

Request for Proposals: **2021/WHE/GOARN/Training0001**
Set 3

Annex 7: Questions from Bidders (Ref. Paragraph 4.6)

| No | RFP Section reference | Question | Answer |
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| 1 | WHO is an Organization that is dependent on the budgetary and extra-budgetary contributions it receives for the implementation of its activities. Bidders are, therefore, requested to propose the best and most cost-effective solution to meet WHO requirements, while ensuring a high level of service. | Could you provide a budget range? If yes, what would that budget range be? | Unfortunately we are unable to divulge any information on this. |
| 2 | Other question | Who are the competitors within this RFP? | Unfortunately we are unable to divulge any information on this. |
| 3 | [3.3.3 Timelines] | What exactly does the 'draft prototype' entail (deliverable for nov 2021)? Focus on content or on functionality or both? | A combination of functionality and content. |
| 4 | (7.26) Insurance and liabilities to Third parties. Except for the workmen's compensation insurance, the insurance policies | Our insurance policies (like professional liability and corporate liability) are generic, and cover all our clients (projects). Would it be necessary/mandatory to mention WHO additional insured on our | This shall be complied with by the selected bidder and will form part of the Contractual documents. |

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| | <p>under this section shall:</p> <p>a) Name WHO as additional insured;</p> <p>b) Include a waiver of subrogation to the insurance carrier of the Contractor's rights against WHO;</p> <p>c) Provide that WHO shall receive written notice from the Contractor's insurance carrier not less than thirty (30) days prior to any cancellation or material change of coverage.</p> | <p>existing policies?</p> <p>At what time in the bid process do we need to provide these policies?</p> <p>Within the bid process or after selection?</p> | |
| 5 | <p>(3.3.1) Prototype should be developed using open-source solution if possible.</p> | <p>What is the reasoning behind this?</p> | <p>To ensure WHO are able to maintain the prototype in the future (if possible) independently without reliance on external companies.</p> |
| 6 | <p>(7.17) Title rights. 1) All rights pertaining to any and all deliverables under the Contract and the original work product leading thereto, as well as the rights in any non-original material incorporated</p> | <p>This excludes the use of previously developed proprietary software. Is that the intention or would the WHO be content with acquiring the non-exclusive usage rights to used proprietary software? Of course, all IP produced specifically for this project can be</p> | <p>Upon completion of the contract, WHO must have full access all files and documents related to the prototype. This includes being able to view, interact, download, share etc the prototype, without any ongoing costs or reliance on external hosting platforms or software.</p> |

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| | therein as referred to in section 7. 52) above, shall be exclusively vested in WHO. | transferred. | |
| 7 | Other question | Do you have a more detailed description of <u>what</u> exactly GOARN would like to de-risk with, or learn from, the prototype? Do you already have evaluation criteria in mind for it? If so, can you share? | The learning outcomes associated with the GOARN Tier 2 Scenario-based training, as they relate to the critical soft skills for outbreak responders. More information on this can be in the following publication and it's supporting documents: https://bmcmmedicine.biomedcentral.com/articles/10.1186/s12916-021-01996-5 |
| 8 | Other question | Can you share why this particular approach is relevant to your particular use case? | Please provide more context for this question, as it is not clear which specific approach is being referred too. |
| 9 | Other question | Can you confirm that the activities described under 2.2 do <u>not</u> describe the scope of the RFP, but rather sketch out the larger context in which the prototype will be developed (with the exception of bullet 1, the prototype itself)? If so, do we need to consider these activities during the development of the prototype in any way? | Yes, these are the larger programme objectives. Throughout the development process of the Prototype, GOARN (and the Working Group) will be keeping these in mind. |
| 10 | Other question | Are there any accessibility standards the prototype needs to adhere to? | Not for the prototype. Ideally, it will be possible for users located in areas with low bandwidth internet to still access and "test/play" the prototype, but this is not mandatory. |
| 11 | Other question | Do you require human intervention to facilitate the roleplaying within the simulation or can role play be driven by the | Not for the prototype. We foresee the prototype built in Player Versus Environment, with no facilitation or PvP. |

