TERMS OF REFERENCE FOR
SELECTION OF SERVICE PROVIDER FOR
BHARAT VISTAAR PLATFORM INTEGRATION
AND
PROGRAMME MANAGEMENT UNIT (PMU) TECHNICAL SUPPORT SERVICES
FOR A STATE AGRICULTURE DEPARTMENT

Chief Executive Office

NATIONAL INSTITUTE FOR SMART GOVERNMENT

HYDERABAD



National Institute for Smart Government

Hyderabad

November, 2026

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NISG may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessments or assumptions contained in this ToR. The issue of this ToR does not imply that NISG is bound to select and shortlist qualified bidders or to appoint the selected Bidder for this Project. NISG reserves the right to reject all or any of the Responses or Proposals without assigning any reasons whatsoever.

The Respondent shall bear all costs associated with or relating to the preparation and submission of its Response, including but not limited to preparation, copying, postage, delivery fees and expenses associated with any demonstrations or presentations which may be required by NISG. NISG shall not be liable in any manner whatsoever for the same, regardless of the conduct or outcome of the Bidding Process.

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1. Purpose of the Terms of Reference

National Institute for Smart Government (NISG) is soliciting responses from potential bidders for **Bharat Vistaar Platform Integration and Programme Management Unit (PMU) Technical Support Services** for one of its clients, the Agriculture Department of a State Government (the "Client Department"). NISG has been engaged by the Client Department as System Integrator (SI) and PMU for the Client Department's adoption of, and phased integration with, the Government of India's Bharat Vistaar platform.

The primary responsibility of the Service Provider (SP) is to deliver, under the overall supervision of NISG, (i) the integration services for Stages 1 to 4 and the Channel Expansion workstream (Track 1), and (ii) a dedicated PMU providing exclusive technical support services to the Client Department for a period of twelve (12) months from the date of issue of the Work Order (Track 2). Detailed information is provided in the subsequent sections of this document.

2. Data Sheet

Sl. No.	Item	Description
1	Project Title	Selection of Service Provider for Bharat Vistaar Platform Integration and Programme Management Unit (PMU) Technical Support Services for a State Agriculture Department
2	Contact Person	Name: S. Rasheed Basha Emai: srbasha@nisg.org
3	Contact Person (Alternate)	Name : Lavanya Komsani Email : lavanya.k@nisg.org Phone : 9676192595
4	Address for the purpose of Bid Submission	Chief Executive Officer, National Institute for Smart Government, TGIIC Zonal Office, Financial District, Nanakramguda, Hyderabad – 500032
5	Cost of ToR	Free and can be downloaded from www.nisg.org
6	Type of Enquiry	Open Tender
7	Bidder Enquiries	Mail to srbasha@nisg.org with CC to Lavanya.k@nisg.org. Responses will be posted on www.nisg.org
8	Last date of submission of response to tender	23 November 2026 on or before 3:00 PM
9	Opening of bids	23 November 2026 at 4:00 PM
10	Opening of technical bid	TBD
11	Opening of price bid	TBD

Sl. No.	Item	Description
12	Bid Submission	1. Bid covers: Cover 1: Pre-Qualification & Technical Bid Cover 2: Price Bid Cover 3: Outer cover containing Cover 1 and Cover 2 2. Write clearly the Bidder name on each cover 3. Submission – physical submission at the address mentioned 4. Clearly mention the name of the ToR on the outer cover
13	Selection Method	Quality and Cost Based Selection (QCBS), with 70% weightage to Quality and 30% weightage to Cost
14	Contract Period	Twelve (12) months from the date of issue of the Work Order

3. Background

3.1. About the Client Department

The Client Department is responsible for planning and implementing agricultural development programmes, disseminating crop and input advisories, coordinating farmer-facing services, and facilitating the implementation of State and Central Government schemes for the benefit of farmers. Integration with the Bharat Vistaar platform is intended to enhance farmers' access to verified agricultural information and services through a common digital interface, including regional-language (Telugu) conversational channels.

3.2. About the Bharat Vistaar Platform

Bharat Vistaar is the Government of India's AI-enabled agricultural advisory platform, providing farmers with access to Central Government schemes, ICAR advisories, mandi prices, weather information and other services through conversational and digital channels, with support for regional languages. States may adopt the platform through three approaches:

- **Type A – Base Platform Adoption:** onboarding using existing Bharat Vistaar infrastructure to deliver centrally available services and public-domain knowledge in the regional language with minimal setup effort.
- **Type B – State Data & Systems Integration:** integrating State schemes, departmental knowledge repositories and domain-specific content through standardised API and interoperability frameworks.
- **Type C – State-Owned Vistaar Network:** States establish their own Vistaar implementation using open-source components.

The Client Department has decided to adopt the **Type A and Type B** approaches. This ToR covers the services required for that adoption.

3.3. Objective of the Assignment

To enable the Client Department to (i) adopt the core Bharat Vistaar chatbot and voice bot; (ii) publish State-specific content; (iii) integrate approved State APIs and systems; (iv) enable approved communication channels (Website and WhatsApp); and (v) progressively integrate identified departmental data sources and services, supported by (vi) a dedicated PMU providing exclusive technical support throughout the engagement.

4. Scope of Work

The selected SP shall deliver the two tracks defined below in parallel over a twelve (12) month engagement period, working under the supervision of NISG. NISG shall remain the contracting party and primary interface with the Client Department. The scope described is illustrative and not exhaustive and may be refined or expanded by the Client Department / NISG during the engagement, governed by the Change Request process. The scope and pace of implementation are subject to the Client Department providing the required content, data, APIs, approvals, credentials and system access, and to compliance with the Standard Operating Procedures (SOPs), technical specifications and guidelines issued by the Bharat Vistaar IT Team.

4.1. Phased Integration Approach

Stage	Description
Stage 1: Core Chatbot & Voice Bot Adoption	• The Client Department adopts the Bharat Vistaar chatbot and voice bot, enabling farmers to access Central Government schemes, ICAR advisories, mandi prices and weather information in Telugu through existing Bharat Vistaar infrastructure. • Content readiness, glossary preparation and language testing for both the chatbot and the voice bot.
Stage 2: Publishing Department Content	• State-specific scheme information, circulars, guidelines and approved agricultural content are added to Bharat Vistaar alongside Central content.
Stage 3: API-Based Personalised Services	• Approved State systems and services (application tracking, benefit status, grievance-related services) are connected to Bharat Vistaar through APIs, enabling personalised responses subject to approvals, consent and system capabilities.
Stage 4: Deep System Integration	• Bharat Vistaar is progressively integrated with additional authorised departmental systems and data sources (such as land and crop-related information), subject to approved data-access, security, consent and governance arrangements.
Channel Expansion (Website & WhatsApp)	• Bharat Vistaar is enabled through the Client Department's website and WhatsApp. This is a parallel workstream and not an additional stage.

4.2. TRACK 1 — Bharat Vistaar Integration Services

4.2.1. Programme Coordination with the Bharat Vistaar IT Team

- Act, on behalf of NISG, as the working-level coordination point between the Client Department and the Bharat Vistaar IT Team for integration-related matters.
- Coordinate meetings, technical discussions, reviews and follow-up actions between the Client Department and the Bharat Vistaar IT Team.
- Maintain a consolidated action-item tracker covering activities, dependencies, timelines, approvals and responsible stakeholders, and follow up on pending actions and approvals for each stage.
- Identify and escalate issues, blockers, risks and change requests to NISG and the stakeholders concerned and facilitate their resolution.

4.2.2. Stage 1: Core Chatbot & Voice Bot Adoption

- Coordinate the Client Department's onboarding onto the core Bharat Vistaar chatbot and voice bot for access to Central schemes, ICAR advisories, mandi prices and weather information in Telugu.
- Coordinate the required technical support from the Client Department's website/platform team for onboarding and deployment.
- Support evaluation of the deployment approach, including use of the Bharat Vistaar application and/or embedding or white labelling the chatbot and voice bot on Department platforms, subject to Bharat Vistaar technical provisions.
- Coordinate preparation and submission of the approved regional agriculture glossary.
- Undertake Telugu-language testing and validation of chatbot and voice bot responses against agreed test scenarios, and coordinate continuous defect reporting, feedback and resolution with the Bharat Vistaar IT Team before and after rollout.

4.2.3. Stages 2–4: State Data & Systems Integration

Stage	SP Activity	Preconditions (Client Department to provide)
Stage 2: Publishing Department Content	Collect State scheme information, circulars, guidelines and approved content; standardise it in the format required for Bharat Vistaar Contributor upload; undertake Contributor activities; support the Reviewer through the review cycle; compile the regional agriculture glossary and coordinate language testing.	Scheme information and departmental documents in digital format; approved advisory content; agri-input inventory, where applicable; glossary inputs; nominated Reviewer.

Stage	SP Activity	Preconditions (Client Department to provide)
Stage 3: API-Based Personalised Services	Coordinate with scheme-owning and technical teams to identify, document and verify APIs for application tracking, benefit status, grievance redressal and other prioritised services; consolidate API documentation and use cases; coordinate testing; share verified specifications with the Bharat Vistaar IT Team; facilitate resolution of technical observations.	Access to relevant State systems/APIs; nominated technical SPOCs; APIs to be developed or modified by the Department/system-owning agency where required.
Stage 4: Deep System Integration	Undertake Stage 3 activities and additionally coordinate integration with authorised departmental systems and data sources, including land and crop-related information where approved; support definition of data-access, consent, security and governance requirements; coordinate integration testing and rollout.	Authorised access to relevant systems/data sources; nominated technical SPOCs; approved consent, security and data-governance arrangements; required technical interfaces and system access.

