RFP _ Hiring of IT Agency to develop test & Maintain a SurveyCTO based ODK

PRE BID QUERIES & RESPONSES

SN	QUERY	RESPONSE
1	Who will be responsible for purchasing the SurveyCTO server subscription? Ideally, as the project involves IHAT data, and we being an external agency, the server administrator should be the IHAT team, and the subscription should be separately purchased by the IHAT team and not by us.	Yes, SurveyCTO subscription will be purchased by IHAT. Credentials will be shared with the agency to manage the programme and for troubleshooting. The agency has to sign the 'data confidentiality agreement'.
2	If we are going to purchase the subscription, we will require the details of the average monthly submissions, data storage, and advanced features to select one of three subscription plans available here: https://www.surveycto.com/plans.	IHAT will purchase the required number of submissions as per the need.
3	Are the survey tools linked, or are they standalone tools? Do we need to build datasets to interlink various forms?	At present, the tools are stand-alone. No data will be published to use in other tools. Common identifiers will be used across the tools to link the data in the same geography/ facility/ hospital. However, these tools are currently being reviewed at the government level and if the government suggest linking tools, we may need to add them mostly in facility assessment tool. For example, the facility assessment includes data collection for the facility as well as an assessment of the knowledge and attitudes of the providers from the same facility. In this case, we may need to load the list of providers collected in the facility assessment in the provider tool.
4	For the dashboard, do you have any preference for the platform? We ideally work on Google Data Studio/Looker Studio, as it is a free platform	There is no preference for any particular platform as long as it meets our requirements. However, we need to control the dashboard so that users can only access the dashboard relevant to their geography. Users should not be allowed to view dashboards from other geographies. Good to provide user credentials at different levels, ensuring that each user can access only the dashboards permitted by their user permissions.
5	Please elaborate on the training component. Would these trainings be related to SurveyCTO field data collection (for field staff)? How many total trainings will be there? If in-person, where will the training be and the number of days, or all the training will be online?	Only a ToT session to the key persons involved in the study is required. The trainers who participate in the ToT will be responsible for training the field staff.

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6	Is there any in-person engagement required for this assignment? Or will everything be online/remote only?	No in-person engagement is anticipated based on the nature of the work. The engagement will be mostly online/remote only.
7	Can you specify what "# of data elements" means? And how it is calculated? For some of the tools, it is 1170 for 22 pages and 304 for 39 pages.	Data elements are computed based on the number of data points that need to be entered(punched) in each tool. In some tools, questions are in a matrix format. For example, a matrix with 10 rows and 10 columns requires 100 data entries. If the matrix format is not used, the number of questions in the tool will be reduced.
8	Can you please elaborate on the additional languages? It says the data collection tool will be bilingual in English and one more language, depending on the setting. How many different languages will there be in total? There is a cost involved in adding language.	In addition to English, there will be one additional language. IHAT will provide the translated version of the tool, and the agency will need to insert the translation next to the corresponding question.
9	At what stage will the languages be added or shared with us? Ideally, they should be added when the survey questionnaire and software are finalized, not during the alpha stage.	The translated version of the tool will be provided at the development of the Alpha version. The language will also be checked at the time of testing by IHAT (whether aligned properly or not)
10	On page 6 (9.1/b/VI), it says, Documentary evidence of experience of completing at least one similar large-scale application development related to demographic and/or health surveys in the last three years. On page 7 (Table-10), it says the experience of completing at least one multi-dimensional/lingual surveyCTO-based data collection app development of large-scale demographic and/or health survey assignments every year in the last three years. Can you please clarify? Is it one in the last three years or one every year in the last three years?	On page 6 (9.1/b/VI): The Agency will be eligible for this bid if they have experience in developing at least one similar large-scale application in the last three years. Whereas, page 7 (Table-10) outlines how agency will be scored. Agencies that have experience developing similar large-scale applications every year in the last three years will get full marks (15) in this category.
11	What will be the timeline for the real-time generation of indicators for dashboard building? Or when will the indicators be shared with us for the dashboard?	Indicators for the dashboard will be shared as soon as the application development is complete. The dashboard needs to be operational within 4-5 days of completion of the application development.
12	What will be the timeline for feedback on deliverables? Will the feedback on deliverables be immediately after the alpha version submission or after the initial discussion of the issue resolution?	Once the work starts, the IHAT team will be in touch on a daily basis to discuss anything related to the programme. Once we receive the Alpha version, IHAT will provide detailed feedback on the data entry programme within 7 days which will

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		be further incorporated by the agency in a week.
13	The total number of study tools is 13 (as illustrated in the table on page 3 of the RFP). However, the payment schedule on page 4 of the RFP describes only 11 tools. Please confirm once.	This is due to a typo. There are a total of 13 tools.
14	On Page 5, Pre-Qualification Criteria (table), point 3, in the Proof/Documents Required column, it says that we need to submit self-attested copies of the audited balance sheet and the profit/loss statement for the last 3 financial years. However, on the technical proposal page, i.e., Page 6 (c. Financial Status of the Organization/Agency), it says the last 4 financial years. Can you please clarify whether we need to submit for the last 3 financial years or 4 years?	The agency needs to submit statements for the last four years (FY 20-21 to FY 23-24). If the audited statements for FY 23-24 are not yet ready the agency can submit statement of turnover duly certified by Charted Accountant