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| | | game itself (i.e., through use of simulated characters in the game driven by the game engine). | |
| 12 | In the RFP doc: Prototype to be developed using open-source solution if possible. | Any specific components you are considering here? | Refer to question 5 above. |
| 13 | In the RFP doc: "[...] propose a detailed workplan, including work packages, milestones for key deliverables." | We're not sure what you mean with work packages? Can you elaborate? | This refers to any deliverables, including draft documents, templates, prototypes etc. |
| 14 | Other question | Given the exploratory nature of the prototype, we would advise on developing the digital prototype following an Agile approach. Is GOARN familiar with such an approach and would GOARN be open to applying this approach to the digital development of the prototype? This means that GOARN and &ranj will co-create a product backlog of desired outcomes, and then jointly re-prioritize these outcomes during development based on new insight. Given the complexity of the content structure and the interdependencies that come with it, we will still employ | Yes GOARN are familiar with employing an Agile approach and would be open to this. |

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| | | a waterfall way of working for the content production. | |
| 15 | Other question | The product will be browser based. Is there a need to facilitate touch interaction (for browser based tablet use) or will it be limited to desktop, so laptop interaction with a mouse? | For the prototype, we only envisage use on laptop (no phone or tablet for now). |
| 16 | Other question | Is there a need for integration of analytics in the prototype to measure player behavior? E.g., xAPI, Tin Can, Google Analytics? | Preference is to include integration of analytics for measuring player behaviour. No preference on type of analytics to be used at this time. |
| 17 | Other question | What is the ideal engagement time for the scenario? | Minimum of 5 minutes, with preference of game time being up to 30-45 minutes. |
| 18 | Other question | Can you share in what context the game is to be played? Individually? In/with groups? | Prototype is to be played individually, in Player versus Environment mode. |
| 19 | Other question | Should the prototype be delivered in the English language only, or is it to be translated (localised) in multiple languages? | Prototype will be developed and tested in English. |
| 20 | Other question | What demographic information can you share about our target audience (e.g. age, education, 'digital savviness', industry they work in, seniority level, experience) | <p>As per the RFP, the target audience for this prototype is for use by GOARN Partner institutions who train and deploy public health emergency responders across all disciplines (including Epidemiology, Infection Prevention and Control, Clinical Management, Laboratory, Logistics, Risk Communications and Community Engagement etc) as an education tool to build the large-scale multidisciplinary human response capacity with the cross-cutting knowledge, skills and behaviours needed to respond to COVID-19 and other infectious disease outbreaks.</p> <p>The target audience are public health experts across disciplines, and across different parts of the world. As such there will be some diversity amongst the target audience with respect to the 'digital savviness', however GOARN makes the assumption that those institutions who would make use of such a prototype/game would have an interest and expectation that their public health</p> |

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| | | | responders would have the capacity to utilise it. |
| 21 | Other question | Can you share your evaluation criteria for your judging of the proposal? For example, the scope of the RFP is both development of the platform/portal as well as the development of the digital courses. Are these two components equally important or do you consider one more important than the other? | Please refer to the RFP evaluation criteria on pages 17-18 of RFP. Where possible in the proposal, please include breakdown of tasks and costs (platform/environment and course). |
| 22 | Other question | Can you elaborate on any technical requirements for the prototype? | All of the technical requirements (at this time) are included in the RFP. We would encourage all proposals to include and detail any and all recommendations for technical requirements, along with corresponding budget in the financial proposal. |
| 23 | Hosting costs | Will you supply the hosting environment for the prototype or are you looking for your vendor to handle this? | Both options could be possible. Proposal could include details, options and financial proposals for both. |
| 24 | Other question | Are there any privacy / security standards we need to take into account? | Not for the prototype that we are currently aware of. |
| 25 | Other question | Are we correct in assuming that the prototype will make use only of "static" assets, so no rich media like video or motion graphics? | Static assets as a minimum. Proposal can include financial proposal for inclusion of video and/or motion graphics also. |
| 26 | Other question | What are the research goals the prototype needs to achieve in order to continue development? | Unfortunately we are unable to provide any information on this. |