

## **TERMS OF REFERENCE**

### **Procurement of AI-Powered Chatbot Solution for Aasandha Online Platforms**

**Subject:** Procurement of AI-Powered Chatbot Solution for Aasandha Online Platforms

**Ref:** ASND/GA/IUL/2026/28

**Date:** 19<sup>th</sup> August 2026

#### **1. Background**

Aasandha Company Limited intends to procure an AI-powered chatbot solution to enhance customer engagement and improve access to information through the Aasandha website MyAasandha Portal. The solution shall provide automated responses to customer inquiries, support multiple languages including Dhivehi and English, and enable 24/7 access to information and services. The system should be capable of utilizing Aasandha's knowledge base, FAQs, and website content to provide accurate responses to users.

#### **2. Objective**

The objective of this procurement is to acquire, implement, and maintain a secure AI-powered chatbot solution that:

- Provides automated responses to customer queries through the Aasandha website and MyAasandha Portal.
- Supports Dhivehi and English language interactions.
- Is available continuously (24/7).
- Reduces routine inquiries handled by staff.
- Improves customer experience by providing immediate access to information.
- Provides analytical insights regarding customer inquiries and content gaps.

### **3. Scope of Work**

The successful bidder shall:

#### **3.1 Solution Implementation**

- Provide and deploy a web-based AI chatbot solution on the Aasandha website and MyAasandha Portal.
- Configure the chatbot using information provided by Aasandha, including FAQs, policies, procedures, service information, and website content.
- Integrate the chatbot with the existing Aasandha website and MyAasandha Portal.
- Provide branding customization to align with Aasandha identity.

#### **3.2 Functional Requirements**

The proposed solution shall:

- Support Dhivehi and English languages at a minimum.
- The solution shall be capable of understanding Dhivehi written in Thaana script as well as Dhivehi written using Latin/English characters ("Dhivehi Latin" or "Dhivehi written in English letters").
- The solution shall automatically detect the language of the user's query and respond in the same language where appropriate.
- The solution shall maintain equivalent response quality for Dhivehi, Dhivehi written in Latin characters, and English queries.
- Respond to questions using configured knowledge sources.
- Provide contextual and relevant responses to user queries.
- Allow administrators to update knowledge content without software development.
- Maintain conversation history.
- Provide fallback responses when information is unavailable.
- Log unanswered questions for review and future knowledge improvements.

#### **3.3 Analytics and Reporting**

The solution shall provide:

- Usage statistics and reporting.

- Query volume reports.
- Frequently asked questions analysis.
- Identification of unanswered questions and content gaps.
- Administrative dashboard for monitoring chatbot performance.

### **3.4 Escalation Mechanism**

The solution should preferably provide:

- Escalation of unresolved queries to designated Aasandha customer service channels.
- Ability to display contact details, hotline information, or other communication channels where appropriate.

## **4. Technical Requirements**

The bidder shall demonstrate:

- Support deployment either on-premises within Aasandha infrastructure or as a cloud-hosted / vendor-hosted solution. (The proposed hosting architecture shall be clearly described in the proposal.)
- Secure access and administration controls.
- Encryption of data in transit.
- High availability and reliability.
- Compatibility with modern web browsers.
- Ability to integrate with Aasandha's existing environments.
- Compliance with applicable data privacy and security requirements.
- Minor software updates and bug fixes must be included in subscription.

## **5. Deliverables**

The successful bidder shall provide:

1. Implemented chatbot solution.
2. Configured knowledge base using Aasandha-provided content.
3. Administrative dashboard access.

4. User and administrator documentation.
5. Training for designated staff.
6. Go-live support.
7. Maintenance and technical support during the contract period.

## **6. Bidder Qualifications**

Interested bidders should demonstrate:

- Experience in implementing AI chatbot solutions.
- Experience with multilingual conversational platforms.
- Availability of local and/or remote technical support.
- Relevant client references and implemented projects.
- Capacity to provide maintenance and system updates.

## **7. Proposal Submission Requirements**

Bidders must submit:

### **A) Technical Proposal**

- Company profile.
- Proposed solution architecture.
- Functional specifications.
- Implementation methodology.
- Project timeline.
- Support and maintenance approach.
- Relevant experience and references of similar projects. (Work experience documentation, including a description of similar assignments undertaken and experience in a related field of work. Copies of relevant experience certificates, completion certificates, or reference letters shall be submitted as supporting evidence.)

