Annexure 6: Training of Trainers (ToT) Implementation Plan

1. Purpose and Scope

The Vendor of each Lot shall conduct the Training of Trainers (ToT) programme as part of the Source Code, Documentation, Training and Knowledge Transfer deliverable (D5 for Lots 1 and 2; D6 for Lot 3; ToR Sections 5.1, 5.2 and 15.1), following functional stabilisation of the developed GovStack Building Blocks and before commencement of the Warranty Period (ToR Section 14.1). The training shall be provided to five (5) designated officials from the GovTech Agency, Bhutan, per Lot, nominated in writing by the PA at Inception, to ensure effective knowledge transfer, operational readiness, and sustainable internal capacity building.

The ToT shall focus on providing practical technical and functional knowledge of the implemented Building Blocks, including system architecture, configuration, administration, usage, troubleshooting, maintenance, and future enhancement approaches. The trained officials shall be equipped to act as internal GovStack subject matter experts and provide ongoing support, knowledge sharing, and operational guidance to government agencies throughout the planning, design, integration, implementation, and operation of future GA systems (ToR Section 15.1).

Each Vendor trains only on the Building Blocks of its own Lot, including their interfaces with the other Lots, the MyBhutan Portal and national platforms (Annexure 9). Training of agency end users and administrators is separate and is covered by ToR Section 15.2.

ToT Plan. As part of Inception (D1), the Vendor shall submit a detailed ToT Plan for its Lot, covering the curriculum, schedule, lab environments, test data, assessment method and minimum competency level, for approval by the PA.

2. Training Phases

Each Lot's ToT shall be delivered in two phases. Phase 1 builds functional and administrative competency after the first Building Block release of the Lot passes UAT. Phase 2 builds technical, integration and operational competency before the Source Code, Documentation, Training and Knowledge Transfer deliverable.

Lot	GovStack Building Blocks Covered	Training Objectives	Expected Outcomes
Lot 1: Registry and Master Data	1. Public Service Registry (PSR) 2. Master Data Management Block (MDMB)	To provide functional and technical knowledge of the service registry and master data Building Blocks, and enable GovTech Agency officials to guide agencies on registering services and systems and on using shared reference data.	GovTech officials will be able to manage the service and system catalogue, govern master data and code lists, and guide agencies on integrating GA systems with PSR and MDMB.
Lot 2: Single Sign-On and Identity Conversion Block	1. Single Sign-On (SSO), 2. Identity Conversion Block (IDCB)	To provide functional and technical knowledge of the sign-in and identity conversion Building Blocks, and enable GovTech Agency officials to support government agencies in integrating them using GovStack principles.	GovTech officials will be able to administer SSO and IDCB and guide government agencies on onboarding, authentication alongside NDI, privacy-preserving identity conversion, and integration

Lot 3: Support, Feedback and IT Asset Repository	1. Unified Client Support (UCS), 2. Feedback Block (FDBKB), including Feedback Node deployment 3. IT Asset Repository (ITAR)	To provide functional and technical knowledge of the support, feedback and IT asset Building Blocks required for secure and interoperable GA systems.	GovTech officials will be able to provide technical guidance on support case handling, feedback collection and analysis, Feedback Node deployment, maintaining GA system and software records in ITAR, and integration requirements for future GA system implementations.

Each phase shall cover, as applicable to the Lot:

Phase	**Content**
Phase 1: Functional and Administration	Business processes from the BRD; configuration and administration; user and role management (RBAC); onboarding a Ready Service; reports and dashboards; use of the Unified Design System (UDS).
Phase 2: Technical, Integration and Operations	Solution architecture; APIs and Interface Specifications (Annexure 9); integration with NDI, NDE, the MyBhutan Portal, Notification, Journaling and Observability; security controls and ASVS; building and deploying from the PA repository using the Source Code Build Guide; CI/CD; backup, restore and DR; monitoring; troubleshooting; and approaches to future enhancement.