4.2.4. Content Lifecycle Management (Bharat Vistaar Ingestion Pipeline)

The SP shall manage State content through the Bharat Vistaar ingestion pipeline in the Contributor role. Formal content review, approval and production publishing shall remain with the Client Department's nominated Reviewer/Admin and the Bharat Vistaar central team, respectively.

#	Pipeline Stage	SP Responsibility
1	Uploaded	Upload the approved source document to the Bharat Vistaar console as Contributor.
2	Extracting text	Monitor automated text/OCR extraction performed by the platform.
3	Review text	Validate extracted text against the source document and coordinate corrections with the Department Reviewer.
4	Translating	Monitor automated translation to English, where applicable.
5	Review translation	Review and suggest corrections to the English translation in coordination with the Department Reviewer.

#	Pipeline Stage	SP Responsibility
6	Approve content	Review AI-generated content chunks and coordinate validation with the Department Reviewer.
7	Ready to ingest	Queue verified content for ingestion into the development environment.
8–11	Publishing to dev / Approve for production / Publishing to prod / Completed	Support User Acceptance Testing on the development environment, coordinate final sign-off and follow up for production publishing.

4.2.5. API Coordination with State Technical Teams

- Identify the technical and scheme-owning teams responsible for the underlying databases and systems, and prioritise services and use cases for integration.
- Coordinate verification of APIs against the technical requirements of the Bharat Vistaar IT Team, and facilitate discussions with State technical teams on API modifications.
- Consolidate verified API specifications, documentation and use cases and share them with the Bharat Vistaar IT Team.
- Track feedback relating to API readiness, security, data requirements or technical modifications and coordinate resolution through the respective State technical teams.

4.2.6. Channel Expansion

a) Website Integration – subject to technical feasibility and approval:

- Coordinate submission of the Department's official website/domain details to the Bharat Vistaar IT Team for whitelisting or approval.
- Coordinate chatbot embedding with the Department's website/platform team, support testing prior to production enablement, and coordinate resolution of integration issues.

b) WhatsApp Channel – subject to technical feasibility and approvals:

- Coordinate activation of the Department's WhatsApp Business Account and procurement/activation of the dedicated WhatsApp number (to be funded by the Client Department).
- Facilitate completion of business verification and approval processes with Meta.
- Undertake the technical integration required to connect the Bharat Vistaar chatbot with the approved WhatsApp number, and support testing and issue resolution prior to go-live.

c) Voice Bot Adoption & Helpline – coordinate testing and validation of voice bot responses alongside the chatbot, continuously monitor performance and share feedback with the Bharat Vistaar IT Team; support preparation of a

formal request to the Government of India / Bharat Vistaar IT Team for a dedicated State helpline number for the voice bot.

d) **Image-Based Crop/Pest Diagnosis** – coordinate with the Bharat Vistaar IT Team on enablement of the AI-based crop/pest image-diagnosis capability across the chatbot and WhatsApp channels, subject to availability and technical feasibility.

4.2.7. Compliance with Bharat Vistaar SOPs

- Follow the applicable SOPs for onboarding, content preparation, API integration, review, testing and publishing, and ensure SP-managed submissions conform to Bharat Vistaar standards.
- Support the Client Department in nominating authorised Admin, Contributor and Reviewer officers using official gov.in email accounts, and assist them with onboarding.
- Maintain evidence and records of submissions, approvals, testing and sign-offs.

4.2.8. Governance and Reporting

- Maintain a consolidated integration tracker covering schemes, content items, APIs, systems, channels, dependencies and approvals, and an issues, risks and action-item register.
- Participate in periodic progress reviews with NISG and the Client Department and joint review meetings with the Bharat Vistaar IT Team.
- Submit periodic progress reports to NISG highlighting completed activities, planned activities, dependencies, risks and issues requiring intervention.
- Maintain documentation and implementation records, and support final handover and closure activities.

4.2.9. Deliverables

- **D1 – Project Mobilisation & Integration Plan**: governance structure, stakeholder coordination mechanism, implementation approach, integration tracker, dependencies and schedule.
- **D2 – Chatbot & Voice Bot Adoption and State Content Integration:** chatbot and voice bot operational in Telugu, with prioritised State schemes, advisories, circulars and guidelines published.
- **D3 – State Systems & Personalised Services Integration:** verified and approved State API integrations for prioritised services.
- **D4 – Channel Expansion & Stage 4 Integration:** Bharat Vistaar enabled through approved additional channels (Website/WhatsApp) and agreed deeper system/data integrations, to the extent enabled by approved data, access and technical dependencies.
- **D6 – Project Closure & Handover:** final completion and handover report, including integration status, documentation, pending dependencies, knowledge transfer and recommendations for continued operations.

4.3. TRACK 2 — Dedicated PMU Technical Support Services

4.3.1. Technical Support Services

The SP shall establish a dedicated PMU to provide exclusive technical support services to the Client Department for twelve (12) months from the date of issue of the Work Order. The PMU shall serve as the Client Department's single point of contact for Bharat Vistaar-related technical support and shall:

- Provide first-level technical support for the chatbot, voice bot, website and WhatsApp channels, including logging, triage and escalation of issues to the Bharat Vistaar IT Team or departmental technical teams, and tracking them through to resolution.
- Undertake post go-live monitoring of channel availability and response quality, and regression testing of the chatbot and voice bot after platform updates or content changes.
- Support periodic content updates (new or revised schemes, seasonal advisories, circulars) through the Bharat Vistaar ingestion pipeline.
- Provide technical support to scheme-owning teams for API changes, re-testing and re-verification of integrated services.
- Provide handholding and orientation of the nominated Admin, Contributor and Reviewer officers and other Department users on the Bharat Vistaar console and workflows.

4.3.2. Key Deliverables

- **D5** – Monthly Technical Support Report covering issues logged and resolved, pending dependencies, content updates, monitoring outcomes, usage insights (where available) and recommendations.
- Consolidated Quarterly Support Report.

4.3.3. Resource Deployment

The SP shall deploy the following dedicated resources for the entire engagement period. The team shall primarily operate from the SP's / NISG's office in Hyderabad and undertake visits to the Client Department's office as required for workshops, consultations, reviews, integration activities and go-live support.

Position	Qty	Qualification & Experience	Duration
PMU Lead / Project Manager	1	B.E./B.Tech/MCA/MBA; minimum 8 years of experience, including at least 3 years managing Government digital/e-governance programmes; experience in agriculture or citizen-service platforms preferred.	12 Months
Technical Integration Specialist	1	B.E./B.Tech/MCA; minimum 5 years of experience in API integration (REST/JSON), testing and documentation; exposure to chatbot/conversational AI platforms and WhatsApp Business API preferred.	12 Months

Position	Qty	Qualification & Experience	Duration
Content & Language Specialist	1	Graduate in Agriculture or allied field / Languages; minimum 3 years of experience in content curation or translation; strong written proficiency in Telugu and English.	12 Months

Track 1 activities shall be delivered by the SP's core team as proposed in its Technical Bid, in addition to the Track 2 resources. Out-station travel at the Client Department's request shall be reimbursed on actuals as per applicable State Government travel rules, over and above the quoted rates.

The scope of work also includes coordination with the Bharat Vistaar IT Team for Stages 1–4; formatting and standardisation of Department-supplied content and Contributor upload; API identification, verification and documentation with scheme-owning teams; WhatsApp Business/Meta activation coordination and chatbot integration; website domain whitelisting and embedding; support in drafting the request for a dedicated voice bot helpline; tracking, escalation and reporting; and dedicated PMU technical support for twelve months.

5. General Terms and Conditions

5.1. Changes in Specifications

- NISG may, on the request of the Client Department, require the SP to make reasonable changes to the scope and tasks during the contract period. The SP shall use its best efforts to implement such changes at no additional expense to NISG and without delaying delivery.
- Where a proposed change would, in the reasonable opinion of the SP, delay delivery or result in additional expense, NISG and the SP shall confer, and NISG may either withdraw the change or require the SP to implement it subject to a mutually agreed revision of timelines and/or cost.

5.2. Cancellation

- NISG reserves the right to withdraw this ToR if it determines that such action is in the best interest of the organisation, without assigning any reason whatsoever. The validity of the shortlisting process is at the discretion of NISG.

5.3. Confidentiality

- All information and materials furnished by the bidder in response to this ToR shall be the property of NISG, with no restriction on their use for the purpose for which they were obtained. NISG shall hold such information in confidence and shall not make it public unless directed by a court of law or under RTI norms.
- The SP shall keep confidential all information, documents, credentials and data of NISG, the Client Department and the Bharat Vistaar platform received during the engagement and shall not disclose them to any third party or use them for any purpose other than this engagement. This obligation shall survive the expiry or termination of the contract.

5.4. Data Protection and Security

- The SP shall process any personal data (including farmer, beneficiary, land or crop data) only for the purposes of this engagement, on the instructions of NISG / the Client Department, and in accordance with the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023 and the consent and data-governance framework approved by the Client Department.
- The SP shall not store, copy or transfer Client Department data outside approved systems, and shall return or securely delete all such data and revoke all access credentials at the end of the engagement.

5.5. Expenses for Responses

- The bidder is solely responsible for all expenses incurred in preparing a response to this ToR, including costs of presentations, subsequent meetings and clarifications.

5.6. Indemnification

- The SP agrees to indemnify, defend and hold harmless NISG and the Client Department against all claims, losses and costs of every kind, including reasonable legal fees, arising from the SP's breach of the contract, negligence, breach of confidentiality or data protection obligations, or infringement of the intellectual property rights of any third party.

5.7. Warranties

- The SP represents and warrants that its performance under this engagement is not in violation of any other agreement the SP has with another party.
- The deliverables shall not violate the intellectual property rights of any other party.
- The services shall be performed with due skill, care and diligence, in accordance with the applicable Bharat Vistaar SOPs and the requirements of this ToR, and any deficiency notified by NISG shall be rectified by the SP at no additional cost.

5.8. Applicable Law

- NISG and the SP shall at all times comply with all applicable laws, rules and regulations. The obligations of both parties are subject to their respective compliance with all applicable laws and regulations.

5.9. Dispute Resolution

- If a dispute arises under this ToR or the resulting contract, NISG and the SP shall first try to resolve it with the help of a mutually agreed mediator in Hyderabad. Costs and fees of mediation, other than attorney fees, shall be shared equally.
- If mediation fails, the dispute shall be referred to a sole Arbitrator appointed by mutual consent. If the parties cannot agree on the appointment within one month of notification of the dispute, the Arbitrator shall be nominated by NISG. The Arbitration and Conciliation Act, 1996 shall apply and the award shall be final and binding, subject to legal remedies available under law. Arbitration proceedings shall be held at Hyderabad, Telangana.

5.10. Intellectual Property Rights

- All documents, reports, trackers, content, API documentation and other deliverables prepared under this engagement shall be the exclusive property of

NISG / the Client Department. The SP shall not acquire any rights in the Bharat Vistaar platform or in departmental content and data.

5.11. Sub-contracting and Personnel

- The SP shall not sub-contract or assign any part of the work without the prior written consent of NISG.
- Resources proposed in the Technical Bid shall not be replaced without the prior approval of NISG, except in case of resignation, illness or similar reasons, in which case a replacement of equal or better qualification shall be provided within 15 days. NISG may require the replacement of any resource whose performance is unsatisfactory.
- Personnel deployed by the SP shall remain the employees of the SP, and the SP shall be solely responsible for their salaries, statutory dues and compliances.

5.12. Termination

- NISG may terminate the contract by giving thirty (30) days' written notice in case of material breach by the SP not remedied within the notice period, or if the Client Department terminates or curtails its engagement with NISG. On termination, the SP shall be paid for services satisfactorily rendered up to the date of termination, subject to receipt of corresponding payment from the Client Department and shall hand over all work-in-progress, documents and data.

5.13. Period of Validity of the Proposal

a) Proposals shall be valid for a period of three (3) months from the date of opening. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws its proposal in writing, it will be deemed valid until the bidder formally withdraws it in writing.

b) In exceptional circumstances, NISG may solicit the bidder's consent for an extension of the validity period. The request and responses shall be made in writing (or by email).

5.14. Prices

i. The bidder shall quote prices in the specified format, fixed for the entire project on a single-responsibility basis, in Indian Rupees.

ii. The price quote shall include all components and services required to meet the requirements of this ToR.

iii. No adjustment of the quoted price shall be made on account of variations in costs of labour, materials or any other cost component during the contract period.

iv. The price quoted shall be the only payment payable by NISG to the successful bidder for completion of its contractual obligations, subject to the payment terms specified. Prices shall be quoted exclusive of GST, which shall be paid at the applicable rate.

v. Prices once offered must remain fixed and not be subject to escalation for any reason within the validity of the proposal and the contract. A proposal with an adjustable or conditional price quotation may be rejected as non-responsive.

vi. Bidders shall provide all prices as per the prescribed format and shall not leave any field blank; where not applicable, "0" (zero) shall be indicated.

vii. If the price of any service is not explicitly quoted or is quoted as zero, it shall be assumed to be absorbed in other quoted elements, and NISG shall have the right to obtain such service at no additional price.

viii. If the prices of different components are bundled together, unbundling shall not be allowed during evaluation or contracting, and NISG may reject such bids as non-responsive.

ix. All costs incurred due to delay of any sort attributable to the bidder shall be borne by the bidder.

x. NISG reserves the right to procure the services listed in this ToR in whole or in part.

6. Bid Submission & Evaluation Process

i. The bid shall be submitted in two parts:
   a) **Pre-qualification and Technical Bid** – as per the formats provided in Sections A and B.
   b) **Commercial Bid** – as per the formats provided in Section C.

ii. **Pre-qualification:** These are mandatory criteria. Only bidders meeting all pre-qualification criteria shall be eligible for further evaluation.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder shall be a legally registered entity in India and shall have been in continuous operation for at least five (5) years as on the bid submission date. Consortiums or Joint Ventures are NOT allowed.	Certificate of Incorporation / Registration Certificate / Partnership Deed
2	Statutory Registrations	Valid registrations for (i) PAN, (ii) GST and (iii) EPF.	Self-attested copies of all three registration certificates
3	Average Annual Turnover	Average annual turnover of at least Rs. 10 Crores from IT/ITeS services during the last three financial years (2023-24, 2024-25 and 2025-26).	Audited financial statements / CA certificate
4	Relevant Experience	At least one (1) completed or ongoing project of value Rs. 3 Crores or above in the last five (5) years involving conversational AI / chatbot implementation, digital platform integration or PMU services for a Central / State Government department or PSU.	Copy of Work Order / Contract / client completion certificate

S. No.	Basic Requirement	Specific Requirements	Documents Required
5	Non-Blacklisting Undertaking	The bidder should not have been blacklisted or declared ineligible by any Central Government Ministry/ Department, State Government, Corporation, Board, PSU or Semi-Government organisation as on the date of this ToR.	Self-declaration on company letterhead
6	IT Manpower	The bidder shall have at least forty (40) IT professionals on its payroll as on the bid submission date.	PF & ESI statements (latest) as proof, along with an HR self-declaration listing the IT professionals
7	Certification	Valid ISO 9001 or ISO 27001 or CMMI Maturity Level 3 (or higher) certificate as on the bid due date.	Copy of valid certificate issued by an authorised certifying body

iii. **Technical Evaluation:** The bids of bidders qualifying the pre-qualification shall be evaluated as below. Bidders securing the minimum cut-off marks shall qualify for opening of price bids.

S. No.	Criteria	Evaluation Criteria	Documents Required	Max. Marks
1	Relevant Experience: projects (ongoing or completed) in Software Development/Implementation/API-based digital platform integration for Central / State Government / PSUs in the last 5 years (from the date of publication of TOR)	i. 1 project = 10 marks ii. 2 projects = 15 marks iii. 3 or more projects = 20 marks	Copy of Work Order / LOA / Contract /go live certificate/ client letter	20
2	Experience in Secured Applications: websites / mobile apps / software applications developed for Central / State Government / PSUs that obtained a CERT-In empanelled auditor's VAPT "safe-to-host" certificate or STQC certification	i. 1 certificate = 2 marks ii. 2 or more certificates = 10 marks	LoA / Work Order with Completion Certificate and copy of VAPT / STQC certificate	10

S. No.	Criteria	Evaluation Criteria	Documents Required	Max. Marks
3	Experience in implementing AI voice bot / Chatbot / WhatsApp chatbot for Central / State Government / PSUs in the last 5 years	i. 1 project = 5 marks ii. 2 or more projects = 10 marks	LoA / Work Order with Completion Certificate / Go-Live Certificate / client letter	10
4	Certifications valid as on bid due date	i. CMMI Maturity Level 3 or above certificate = 4 marks ii. ISO 9001 = 2 marks iii. ISO 27001 = 2 marks iv. ISO 20000 = 2 marks	Copies of valid certificates	10
5	Proposed Experts: CVs of the Track 2 PMU resources and the Track 1 Integration Lead	Qualification, relevant experience and language proficiency against Section 4.3.3 (maximum 5 marks per proposed resource)	CVs as per Form 6	10
6	Approach, Methodology &	i. Understanding of scope and Bharat Vistaar ecosystem ii. Approach & methodology for Stages 1–4 and channel expansion iii. Implementation plan & governance	Technical Proposal & Presentation	10

S. No.	Criteria	Evaluation Criteria	Documents Required	Max. Marks
6	Technical Presentation	i. Understanding of scope and Bharat Vistaar ecosystem ii. Demonstration of similar chatbot / integration work	Technical Proposal & Presentation	30
	TOTAL			**100**

iv. Only bidders scoring a minimum total technical score of **80 (eighty)** shall qualify for evaluation of their price bids.

v. **Commercial Bid Evaluation:** The commercial bids of only technically qualified bidders shall be opened. The commercial bid shall be as per the format provided in this ToR. The Total Project Fee (excluding GST) in Form 8 shall be considered for evaluation.

vi. **Final Evaluation:** A composite score shall be calculated for bidders whose bids are found to be in order, with weightage of Technical – 70% and Commercial – 30%, using the formula:

$$Bn = 0.7 \times Tn + 0.3 \times (Cmin / Cb \times 100)$$

where

Bn = overall score of the bidder;

Tn = technical score of the bidder;

Cb = price of the bidder; and

Cmin = lowest price among the financial proposals under consideration.

The bidder achieving the highest overall score will be invited for negotiations for award of the contract. In case of a tie, the bidder with the higher technical score will be invited first.

vii. **Award of** Contract

a) **Award Criteria:** NISG will award the contract to the bidder whose proposal is substantially responsive, technically qualified and bidder achieving the highest overall score .

b) **NISG's Right to Accept / Reject Any or All Proposals:** NISG reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without incurring any liability or obligation to inform the affected bidders of the reasons.

c) **Notification of Award:** Prior to the expiry of the validity period, NISG will notify the successful bidder in writing or by email that its proposal has been accepted. The successful bidder shall furnish a Performance Bank Guarantee

of 3% of the contract value, valid for the contract period plus three months, within 30 working days of the notice of award.

d) **Contract Finalisation:** NISG reserves the right to negotiate with the best-value bidder for reasonability of rates. If the best-value bidder refuses to sign the contract, NISG may offer the contract to the next best-value bidder at the lower of its own quote and the quote of the best-value bidder.

e) **Signing of Contract:** NISG shall enter into a separate contract, if felt necessary, incorporating all agreements between NISG and the successful bidder. NISG may annul the award if there is a delay of more than 30 days in signing the contract for reasons attributable to the successful bidder.

7. Project Timelines

The engagement period is twelve (12) months from the date of issue of the Work Order (T0). The SP shall mobilise the Track 2 PMU resources within fifteen (15) days of T0. Channel Expansion may be undertaken in parallel with Stages 2–4, and its completion is subject to Meta approval and the availability of requisite dependencies, including support from the Bharat Vistaar IT Team.

8. Payment Terms

The payment milestones, the linkage of payments to deliverables and the corresponding timelines shall be defined in the Agreement to be executed between NISG and the selected Service Provider. The following general principles shall apply:

a) Payment shall be made after successful completion of the activity and submission and acceptance of the deliverables by NISG / the Client Department.

b) All payments shall be made upon submission of invoices along with the related sign-off documents.

c) This is a **back-to-back arrangement**; payment to the SP will be released after receipt of the corresponding payment by NISG from the Client Department.

d) Any penalties imposed by the Client Department on NISG shall be transferred to SP. If any SLA are imposed by the client department the same shall be transferred to SP.

Subject to the above principles, payments to the SP shall be released in the following milestones, calculated as a percentage of the Total Project Fee (excluding GST):

Payment Milestone	Linked Deliverables	Payment %
Milestone 1	On submission and acceptance of Project Mobilisation & Integration Plan (D1)	30%
Milestone 2	On submission and acceptance of Chatbot & Voice Bot Adoption and State Content Integration (D2), and State Systems & Personalised Services Integration (D3)	30%

Payment Milestone	Linked Deliverables	Payment %
Milestone 3	On submission and acceptance of Channel Expansion (Website & WhatsApp) & Stage 4 Deep System Integration (D4), and Technical Support Services through the dedicated PMU (D5)	35%
Milestone 4	Upon completion of the project, on submission and acceptance of the Project Closure & Handover Report (D6)	5%
	Total	**100%**

Each milestone payment is due only on acceptance of the linked deliverables by NISG / the Client Department, shall be released on a back-to-back basis on receipt of the corresponding payment by NISG from the Client Department, and is exclusive of GST, which shall be paid at the applicable rate against a valid invoice.

A. Pre-Qualification Bid Formats

Form 1: General Information

S. No.	Particulars	Details to be Furnished
I	Details of the Bidder	
	Name	
	Address	
	Telephone	
	E-mail	
	Website	
II	Details of Authorised Person	
	Name	
	Address	
	Telephone	
	E-mail	

Form 2: Details of the Organisation

Particulars	Details
Name of the Organisation	
Nature of legal status in India	
Nature of business in India	
Address of the Headquarters	
Address of the Registered Office in India	
Date of Incorporation (Date and ROC No.)	
Date of Commencement of Business	
PAN Number, GST Number, EPF Registration No.	
Other Relevant Information	

Form 3: Financial Information

Financial Information	FY 2023-24	FY 2024-25	FY 2025-26
Revenue from IT/ITeS services (in INR crore)			
Other Relevant Information			

B. Technical Bid Formats

Form 4: Technical Covering Letter

(Company letter head)

[Date]

The Chief Executive Officer,
National Institute for Smart Government,
TGIIC Zonal Office, Financial District,
Nanakramguda, Hyderabad – 500032

Dear Sir/Madam,

Ref: Terms of Reference for Selection of Service Provider for Bharat Vistaar Platform Integration and PMU Technical Support Services

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Having examined the ToR document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services for the above-said Project as required and outlined in the ToR.