## **B) Financial Proposal**

- One-time implementation costs.
- Subscription or licensing fees.
- Annual maintenance costs.
- Any additional costs associated with support, training, or future enhancements.

## **C) Declaration on Ethical Conduct and Fraud and Corruption - Duly completed and signed declaration (Annex 1).**

### **8. Registration for Bid**

Interested vendors or individual consultants must submit their name (company name or individual name), contact person's name, email address, and contact number to [tender@asandha.mv](mailto:tender@asandha.mv) before **26<sup>th</sup> August 2026, 15:00hrs** to register for the Bid submission.

### **9. Queries**

Any queries or requests for clarification should be sent in writing to the email below, on or before **1400hrs on 27<sup>th</sup> August 2026** to:

Email: [tender@asandha.mv](mailto:tender@asandha.mv)

Subject Header: Query on Procurement of AI-Powered Chatbot

### **10. Submission of Bid Proposal**

Bid Submission Date: **02<sup>nd</sup> September 2026**

Time: **10:00 HRS** (via Microsoft Teams)

Aasandha company will send a web meeting link to the provided email address for bid submission.

Vendors should send the bid document only when instructed to do so during the web meeting, via email to [tender@asandha.mv](mailto:tender@asandha.mv).

If the bid document exceeds 20MB in size, upload it to a cloud storage service (Google Drive, Dropbox, OneDrive) and share the link via email. Bid documents will not be accepted if the vendor does not attend the submission meeting or joins after the designated submission time.

Unless notified by announcements or direct written communication, no changes will be allowed in the Bid Submission details or deadline.

## 11. Evaluation Criteria

Proposals will be evaluated against:

| Criteria                                                                                        | Weight |
|-------------------------------------------------------------------------------------------------|--------|
| Relevant Experience and References ( <i>3 Max, each 5 points</i> )                              | 15%    |
| Support and Maintenance Capability ( <i>Breakdown below</i> )                                   | 15%    |
| Delivery Duration<br><i>Score = (Shortest Delivery Period / Bidder's Delivery Period ) × 20</i> | 20%    |
| Cost<br><i>Score = (Lowest Bid Price / Bidder's Price) × 50</i>                                 | 50%    |

| Support and Maintenance (Breakdowns)                          | Marks     |
|---------------------------------------------------------------|-----------|
| 24/7 support available                                        | 3         |
| Response time for Critical incidents ≤ 1 hour                 | 3         |
| Resolution time for Critical incidents ≤ 8 hours              | 2         |
| Training of staff on usage (minimum 1 session) included       | 2         |
| Minor software updates and bug fixes included in subscription | 5         |
| <b>Total</b>                                                  | <b>15</b> |

## 12. Contract Period

The initial contract period shall be one (1) year, with the option for renewal subject to satisfactory performance and mutual agreement.

### **13. Support Requirements**

The bidder shall provide:

- Technical support 24/7, within 5 hours on request.
  - Incident reporting and resolution procedures.
  - Availability targets and service-level commitments.
- 

#### **Annex - 1**

#### **Declaration on Ethical Conduct and Fraud and Corruption**

[The Bidder shall fill in and submit this form with the Bid]

We the undersigned confirm in the preparation of our Bid that:

1. Neither we, nor any of our employees, associates, agents, shareholders, consultants, partners or their relatives or associates have any relationship that could be regarded as a conflict of interest as set out in the Bidding Documents.
2. Should we become aware of the potential for such a conflict, will report it immediately to Aasandha Company Ltd.
3. That neither we, nor any of our employees, associates, agents, shareholders, partners, consultants or their relatives or associates have entered into corrupt, fraudulent, coercive or collusive practices in respect of our bid or proposal.
4. We understand our obligation to allow Aasandha Company Ltd to inspect all records relating to the preparation of our bid and any contract that may result from such, irrespective of if we are awarded a contract or not.
5. That no payments in connection with this procurement exercise have been made by us or our associates, agents, shareholders, partners or their relatives or associates to any of the staff, associates, consultants, employees, or relatives of such who are involved with the procurement process on behalf of Aasandha Company, Client or Employer.
6. We agree that Aasandha Company Ltd reserves the right to disqualify, suspend or terminate any contract or other arrangement between us and Aasandha Company Ltd, with immediate effect and without liability, in the event it is discovered that we have submitted a fraudulent bid.
7. This declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between us and the Company.

Authorised Signature: \_\_\_\_\_

Name:

Title:

Company Stamp: