of Assessment at the site (where actual training is conducted - these sites will be in Lucknow or very near to Lucknow). b) Trainers will be provided by successful bidder (to cater to needs of mutually agreed training schedule) and infrastructure will be provided by IHAT. c) Number of Trainees are expected to be approximately 100 for every cadre (including Nurse, ASHA, Doctors, Paramedical Support Staff). d) Number of Training Sessions are expected to be 5 Classroom Sessions for every cadre and 10 Live Demonstrations during OSCE based Mentoring and Assessment for every cadre  (including Nurse, ASHA, Doctors, Paramedical Support Staff). |
| 7 | Page no 22 Section 3.3 | Technical specifications | We consider required Infrastructure for hosting application in development, testing and production shall be provided by IHAT. Please confirm | Clarification - ICT Infrastructure for hosting application | Basic Cloud-Based-Infrastructure for hosting application in development, testing and production environments shall be provided by IHAT. |
| 8 | Page no 22 Section 3.3 | Technical specifications | We consider All the third-party licenses, tools or services such as SMS/Email Gateway will be provided by IHAT for all the environments (Development, Testing, Production) | Clarification - on licenses of Third Party tools | Minimal services like (say) Firewall, SMS/Email Gateway Services and Disaster Recovery Services will be provided by IHAT. All other auxiliary services (Third Party owned tools or Successful Bidder owned tools/services) and associated licenses required for successfully meeting the requirements by the application be borne by the successful bidder. |