

# **TOR for AI enabled Complaint and Grievance Management Tool**

**National Institute for Smart Government**

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## Proprietary Notice

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## Important Timelines

NISG invites eligible agencies to submit their proposals in providing the services in conformity to this document. The particulars of TOR are:

S. No.	Information	Details
1.	TOR Availability	19-Feb-2022 *Start Time = T
2.	Last date of proposal submission	23:00; 23-02-2022 T+ 3 Days
3.	Online opening of PQ Proposals	11:00; 23-02-2022 T+ 4 Days Virtual opening of PQ proposal in the presence of representatives of applicants who wish to remain present
4.	Date & time of Techno commercial Presentation	23-02-2022 T+ 4 Days

**Venue for Technical Presentation:** Virtual online presentation session to be done by IA as per schedule.

### Background to the TOR

**National Institute for Smart Government (NISG)** is a not-for-profit company set up in 2002 by the Govt of India on the Public-Private-Partnership (PPP) model with Secretary, MeitY, Gol, as its chairman. NISG is shaped as an institution of excellence in the area of e-Governance to assist governments for ushering in smart governance, process reforms and digitalization. NISG has been at the forefront of e-governance initiatives in India and contributed towards improvement in government processes and establishment of service delivery systems resulting into faster and simpler service delivery to end-users including citizens and businesses.

NISG has undertaken Digital Transformation project for **Real Estate Regulatory Authority (RERA) of Bihar** to provide a paperless digital platform on build and operate model on a turnkey basis. The objectives of the project are:

1. Strict adherence to the Turn Around Time (TAT) of project approval, within 30 calendar days
2. Proactive monitoring of Real Estate projects and timely issuance of notices
3. Paperless processes with no separate need for users to submit paper documents
4. Easy to use and user friendly informative online experience for consumers to promote Real Estate in Bihar
5. Fair and timely redressal of grievances and e-handling of legal processes if any with a digital library of orders.

Current management of these processes is mostly manual with presence of RERA online portal for the access of users to initiate and upload documents, however, post submission of the application on the portal, rest of the processes are manually driven. This is posing several challenges in the functioning of RERA. Current RERA portal is not perceived as much informative and user friendly. RERA in its effort to streamline Real Estate projects for timely delivery, with adherence to regulatory and compliance norms and promise to the consumer segment, is looking forward for a Digital Platform that can enable paperless processes and proactive monitoring

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There are six major categories of processes in the scope of RERA Bihar.

1. Registration of Real Estate projects
2. Registration of Real Estate Agents
3. Project Progress Monitoring
4. Project Renewal
5. Legal Resolution
6. Grievance Handling and Customer Care

### Digital Architecture

RERA Bihar Online is proposed to be a digital platform that is supported on the Web as well as Mobile Application on iOS and Android. The platform must meet the following Non-Functional requirements.

1. Easy to use on web and as Mobile application
2. Responsive experience by users of each view performing at less than 3 seconds of response time
3. Secure handling of digital documents for each user
4. Automated notifications and alerts from the system on defined triggers such as expiry of map sanction etc.
5. Should be able to integrate with other departments of the Government and 3rd party services such as Municipal Corporation, UIADI Adhaar Authentication, PAN verification, OTP based authentication of users etc.
6. Should support digital signature process online
7. The platform should be able to handle routine tasks Automatically such as sending alerts and notifications, information being sought by users
8. Possible to be supported by responsible chat-bots and talk-bots
9. Must have multilingual support in Hindi and English. It may be required to support other dialects of language in Bihar at later point in time such as Bhojpuri, Magahi and Maithili.
10. Should be able to provide role-based views for different stakeholders

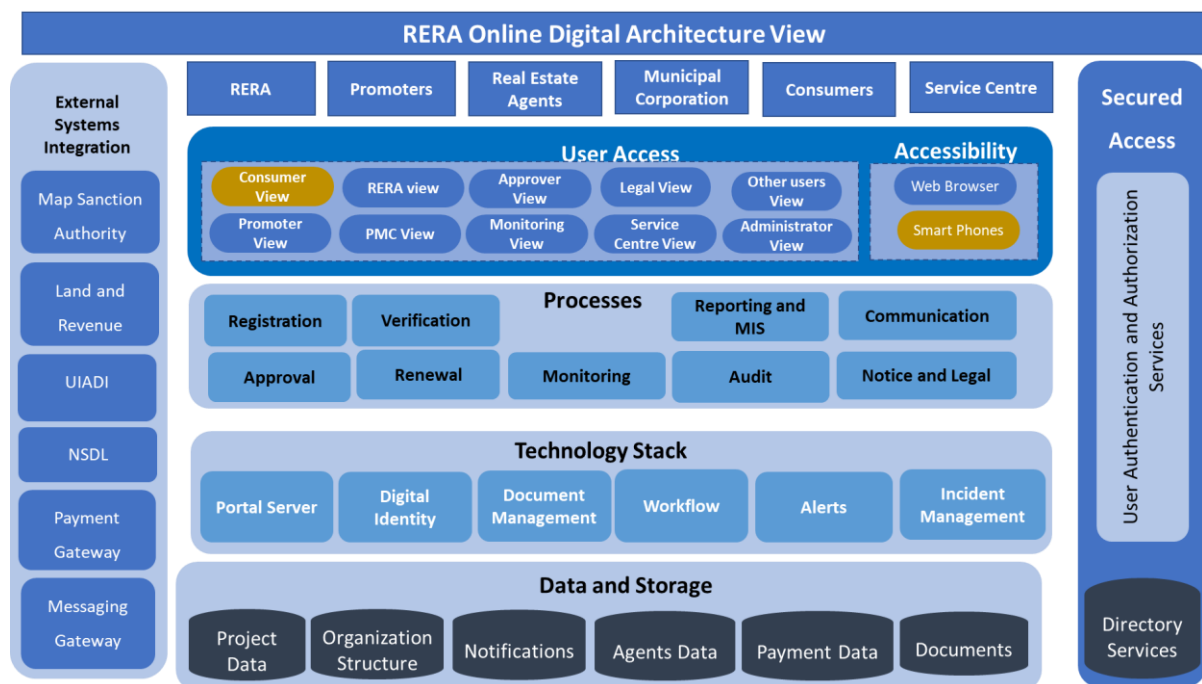
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NISG proposes for a multi-layer open Architecture to support the functional and non-functional requirements of RERA. Architecture diagram below depicts the major components of the Architecture; however, selection of exact tool and platform will be done during Design phase of the project.

Following Architecture principles will be applied while choosing for the technology stack.

1. Use of Open-Source technology to the extent possible
2. Automation capability to be built-in the system
3. Platform will primarily be cloud hosted, assumed to be in SDC of GoB
4. Technology stack chosen must support open architecture and be interoperable
5. Each component of Technology stack and the overall solution must be scalable and should support high performance

The Diagram below depicts the Digital Architecture view of proposed RERA Online. Online system is envisaged to integrate with multiple 3<sup>rd</sup> party service providers such as UIADI, NSDL, Payment Gateway etc and integrate with other Government bodies and departments in order to support a total paperless process.



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It was proposed that a Digital Platform would enable all the above processes paperless with proactive monitoring with following objectives.

1. Strict adherence to the Turn Around Time (TAT) of project approval, within 30 calendar days
2. Proactive monitoring of Real Estate projects and timely issuance of notices
3. Paperless processes with no separate need for users to submit paper documents
4. Easy to use and user friendly informative online experience for consumers to promote Real Estate in Bihar
5. Fair and timely redressal of grievances and e-handling of legal processes if any with a digital library of orders.



## Project Scope for the Implementation Agency (IA)

IA is expected to propose for an already built and tested software tool or platform meeting the checklist of requirements as listed in Annexure II and III.

IA must note the following overall expectations and assumptions:

- 1) IA will be provided with the UX and UI design as part of the engagement and is expected to configure or customize the tool/platform to support the given UX and UI designs. IA is expected to convert the given wireframe in working HTML and CSS for development.
- 2) NISG will coordinate necessary interaction of the IA with UX design agency during requirements understanding.
- 3) IA should look at the functional requirements given in Annexure III as a high level of requirements and should expect detailed understanding of the requirements during first week of engagement and discussions with the team of NISG consultants.
- 4) Complaint, Grievance, Legal, Helpdesk and the Chat and Voice bot modules are expected to be available at web as well as mobile applications and in English and Hindi languages.
- 5) IA is expected to deliver the project as per defined priority areas and milestones of the project and proposed for a timebound milestone-based costing project model.
- 6) IA must be in the position to support and maintain the software and customizations minimum for a period of 5 years, regarding which IA is expected to sign contract with NISG, failing which there will be financial implications.
- 7) In case of IA getting merged with or acquired by another organization, IA must give a guarantee of continued support.
- 8) All prices proposed must be valid for a period of 5 years.
- 9) IA is expected to participate in discussions with NISG and with its client and be ready for discussions in English or Hindi.

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- 10) Though there is no envisaged requirement of making resource(s) of IA onsite, IA should be ready as the need arises with proper notice. Any travel and OP cost will be borne by NISG in such circumstances.
- 11) During the period of contract, IA shall depute a Single Point of Contact (SPOC) to liaison and coordinate with NISG SPOC.
- 12) IA shall bear the cost of any license or tools required during development and testing and will also create required development and test environments.
- 13) IA will be responsible for development, integration and System Integration Testing (SIT) of tool implementation.
- 14) IA shall provide for and will work with other agencies as required to integrate tool implementation with overall solution.
- 15) IA shall Provide offline training plan for using and managing the proposed system.
- 16) Facility to provide feedback & support based on technical issues, website content.
- 17) IA shall be open for certification by an independent and agency for Compliance of websites to Government of India Guidelines for Websites (GIGW), World Wide Web Consortium (W3C) and Web Content Accessibility (WCAG) guidelines, CMF framework enabled/ compliant and Cert-In certification of Ministry of IT.

### **Change Request Management**

IA is required to submit proposed Change Request (CR) management for any changes post implementation and go-live declaration.

## Project Deliverables

The deliverables for the project shall include but not be limited to:

1. Project Plan
  - a. Software architecture of proposed solution using the tool.
  - b. Underlying hardware and network requirements for desired performance.
  - c. Conduct a detailed requirement gathering session which will comprise of business requirements which will be further be converted to functional, non-functional and system requirements. The IA team may be required to visit client office locations for requirement gathering.
  - d. Create a detailed documentation for System Requirement Specifications (SRS). This document should be approved and accepted by client of NISG.
  - e. Detailed implementation schedule for entire solution shall be prepared and submitted.
  - f. Required to submit weekly status reports showing progress against plan.
2. User Interface/ User Experience Design and demonstration of tool functionality to client
  - a. IA shall comply with the given UX design by an independent UX design partner employed by NISG.
  - b. Within one week of signing agreement with NISG, IA shall be required to create a demo of basic functionality on NISG provided UX design to the client.
3. Documentation
  - a. Required to submit complete user manual and system documentation (soft and hard copies) of the proposed solution after the go live.
  - b. Required to maintain Software version management and software documentation management reflecting features and functionality of the solution.
  - c. User and technical documentation including installation, commissioning, implementation, and security check manuals.

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### 4. Deployment & Testing

- a. IA shall own setting up of development and test environments.
- b. IA will be responsible for deployment in production environment post UAT by an independent agency identified by NISG.
- c. IA shall coordinate with independent testing agency for clarification during creation of Test Case and Test Plan phases.
- d. Any deviations/ discrepancies/ errors observed during the testing phase will be resolved by the IA. Any exceptions will have to be documented and signed off by NISG.

### 5. Implementation and Go-Live

- a. Completion of VAPT to be carried out by Third Party audit agency before Go-Live.
- b. Completion of STQC and Cert-In certifications by an independent agency identified by NISG will be required for Go-Live.
- c. IA will be responsible for compliance to VAPT and certifications status.
- d. IA shall carry out necessary data migration before Go-Live.

### 6. Training

- a. Provide administrative level training to identified officials by NISG.
- b. IA shall provide necessary user manuals and online and offline content for training for ready step-by-step reference by the client.

### 7. Post Go-live Five years of Support & maintenance

- a. provide required assistance towards regular monitoring, management, and support of the website. The broad level activities that shall be covered are as follows:
- b. Incident Management / Ticketing tools will be used by IA for handling issues, requests, concerns raised by users during the operation & maintenance period.
- c. Checking and removal dead and broken links from the website
- d. Regular analysis of events and logs generated.

- e. Regular monitoring of the application hosted.

### Acceptance Mechanism

The deliverables shall be reviewed comprehensively by the NISG team. NISG will validate the deliverables which should confirm to the specifications of this TOR qualitatively. NISG will be the final authority for acceptance of the deliverables. After getting final acceptance, NISG will formally communicate to IA in writing about the "Official" acceptance of the deliverable. Only after official acceptance of the deliverable from the client, the IA will raise an invoice for payment against those deliverables. Any queries about deliverables will need to be answered by the selected company within 3 working days of submission of query.

### Addendum to Scope

NISG has used its best judgement and experience to make the TOR's scope of work as exhaustive as possible. However, there can be tasks which cannot be envisaged at this stage of the project. In case if any such task is revealed later during the phase of project, it will also be under the scope of IT vendor. Some features may be added or removed by NISG during further discussions. However, if such an activity impacts the timeline, then timelines would be revised with consent from client and mutual understanding of NISG and IA.

The IA will ensure that all the deliverables are submitted to NISG in both soft and hard copy format as required.

## Project Timelines

Given below are the project timelines. Any delays, that happen in project due to IA and subsequent cost overruns will be borne completely by IA.

Since time is the essence in this project, hence in case delays in project on account of IA become untenable (defined by NISG), same will be penalized by NISG at the rate of 1% of total project fee for every week of delay.

The timelines mentioned below are aggressive and adherence to it would be contingent upon active support and timely submission of deliverables from the IA.

S. No.	Activities	Timelines (in weeks) ('T' is the date of signing of contract with the IA)
1.	Baseline study and demonstration of tool for a set of discussed features on NISG provided UX design	T + 1 weeks
2.	System requirement Specification	T + 2 weeks
3.	Making tool implementation available for UAT	T + 4 weeks
4.	Go-Live	T + 6 weeks (dependent on clearing of UAT and certifications)
5.	Support & maintenance	Post Go-live Five years of support & maintenance

## Terms of Payment

The amount which will be payable to the IA will be linked to specific deliverables as per the following terms.

1. The payments would be made based on the completion of specific project milestones, only after acceptance of the deliverable by NISG.
2. There will not be any time-based payment or payments against elapsed time of the project.
3. Payment to IA will tied to payment clearance of NISG from its client.

Given below is the schedule of payment during the project.

S. No.	Milestone	Payment	Deliverables
1.	Kick-off and basic demonstration	25% of contract value.	1. Wireframe of all required web pages with full navigation and bilingual (Hindi and English)
2.	Go-Live phase I	25 % of Implementation Cost as per Commercial	1. Deliverables of Phase I to be defined during planning after kick-off. 2. Successful UAT and certification compliance. 3. Training completion certificate.
3.	Go-Live phase II	50% of Implementation Cost as per Commercial.	1. Deliverables of Phase II to be defined during planning after kick-off. 2. Successful UAT and certification compliance. 3. Training completion certificate.
4.	Post-delivery support after final approval on designs	To be billed on a quarterly basis as per support and maintenance commercial	1. Submission of quarterly support and maintenance report 2. Submission of SLA report for the quarter.

## Instructions for submission of Proposal

1. No marketing literature pertaining to the IA should be enclosed along with the proposal. If it is done, the same will be treated as disqualification.
2. Responses must be precise, specific, and relevant to the scope of work and must adhere to the specifications mentioned in the following sections.
3. This invitation for proposal is open to all companies who fulfill pre-qualification criteria as specified in this TOR.
4. Proposals must remain valid till 180 days from the proposal submission date.
5. NISG reserves the right to accept or reject any proposal, and to annul the bid process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected agency (s) or any obligation to inform the affected agency(s) on the ground for such decision. NISG also reserves the right to negotiate with the most competitive agency if required.
6. NISG shall validate the work plan and the deliverables of the IA. Accordingly, NISG personnel may also work in close coordination with the selected IA to oversee the deliverables of the project. The IA should note that as a part of requirement for this assignment, the IA will share with NISG all intermediate documents, drafts, reports, surveys, and any other item related to this assignment. No work products, methodology or any other methods used by the IA should be deemed as proprietary and non-shareable with NISG by the IA.
7. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal to NISG. No part of this document including the Annexures can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of NISG except to the extent required for submitting proposal. This document should not therefore be used for any other purpose.
8. The contract will be awarded to the responsible, responsive agency(s) whose proposal conforms to the TOR and is, in the opinion of NISG, the most



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advantageous and represents the best value to the assignment, price as per the evaluation criteria detailed in the TOR.

