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**UNFPA/MNG/RFQ/25/001**

**CLARIFICATION TO BIDDERS**

**No: 02**

**2025.1.28**

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| **№** | **Questions from suppliers** | **Answer of UNFPA** |
| 1 | Regarding the clause ***“To capture a broad spectrum of users’ experiences, the assessment will include a diverse group of users, particularly adolescents from remote areas, ensuring the dataset is representative and inclusive.”*** of the Terms of Reference, the bidder asks:   1. Would the bidder be expected to conduct a survey for the feedback? 2. What is the location where this survey would be expected to be conducted by the bidder? 3. What is the expected modality for collecting such feedback/usage information? 4. How many users and what profile of users would it be expected to cover form the purpose of capturing user experience? 5. Would the logistics related costs be borne by UNFPA Mongolia? | A and B. To get an idea of the bot's current usage and performance to meet the user’s intention and response, the bidder may need to conduct one-on-one sessions to observe participants as they interact with the chatbot (use observation checklist), completing specific tasks. Immediate feedback (could be a small monkey survey) will be collected through observation, post-session questionnaires, or brief interviews (with few adolescents from different age groups).  C. We don’t have specific modality for the feedback, bidders are expected to propose the modality based on their experiences and expertise.  D. Age group > 15  15-19, rural and UB  E. This should be a part of the financial proposal of the bidder. |
| 2 | Regarding the clause ***“With the support of UNFPA Mongolia, a Facebook-based Mandukhai chatbot was launched in 2021, to deliver accurate and confidential information on sexual and reproductive health (SRH) to adolescents.”*** of the Terms of Reference, the bidder asks:   1. Request to kindly share the technology components of the existing Mandukhai chatbot. Is it accessed only through Facebook Messenger? 2. Is it available for citizens access, and without login? 3. Kindly share insights on the architecture used for the current chatbot. Which of the categories does it fall under?  * Rule-Based or Retrieval-Based * Sequence-Learning-Based (e.g., RNN/LSTM) * Large Language Model-Based | A, B and C. Please refer to the attached report from the developer for the Mandukhai chatbot regarding the technology component. |
| 3 | Regarding the clause ***“The purpose of the***  ***professional service is to conduct a comprehensive technical assessment of the Mandukhai chatbot by evaluating its functionality, performance, and***  ***scalability, while also identifying opportunities for enhancements to its current capabilities.”*** of the Terms of Reference, the bidder asks:   1. Request to kindly share details on the existing set of functionalities, data integration and accessibility aspects for the existing chatbot. 2. Request to share the usage statistics, users and concurrency of access, data volumes, and nature of queries. 3. Also, request to kindly suggest what is the envisaged rollout/scalability and performance requirements for short term and long-term perspective. 4. What has been the nature of user feedback, captured informally, since the launch of the chatbot? | A, B, C, and D. Please refer to the attached report of the developer for the Mandukhai chatbot for the technology component. |
| 4 | Regarding the clause ***“Usability Testing: The selected vendor will conduct one-on-one sessions to observe participants as they interact with the chatbot, completing specific tasks.”*** of the Terms of Reference, the bidder asks:   1. How many such users/user groups are expected to be covered for the usability testing purpose? 2. Would these assessment / observations be done in a centralized manner, and online or in a physical medium? | A. A total of approximately 100 adolescents, aged 10-19, including both urban and rural participants, would be sufficient.  B. There are no restrictions on the specific manner. |
| 5 | Regarding the clause *“Timelines - The selected institution will be contracted for 60 non-consecutive days starting from January 15, 2025.”* Kindly share the expected timelines for project start. | We expect to begin the contract by mid-March 2025. |
| 6 | Regarding the **Requirements and Qualifications section** of the Terms of Reference, kindly confirm if the project work is expected to be conducted completely offshore (at bidder premises). Are all resources, including the Project Manager, to be deployed offshore (at bidder premises) only? | Yes, however, regular updates and bi-weekly meetings with UNFPA are required. |