3. Training Methodology

The ToT shall be delivered using a blended, hands-on approach combining:

- instructor-led technical sessions covering architecture, configuration, and APIs for each Building Block;
- guided hands-on labs using the actual deployed Building Block software in the QA or Staging environment, with realistic test data anonymised or pseudonymised in accordance with ToR Section 10.1. Production personal data shall not be used;
- case-study walkthroughs based on representative GA system integration scenarios and the Ready Services integrated under the Lot;
- troubleshooting exercises using realistic fault scenarios (e.g., failed SSO handshake, MDMB sync failure, IDCB conversion mismatch); and
- a facilitated Q&A and knowledge-consolidation session at the end of each Training Phase.

Training content shall reflect the solution architecture actually delivered by the Vendor (whether custom-built, configured, or COTS-based), consistent with ToR Section 1.2.

4. Schedule and Logistics

Training Phase (each Lot)	Duration	Format	Location
Phase 1: Functional and Administration	Five (5) working days	On-site, GovTech premises	Thimphu
Phase 2: Technical, Integration and Operations	Five (5) working days	On-site, GovTech premises	Thimphu

Exact scheduling shall be agreed with GovTech at least fifteen (15) working days in advance of each Training Phase, and shall not commence until the relevant Building Blocks have passed UAT per ToR Section 5.3. Phase 2 shall be completed in time for the ToT Completion and Competency Assessment Report to be accepted before the due date of the Source Code,

Documentation, Training and Knowledge Transfer deliverable (Month 9). Sessions may be delivered by video conference only with the PA's written approval.

Cross-Lot session. The PA may convene one joint session, of up to one (1) working day, in which the Vendors of all Lots demonstrate an end-to-end service journey across their Building Blocks. Each Vendor shall take part at no additional cost.

5. Assessment and Certification

- Each Training Phase shall conclude with a competency assessment (practical exercise plus knowledge check) administered by the Vendor, based on the assessment method approved in the ToT Plan.
- The minimum competency level is a pass in the practical exercise and at least 70% in the knowledge check, unless a different level is approved in the ToT Plan. The Phase 2 practical exercise shall include building and deploying a Building Block of the Lot from the PA repository using the Source Code Build Guide.
- The Vendor shall issue each participant a Training Completion Record indicating topics covered, exercises completed, and assessment outcome.
- Where a participant does not demonstrate the minimum competency level, the Vendor shall provide supplementary coaching at no additional cost and reassess the participant. Coaching and reassessment shall be completed before the due date of the Source Code, Documentation, Training and Knowledge Transfer deliverable. Any remaining gap shall be recorded in the ToT Completion and Competency Assessment Report with a recommendation.
- The overall ToT Completion and Competency Assessment Report (ToR Section 15.1) shall consolidate results across both Training Phases, and document the training delivered, assessment results, competency gaps and recommendations for continued capacity development. Its acceptance is a criterion of the Source Code, Documentation, Training and Knowledge Transfer deliverable (ToR Section 5.4; Annexure 5, Section 4.2).

6. Materials and Resources

The Vendor shall provide, in editable electronic format (DOCX or Markdown) and as PDF, stored in the PA repository (ToR Section 16.3), for each Training Phase:

- slide decks and instructor guides;
- hands-on lab guides with step-by-step exercises, and the anonymised lab data sets;
- quick-reference / cheat-sheets per Building Block;
- troubleshooting playbooks;
- recordings of the training sessions; and
- a consolidated GovStack Building Block technical reference manual covering the Building Blocks of the Lot and their interfaces with other Lots and national platforms (Annexure 9).

All training materials are deliverables owned by the Royal Government of Bhutan (ToR Section 12.7), and the trained officials may reuse them to train others.

7. Post-Training Support

For a period of thirty (30) days following completion of Training Phase 2, the Vendor shall make the original trainers (or equally qualified personnel) reasonably available to answer follow-up technical questions from the trained officials, at no additional cost, as a bridge into the Warranty Period. Thereafter, technical questions are handled as warranty support (ToR Section 14.1 and Annexure 8).