

Sno.	Category	Question	Answer
1	Use-case clarficiaton	<p>The 00_App_RFP_V1.0 document presents both individual use case development options and a bundle option, but the format is inconsistent.</p> <p>Could you clarify whether vendors are expected to develop only one-use case, all three, or if they have the flexibility to choose?</p>	Flexibility to choose between the use-cases
2	Scope and Expectations	<p>Are there any specific criteria or factors that vendors should consider when deciding whether to focus on individual use cases or the bundle option?</p>	<p>Since the budget is more or less similar to what is mentioned on the proposal, the vendor can choose the number of use-cases out of A,B,C as may be suitable to them based on the cost. There is no specific criteria or factors that should be considered while applying for the use-case</p>
3	Maintenance and Support	<p>Can you clarify if this means delivered from inside the country (of Bhutan)? If so, could this instead be delivered remotely?</p>	<p>“maintenance support” could be through remote support but please write that on proposal. In addition, on-site could be preferred.</p>
4	Timelines	<p>From the document my assumption is that work should complete in September 2025? Please confirm.</p>	<p>If it’s the entire timeline, then yes. If it’s about certain APP development then, no. Please look at schedule page 3 2 – 3 3 00_App_RFP_V1.0.pdf (tech.gov.bt)</p>
5	Localization	<p>Customization to local Bhutan context such as language (Base has to be English but additional such as Dzongkha as option)”</p> <p>Does this have to be provided by us? Or can this be picked up by an alternative vendor?</p> <p>RFI implies that this partner would be sourced by another party</p>	<p>Doesn’t have to be provided by you. It’s just additional aspect that is preferred. If you wish to develop you can try to pick alternative vendor as collaborator.</p>

6	Schedule	<p>It includes User testing - would this: Be conducted in person? Expected to be conducted by us? If so could this be adopted and run by a 3rd party sourced by another company? I read that the initial build schedule is expected to be 4 months. Is this correct?</p>	<p>PoC must be conducted in person through the local hospital. Yes Yes, you could pick another company (in Bhutan) to conduct on behalf of you as partner on your proposal. In such case, please write possible collaborator and the role and responsibility. Yes</p>
7	Business Contest Location	<p>It doesn't explicitly state that this presentation could be delivered remotely, please confirm that this is possible</p>	<p>Online presentation by International vendors is possible</p>
8	Use-Case shortlist	<p>There is flexibility of three different vendors for three different use-cases, so it could be completely different app of three use-cases right? It could be three different application because they maybe using different technology.</p>	<p>Yes, we prefer to make it one application but that could be the case. (Also depends on how we can address in the contract phase)</p>
9	Team Structure	<p>Under suggestion on second "Other team members as suited (for example, 1 Technical APP, 1 Maintenance, 1 Industry Expert, 1 Health Data & Security expert)"</p>	<p>Industry expert means if you provide additional aspect of AI or additional on language, which ever you have input on your proposal as industry experience. However, these are reference and we are not requiring to have you on the team members. What we simply request is at least have 1 Project Management & Communications Representative. The rest of team structures depend on how you want to develop your team.</p>
10	Team Structure	<p>Its not necessary to have expert on health industry expert right?</p>	<p>yes its not necessary. What you can suggest and present</p>
11	Proposal Submission	<p>If you want to participate on all three use-cases, can we submit to one proposal?</p>	<p>Yes</p>

12	Pricing	As I understood this is fixed price project, what is your expectation about the warranty? What is your confirmation of the app is suitable? If its not suitable?	RGoB will be the one responsible evaluating if its suitable or not for the app. In case if its not suitable, depends on when the feedback from RGoB will be given but if its within the development of the APP, we expect the bugs to be fixed. If its beyond and after PoC that there were some bugs (not major ones), as its PoC phase, that aspect of suggestion of improvement will be added on the report. As I mentioned after PoC, RGoB is considering full-scale development of the application in future and those will be that tasks.
13	PoC	With regards, of building the PoC, what will be the approach around "change of request"? Will the change request will be part of the contract? Ususally on our experieence, if changes are made by company of requester during the process, there will be need of form of "change of request" for exmaple, data field is added which wasnt specified. Usually that quote should be handeled in the contract. I could not find it on the contract in the sample.	We will have "change request" document format ready and will be sharing with the selected APP vendors. Depending on the content of the "change request", it will be negotiated during the project.
14	Data	Will PoC be sample data or live data?	Live data
15	Presentation	Since we are international vendor, there are all these information around working with people in Bhutan. We currently dont have any connections, we hope to look into them but its there possiblity to decline that part of the work and have someone speciality in that area and pick them as part of seperate contract. We might not but just in interest of whats right for the project, there maybe we might be the right builder but need someone in country to do that work.	If you wish to do so, please clarify that in your proposal
16	Technology Selection	Is the selected party have the freedom to choose the technology?	Yes. It's correct. It's freedom to suggest and select technology that they would like to use. Having said that, in the TOR mentioned that the DHP is developed in AWS so I would like to note that any AWS experience is appreciated.