9. The agency is required to submit covering letter in the prescribed format
10. The agency shall sign a Non-Disclosure Agreement with NISG at the time of signing the contract for protecting the client related information due to sensitivity of it.
11. The proposal submission and evaluation process will be done in ONLINE mode.
12. On the date of proposal submission, the agency in response to the Request for Proposal shall submit the proposal in non-editable pdf format as password protected, three separate files.
13. The pre-qualification, technical presentation proposal and commercial proposal files together as a proposal submission shall be e-mailed to [manoj.mishra@nisg.org](mailto:manoj.mishra@nisg.org) on the proposal submission due date in separate password protected excel files. The details of the password shall be provided to NISG by the respective agency on the day of opening of the proposal as per the schedule.
  - a. FILE 1: shall contain the Pre-qualification bid as per the PQ response format provided with the TOR.
  - b. FILE 2: shall contain the Technical Proposal in the technical presentation format as per requirements of the TOR.
  - c. FILE 3: shall contain the Commercial bid as per format of the TOR.
14. The commercial and technical proposals should be submitted separately. There should not be any commercial information in the technical proposal.
15. The technical presentation proposal and commercial proposals should be submitted in the given format and signed by authorized signatory.
16. NISG, by issuance of this TOR does not necessarily indicate or imply that the project will be commenced. The IA will absolve NISG of all responsibilities if the project does not start within a stipulated timeframe. NISG reserves the right to

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withdraw this assignment anytime without prior consultation or intimation to the agency(s).

17. The last date for submission: Please refer schedule for last date of proposal submission.

### **Proposal Evaluation & Selection Process**

IA must take a note of four step proposal evaluation process by NISG, once response to the TOR is received. Details of each step in the order is given below.

#### **1) Pre-qualification**

IA must fulfil the eligibility criteria mentioned in Annexure I to be qualified and be considered for evaluation. A proposal may be rejected at prequalification stage itself and not considered for technical presentation, if it fails to satisfy the prequalification criteria specified in Annexure I.

A two-stage process, as explained below, will be adopted for evaluating the bids submitted within specified date and time.

#### **2) Evaluation of Technical Proposal**

1. Proposals will be evaluated by a Committee of Experts (the "Committee") appointed by NISG. NISG along with its representative(s) or such other authority designated by NISG as the case may be is also referred to herein as the Committee of Experts (or "Committee").
2. NISG has the right to appoint any individual / organization as an expert member of this committee as long as the particular person does not have any conflict of interest in the bidding/evaluation process.
3. Agency having their proposals fulfilling the pre-qualification criteria shall be required to make a technical presentation and demonstration of their proposed solution to NISG evaluation committee via video-conferencing link as per the dates specified in the document.
4. The presentation of the proposed solution shall be evaluated against the technical evaluation criteria referred to in this document. The duration of the

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presentation shall be 30 minutes excluding the question and answers with the committee.

5. The presentation of the technical proposal must include the demonstration of the proposed solution.
6. The presentation of the Technical Proposal should be made by the proposed project manager of the agency for this Project of NISG, with some of the key team members to support the project manager as part of the presentation team, instead of the sales representative or the senior executive of the organization.
7. Evaluations of bids will be only on the basis of information provided by the agency in the proposals, or any additional information provided by the agency against specific requests for clarifications sent by NISG during the evaluation process.
8. The responses given by agency will be specifically evaluated with respect to methodology, unique capabilities if any, the project structure, the quality of the project team, Solution Proposed, Organizational Experience, Methodology, IT Solution Proposed, Planning for Operations & Maintenance.
9. Agency should note that it will be assumed that all features shown as part of the technical presentation (for scoring) are part of solution delivery and are included in the price bid.
10. For calculating the technical score (St) the individual score shall be assigned as per process defined below. In order to qualify technically, a bid must secure a minimum score after summing up.

### **Scoring of technical proposal:**

1. The technical proposal will be evaluated for a total maximum score of 100 marks, based on the information provided by the agency in the technical

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proposal against the parameters listed in the next section and further discussions with technical architects of the implementation agency.

2. The conditions on presentation of proposals and demonstration of solutions are applicable to technical evaluation.
3. The marks to be allocated for different parameters and the description of the parameters and the basis of evaluation of a technical proposal against a specific parameter are listed in the table in the next section.
4. To qualify in the technical proposal the technical proposal by the agency has to score a minimum of 70 marks out of the maximum of 100 marks.
5. The technical proposal which does not get an overall score of 70 marks will not be considered for commercial evaluation.

The technical proposal shall be evaluated as per the criteria given below:

S. No	Evaluation Criteria	Scoring Logic
1.	<p><b>Technical Strength:</b></p> <p>Technical Strength criteria is divided under Five (5) broad categories as listed in Annexure II.</p> <p>IA is expected to respond with a Y or N for each criterion and provide evidence in the form of document / suitable evidence</p>	<p><b>Maximum Score = 25</b></p> <p>Each of the 5 categories of the criteria in Annexure I carried a Maximum Score of 5, thus a total Maximum score of Technical Strength = 25</p> <p><b>Technical Strength Score</b> = [ [No of criteria met in the category as listed in Annexure II] / [Total number of criteria in the category as per Annexure II]] x Maximum Score</p>
2.	<p><b>Functional Score:</b></p> <p>Functional Score criteria are listed in Annexure III.</p> <p>IA is expected to respond to each criterion in Annexure III as per the given format.</p>	<p><b>Maximum Score = 25</b></p> <p><b>Response Score</b></p> <p>Each criterion will be awarded with a score based upon the response of IA for the criteria as below:</p> <p style="margin-left: 20px;">a. Is supported out-of-the-box – 1</p>

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S. No	Evaluation Criteria	Scoring Logic
		<p>b. Can be achieved through customization – 0.5</p> <p>c. Cannot be supported – 0</p> <p><b>Functional Score</b> = [Response Score / Total number of criteria in the category as per Annexure II] x <b>Maximum Score</b></p>
3.	<p><b>Innovation Score:</b> Innovation Score criteria are listed in Annexure IV. IA is expected to respond to each criterion in Annexure IV with evidence.</p>	<p><b>Maximum Score = 10</b></p> <p><b>Response Score</b> Score of 1 will be awarded for each criterion if the criteria is met.</p> <p><b>Innovation Score</b> = [Response Score / Total number of criteria in the category as per Annexure IV] x <b>Maximum Score</b></p>
4.	<p><b>Case Study Score:</b> Reference to completed / ongoing customer implementations in Grievance and Complaint management or similar areas, as outlined in Annexure V. IA is expected to submit minimum 3 and maximum 5 case studies. In case of IA submitting more case studies, five of them to be considered for scoring must be marked by IA.</p>	<p><b>Maximum Score = 20</b></p> <p>Each case studies attached as part of technical response will carry a maximum of 4 marks. Each reference will be evaluated basis the following criteria and scoring logic:</p> <ol style="list-style-type: none"> <li>1. Is the case study ongoing project or completed? Score awarded for completed project is 1 while for ongoing it is 0.5.</li> <li>2. Is the case study backed by customer recommendation? A recommendation will fetch the score of 1 and 0.5 otherwise.</li> <li>3. Is it in grievance handling, customer support or helpdesk domain? Score of 1 will be given for cases with Y (Yes) and 0.5 otherwise</li> <li>4. Is it in government or citizen domain? Score of 1 will be given for cases with Y (Yes) and 0.5 otherwise</li> </ol> <p><b>Case Study Score</b> = Total of Marks obtained for each case study with logic described above and capped at 5 case studies.</p>

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S. No	Evaluation Criteria	Scoring Logic
5.	<p><b>SLA Confirmation Score</b></p> <p>IA is required to confirm commitment to the Service Level requirements, if the platform and support from IA will be able to meet the desired Service Level Requirements, as listed in Annexure VI</p>	<p><b>Maximum Score = 20</b></p> <p>SLA Confirmation Score = [Total number of SLA confirmations / Total number of SLA requirements as in Annexure VI] x <b>Maximum Score</b></p>

### 3) Evaluation of Commercial Bid

1. Financial proposals of all the firms that meet the technical qualifications would be opened. Agency achieving the highest combined technical and financial score based on QCBS of 70:30 would be invited for negotiations for awarding the contract. The financial bid evaluation will be based on the following criteria:
  - The lowest financial proposal (Fm) after considering all expenses and prevailing taxes will be given a financial score (Sf) of 100. The financial scores of all the other proposals will be determined by  $Sf = 100 * Fm/F$  (F = value of financial proposal)
  - Proposals will finally be ranked according to their combined technical (St) and financial (Sf) scores using a weight of 70% for technical proposal and 30% for financial proposal. The overall score (S) will be computed as follows:  

$$S = St (0.7) + Sf (0.3)$$
2. In case of a tie, agency with the higher technical score will be invited for negotiations.

### 4) Notification of Award and Signing the Contract.

1. NISG reserve the right to negotiate with the agency whose proposal for the implementation of Solution has been ranked as successful agency by the committee on the basis of price quoted in the commercial proposal and also the other commercial terms and conditions furnished in the technical proposal.

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2. Award of contract for the project: After the completion of the bid evaluation process and determination of the successful agency, and completion of the negotiations if any, as listed in the TOR, a Letter of Award (the "LOA") shall be issued, in duplicate, by NISG to the successful agency and the successful agency shall, within 7 (seven) working days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the successful agency is not received by the stipulated date, NISG may, unless it consents to extension of time for submission thereof, cancel the LOA and the next highest-ranking agency may be considered.
3. The notification of award or the issue of LOA will not constitute the formation of the contract.
4. The successful agency who has been issued with a LOA is expected to furnish a Performance Bank Guarantee (PBG) for an amount which is equal to 10% of the contract value. This Performance Bank Guarantee has to be from any of the Nationalized Bank or Private Banks authorised by the Government to conduct Government Transactions.
5. The contract between the successful agency and NISG will come into force only upon the agency furnishing the Performance Bank Guarantee as per conditions laid out in this TOR and NISG signing the contract with the successful agency.
6. If the successful agency fails to furnish the Performance Bank Guarantee, within the specified period and subject to specified conditions, NISG has the right to withdraw the notification of award/LOA.
7. Expenses for the Contract-The incidental expenses of execution of agreement/contract shall be borne by the successful agency.
8. Commencement of Assignment: The successful agency shall commence the project within seven days of the date of signing the Agreement. If the successful

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agency fails to commence the assignment as specified herein, NISG may invite the second ranked agency for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled/terminated.



## Annexure I: Pre-Qualification Criteria

IA is expected to respond to the below details with supporting documents.

S. No.	Pre- Qualification Criteria	Supporting Document
1.	<b>Proposal Covering Letter</b>	On Company Letterhead signed by authorised signatory in the format given in Annexure I.
2.	<b>Details of the agency:</b> The agency must be registered under the Companies Act, 2013/GSTN for at least the last 3 financial years for the year ending 31 <sup>st</sup> March 2021.	Certificate of Incorporation issued by Registrar of Companies, India
3.	<b>Financial Information:</b> Agency should have an average annual turnover of Rs. 50 lakhs during the last 3 financial years from IT services.	Copy of audited financial Statements for last 3 financial years. Certificate from CA for revenue from IT components segment to be submitted by the selected IA at the time of Work Award.
4.	<b>Experience:</b> Agency must have successfully executed at least 3 projects in the areas of Grievance and Complaint management or Service Desk or Helpdesk during the last 3 years	Copy of Project/ Phase Completion certificate/ Work Order/ Client reference for Verification
5.	<b>Criteria for Startups:</b> The startup must be registered under startupIndia	
6.	<b>Statutory Registration:</b> The agency should be registered with the GSTN and carry a valid PAN/ TAN Number	Copy of the certificate of GSTN, PAN/ TAN Number

## TOR for AI Enabled Complaint and Grievance Management Tool

### Proposal covering letter Format

Letter of Proposal  
(Company letter head)

[Date]

To

Manoj Kumar Mishra  
General Manager,  
National Institute for Smart Government,  
TSIIC Zonal Office Building, Financial District,  
Nanakramguda, Rajendra Nagar  
Hyderabad, Telangana – 50003

Subject: Submission of the Technical bid for <Selection of IA for implementation of website development >

Dear Sir/Madam,

We, the undersigned, having examined the TOR, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to meet the requirements and provide the services as required and outlined in the TOR for the implementation of website development Project.

We are hereby submitting our Proposal, which includes this Pre-qualification bid, Technical bid and the Commercial Bid as PDF documents sent on [manoj.mishra@nisg.org](mailto:manoj.mishra@nisg.org).

We confirm that the information contained in this response/proposal or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to NISG is true, accurate, verifiable, and complete. This response/proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the NISG in its selection process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We undertake that once our Proposal is accepted, Implementation services related to the assignment needs to be started within a week's time. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,  
Authorized Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Firm:  
Address:  
Location:

## Annexure II: Technical Strength Checklist

A checklist of tools requirements can be referred in the table below. IA is expected to respond with a Yes (Y) or No (N) for each line item of the table and can optionally give remarks or mention technical superiority of the product for any of the line items.

#	Technical Strength Criteria	IA Response on meeting of Criteria (Y/N)	Evidence and/or additional details in support
<b>1. Architecture and Design</b>			
1.1	Is the proposed tool built on open-source stack?		
1.2	Is the grievance management solution designed around on SOA/Microservices and containerization technologies?		
1.3	Does the tool support database System (DBMS) of client's choice?		
1.4	Can the tool be hosted in cloud or in Data Centre of the client as required?		
1.5	Does the tool support AI enabled features?		
1.6	Can the tool support an intelligent and automated verification and validation of structured and unstructured information such as documents uploaded by the user?		
1.7	Can the tool support NLP enabled bi-lingual chat and voice bots that can		

## TOR for AI Enabled Complaint and Grievance Management Tool

	handle regular queries automatically and allocates task to defined roles with guided resolution?		
1.8	Does the tool support Web as well as Mobile based applications working on the same back-end engine?		
1.9	Are there any limitations or dependencies on the Operating System or Virtualized environment?		
1.10	Does the tool support containerization of application?		
1.11	Are there any dependencies or limitations of the tool is deployed in a Data Centre or Cloud infrastructure?		
<b>2. Scalability</b>			
2.1	Can the tool scale on demand (e.g. number of users, number of transactions)?  Please specify the scaling techniques that can be used to scale on demand (e.g. horizontal and vertical scaling)		
<b>3. Extensibility</b>			
3.1	Is the tool fully customizable to confirm and implement client defined User Experience (UX)?		
3.2	Can the tool be integrated with the user directory of the client (LDAP or Active		

## TOR for AI Enabled Complaint and Grievance Management Tool

	Directory) and be able to authenticate and authorize the roles.		
3.3	Does the tool have Open APIs to integrate with other applications?		
3.4	Does the tool support feature to configure and/or customize rules and workflow without zero or minimal changes to the code.		
3.5	Does the tool support pre-defined dashboard and reports as well as a facility to create new reports and dashboards as self-service by the Administrator role?		
3.6	Does the tool must support sms, email and whatsapp integration for messaging?		
3.7	Does the tool support rule-based classification and categorization of grievances or queries?		
3.8	Does the tool support blockchain based backbone for information from a future proof architecture standpoint?		
<b>4. Performance</b>			
4.1	Can the platform/tool provide a sustained level of agreed performance levels in terms of response time, for example, response time of each screen below 3 sec to open under reasonable boundary conditions?		

## TOR for AI Enabled Complaint and Grievance Management Tool

4.2	Any observed performance degrade and if so under what circumstances?		
<b>5. Security</b>			
5.1	Does the tool support role-based access to information and actions to be performed?		
5.2	Does the tools support two factor authentication?		
5.4	Has the tool been certified for conformance to any applicable security standards?		
5.5	Has the tool undergone VAPT and subsequently fixed the issues discovered?		

## Annexure III: Functional Criteria

It is expected that IA will understand detailed requirement including processes, use cases and data points during first week of requirement during project kick-off. Table below is the list of functional criteria basis which IA will be evaluated on the parameter of functional score

#	Functional Criteria	IA response (1/2/3)  1 – is available out of the box 2 – Can be achieved by customization 3 – Needs to be built from scratch
1	Support for life-cycle management of Grievances and Complaints, from logging until resolution.	
2	Support for compliance during execution of the order for a case	
3	Rule based conversion of grievances into cases.	
4	Auto allocation of cases to the hearing bench, basis load balancing algorithm.	
5	Support for sms and email-based notifications and alerts at the stages which are marked to be notified and is configurable to achieve this feature.	
6	Supports Whatsapp based integration.	
7	It is possible to auto resolve queries if of normal nature by having automation feature in the tool which can query database and facts.	
8	Supports Artificial Intelligence features by which tool is able to guide resolution of Grievances with the history of similar cases before.	