We attach hereto the Technical Response as required by the bid document, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the services set out in the scope of work of the ToR or such features as may subsequently be mutually agreed between us and NISG or its appointed representatives.

We agree to unconditional acceptance of all the terms and conditions set out in the bid document and agree to abide by this bid response for a period of three (3) months from the date of opening of bids. Until a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and NISG.

We confirm that the information contained in this proposal, including its exhibits, schedules and other documents delivered or to be delivered to NISG, is true, accurate and complete, and does not in whole or in part mislead NISG as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive, and that you reserve the right to reject all or any of the services specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our organisation and empowered to sign this document as well as such other documents which may be required in this connection.

Dated this _____ day of _____ 2026

Authorised Signatory
Designation
Seal/Stamp of the Bidder

Form 5: Project Experience

(One form for each project reference, duly certified by the authorised signatory)

Particulars	Details
Client Information	
Name of client	
Reference person from client side (name, designation, postal address, phone, e-mail)	
Type of client (Central Govt / State Govt / PSU / Other)	
Project Details	
Name and nature of the project	
Total contract value	
Functional areas covered (chatbot / conversational AI / API integration / PMU / content management)	
Geographical location of implementation	
Peak team size deployed	
Date of commencement	
Date of completion (or expected date, if ongoing)	
Brief description of the project, scope and significant achievements	
Platforms / technologies / channels involved (e.g. WhatsApp Business API, voice bot, regional languages)	
Number of end users of the solution	
Relevance to the current project	

Form 6: Profiles of Resources

(Format for project team members' resume – one for each resource)

S. No.	Item	Details
1	Name	
2	Proposed role in the project	
3	Current job title	
4	Total experience in years (organisation, designation, responsibilities, tenure)	
5	Number of years with the current organisation	
6	Current job responsibilities	
7	Summary of professional / domain experience	
8	Skill sets (including languages known – read / write / speak)	
9	Highlights of assignments handled	
10	Educational background, training and certifications (degree, year, university)	

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes the qualifications and experience mentioned above, and that the proposed staff member is an employee of our organisation. I understand that any wilful misstatement herein may lead to disqualification or dismissal, if engaged.

Signature of Staff Member: Date:

Signature of Authorised Signatory: Date:

Company Seal:

C. Price Bid Formats

Form 7: Price Bid Covering Letter

(Company letter head)
[Date]

The Chief Executive Officer,
National Institute for Smart Government,
TGIIC Zonal Office, Financial District,
Nanakramguda, Hyderabad – 500032

Dear Sir/Madam,

Ref: Terms of Reference for Selection of Service Provider for Bharat Vistaar Platform Integration and PMU Technical Support Services

Having examined the ToR document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement the above-said Project. To meet such requirements and provide the services set out in the ToR, the following is our quotation summarising our commercial proposal:

	INR (excl. GST)	**Amount in Words**
Total Project Fee		

We attach hereto the price proposal as required by the ToR (Form 8), which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan put forward in the ToR or such adjusted plan as may subsequently be mutually agreed between us and NISG.

We agree to unconditional acceptance of all the terms and conditions in the ToR and agree to abide by this response for a period of three (3) months from the date fixed for bid opening, and it shall remain binding upon us. Until a formal contract is prepared and executed, this response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We confirm that the information contained in this proposal is true, accurate and complete. We agree that you are not bound to accept the lowest or any response you may receive.

Dated this _____ day of _____ 2026

Authorised Signatory
Designation
Seal/Stamp of the Bidder

Form 8: Summary of Project Cost

S. No.	Deliverable / Service Component	Fee (₹)	GST @ 18% (₹)	Total incl. GST (₹)
1	Stage 1 & Stage 2: Chatbot & Voice Bot Adoption and State Content Integration			
2	Stage 3: State Systems & Personalised Services Integration			
3	Channel Expansion (Website & WhatsApp) & Stage 4 Deep System Integration			
4	Technical Support Services through dedicated PMU for the project period of one year			
5	Project Closure & Handover			
	Total Project Fee			

Total Project Fee (incl. GST) in words: (Rupees _____ Only)

Note: The Total Project Fee excluding GST shall be considered for commercial evaluation.