## TOR for AI Enabled Complaint and Grievance Management Tool

9	Support for complaints converting to legal cases through the lifecycle of legal hearings with multiple iteration, supporting documents, order passed etc.	
10	Ability to schedule a virtual hearing by integrating with virtual conference platform such as Zoom automatically and notify parties with the link.	
11	Provisioning of legal dashboard for the cases to be scheduled automatically basis availability of the hearing officer.	
12	Legal dashboard of cases to provide visibility of case history, status and Turn Around Time (TAT) at different levels.	
13	Facility to configure TAT of the cases and alert mechanism for the cases breaching or approaching TAT.	
14	An automated notification will be enabled for the complainant and the related parties for the hearing process with date, time and venue for the appearance	
15	An online library of all the judgements and notices will be available for search and easy reference of the hearing officer	
16	Resolution once passed will be captured and processed digitally for the actions and actions to be reflected in the account area of the promoters.	
17	Resolution actions will be tracked online with allocated TAT with automated alerts and notifications on non-compliance.	
18	Consumers to be assured and notified by sms and status update on the grievances logged.	
19	Voice bots available in Hindi and English should be available to convert a conversation into a Grievance automatically.	
20	Voice bots available in Hindi and English should be available to convert a conversation into a Grievance automatically.	



## TOR for AI Enabled Complaint and Grievance Management Tool

	RERA officials will be able to send and manage notes and notices online using the system	
21	Tool should have all features of regular ITSM tool to also be used for internal helpdesk tool.	
22	There will be administrative section of the Portal on which Admin role will be able to configure data such as role assigned to officer, rules modification as required per RERA guidelines etc.	
23	Admin role will also be able to configure workflow steps and TAT attached if required	
24	Tool should be able to give "my grievance" section to the consumers (end-users) who will be raising grievances or queries.	

### Annexure IV: Innovation Checklist

#	List of Features	IA Response	Evidence
1	Has IA filed for any patent (IP) on proposed software tool/platform?  1. Patent filed 2. Patent filed and approval received 3. No Patent	[1, 2 or 3]	
2	Any published paper on similar concept / area in a recognizable publication?	[Yes/No]	
3	Any industry recognition for innovation / award received?	[Yes/No]	

## Annexure V: Case Studies Checklist

IA is expected to provide as many case studies comprising of completed or even ongoing implementations using the proposed platform in similar or relevant areas. IA is also encouraged to provide recommendations if any from referenceable implementations. IA must include the following table along with the title of each of the case studies submitted.

1. Is the case study ongoing project or completed?
2. Is the case study backed by customer recommendation?
3. Is the case study in grievance handling, customer support or helpdesk domain?
4. Is the case study in government or citizen domain?

## Annexure VI: Service Level Requirements

IA must take a note of the following applicable SLA obligations post implementation of the tool and must respond with a Yes (Y) / No (N) for each SLA line item as part of the technical response to the TOR in the following format.

<b>Service Level Requirement</b>	<b>IA confirmation (Yes / No)</b>	<b>IA Remarks / feedback / Note</b>
SLA_1		
SLA_2		
SLA_3		
SLA_4		
SLA_5		
SLA_6		
SLA_7		

## TOR for AI Enabled Complaint and Grievance Management Tool

Details of each requirement is provided below.

### 1. Service Level Requirement (SLA\_1): Delay in meeting of Milestones

IA will be required to sign an agreement with NISG with defined implementation milestones, deliverables, and timelines. IA shall meet the timeline of the milestones along with mentioned deliverables. Meeting of Milestone shall need to be notified by IA via email to the NISG and can be deemed to be met only after approval from NISG.

Any deviation in meeting of the Milestone due to unavoidable circumstances or situations like change in scope, shall need to be mutually agreed and signed with a rescheduling of the Milestone, or else it will be counted as a delay in meeting of the Milestone.

#### Measurement:

Delay = Number of additional business days taken to meet the milestone along with agreed deliverables.

#### Liquidated Damages Clause:

Delay	Liquidated Damages as a % of the Total Contract Value
<= 10 days	-
>10 and <=20 days	0.1%
>20 and <=30 days	0.2%
>30 days	1% and subject to further agreement between the IA and NISG

### 2. Service Level Requirement (SLA\_2): Quality of Training and Capacity Building

All the trainings and capacity building activities shall be monitored for the quality of delivery and adherence to the timelines. It is required that more than 80% of the training audience give satisfactory and above rating.

## TOR for AI Enabled Complaint and Grievance Management Tool

### Measurement:

Feedback score =  $\left[ \left( \frac{\text{Number of attendees given Satisfactory or Above rating}}{\text{number of attendees attended training session and provided rating for the session}} \right) \times 100 \right]$ .

Measurement shall be taken for each training sessions conducted by the IA and the Liquidated Damages Clause applies to each of such sessions.

### Liquidated Damages Clause:

Feedback Score	Liquidated Damages as a % of the Total Contract Value
$\leq 20\%$	0.1%

3. **Service Level Requirement (SLA\_3): Applications shall need to have a minimum Uptime of 99.9%.**

### Measurement:

Uptime shall be measured on the monthly basis and an average will be taken for the month.

$\text{Uptime \%} = \left[ \left( \frac{\text{Total uptime of the Application}}{\text{Total available Time in the Month} - \text{Total Planned Downtime during the month}} \right) \times 100 \right]$

### Liquidated Damages Clause:

Quarterly Uptime %	Liquidated Damages as a % of the Total Contract Value
$< 99.9\%$ and $> 99\%$	0.1%
$< 99\%$ to $\geq 98.5\%$	0.15%
$< 98.5\%$ to $\geq 97\%$	0.2%
$< 97\%$ to $\geq 95\%$	0.3%
$< 95\%$	0.5% and subject to further agreement between IA and NISG

**4. Service Level Requirement (SLA\_4): System Performance**

Applications shall need to have a Applications services are required to respond in a reasonable time, which is deemed to be less than 3 seconds.

**Measurement:**

*Response Time* = Time taken to open a page of the application on the web interface or navigate to another page, excluding the pages that depend on 3<sup>rd</sup> party services. Any time taken in upload and download of the files and slowdown of Data Centre will be excluded.

Measurement shall be taken by an independently appointed third party in a controlled environment with adequate network availability. The measurement shall be taken randomly for at least 10 instances on different days of the month. Measurement will include all the pages along with navigation for each instance. The most frequently occurring band of response time will be plotted and will be considered as the measured Response Time for the month.

**Liquidated Damages Clause:**

<b>Response Time</b>	<b>Liquidated Damages as a % of the Total Contract Value</b>
> 3 sec and <= 5 sec	0.05%
>5 sec and <=10 sec	0.07%
> 10 sec for the month	0.1%
> 10 sec in continuation for last 3 months	1%

**5. Service Level Requirement (SLA\_5): Help Desk Resolution Time**

Any incident logged into the Incident Management Tool shall be classified in three (03) categories basis their Severity Levels, i.e. Severity Level 1 (S1); Severity Level

## TOR for AI Enabled Complaint and Grievance Management Tool

2 (S2) and Severity Level 3 (S3). Any query logged about change in the functionality will follow the Change Request Process agreed between IA and NISG.

IA must follow the below Service Level Requirement for queries logged and classified as S1, S2 or S3:

Type of Query	Permissible Resolution Time
S1 (Severity Level 1)	4 business hours
S2 (Severity Level 2)	8 business hours
S3 (Severity Level 3)	16 business hours

Response Time report shall be taken from the Incident Management tool on monthly basis and will be calculated for % deviation from the Service Levels across three categories of queries.

### Measurement:

% deviation = [Number of queries that did not observe permissible resolution Time in the month / Number of queries under that category in the month] \* 100

Deviation will be calculated separately for each category of incidents and the liquidated clauses will also be applicable for each category separately.

### Liquidated Damages Clause:

% Deviation	Liquidated Damages as a % of the Total Contract Value
>= 5% and <10%	0.01%
>= 10% and < 20%	0.02%
>= 20%	0.03%; doubles for every additional 10% deviation

### 6. Service Level Requirement (SLA\_6): Percentage of reopened queries

Number of reopened S3 (Severity Level 3) incidents (user queries) for a quarter should not exceed 5%. A re-opened query is the query that was resolved by the help

## TOR for AI Enabled Complaint and Grievance Management Tool

desk, but the user has reopened it in the tool as the solution was not deemed to be satisfactory by user who logged in the query. Logging of queries in Incident Management Tool alone are in the scope of this requirement.

### Measurement:

% Reopened queries = [Number of S3 queries that were reopened in the quarter / Number of S3 queries in the quarter] \* 100

### Liquidated Damages Clause:

<b>% Reopened Queries</b>	<b>Liquidated Damages as a % of the Total Contract Value</b>
>= 5% and <10%	0.01%
>= 10% and < 20%	0.02%
>= 20%	0.03%, doubles for every additional 10% deviation

## 7. Service Level Requirement (SLA\_7): Confidentiality and Security Breach of Information

IA shall ensure that all application-level data access and security measures to ensure that there is no instance of data loss, breach or tampering throughout contract period, are built in the solution. Only Application Software level security measures are in the scope of this requirement.

IA shall provide a detailed report comprising of the Root Cause Analysis and the mitigation plan in consultation with the Hosting Service Provider, to prevent future occurrence of the incident in not more than Three (3) calendar days after the actual occurrence of the incident.

### Measurement:

Days = (number of calendar days taken by the IA to furnish Root Cause Analysis and the Mitigation Plan from the actual occurrence of the incident) - (number of calendar days taken by the Hosting Service Provider to furnish details required by the IA)

**Liquidated Damages Clause:**

<b>Days</b>	<b>Liquidated Damages as a % of the Total Contract Value</b>
> 3 days and <= 7 days	0.01%
> 7 days and <=15 days	0.02%
> 15 days	0.03%, doubles for every additional delay of 15 days

## **Annexure VII: Technical Bid Response Formats**

Technical bid response must cover response to Annexure II, III, IV, V and VI in the given format in the annexure. IA may provide additional documents and should make a presentation of the overall proposal in a presentation format.

## **Annexure VIII: Commercial Bid Format**

### **Guidelines for Commercial Proposal**

1. The agency is expected to provide the cost of following components:
  1. License cost - in both Capex and Opex models for all components of the tool.
  2. Associated customization as one-time cost
  3. Annual Maintenance and Support cost (AMC)
  4. Rate card for handling any change requests in future
2. Prices shall be quoted entirely in Indian Rupees.
3. Proposed cost shall be frozen for a period of Five (5) years without any escalation in the price and any escalation in price thereafter shall be subject to mutual discussion and agreement.
4. IA must give the spread of cost for the period of 5 years and are free to propose alternate models.



## TOR for AI Enabled Complaint and Grievance Management Tool

5. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
6. It should be separately and clearly indicated how the Taxes will be applied for selling these services by a registered entity in India to NISG.

**Note:** The commercial figure quoted will be an all-inclusive figure – inclusive of out-of-pocket expenses and all taxes, duties, etc. payable. No out-of-pocket expenses will be reimbursed separately. Should the commercial quote include separate out of pocket expenses or any taxes, duties, etc., such a commercial bid will be treated as an invalid bid.

**\*\*\*\*\*END OF DOCUMENT\*\*\*\*\***