



## महाराष्ट्र शासन

दिव्यांग कल्याण विभाग,

३१, ३२, ३५ए, मित्तल टॉवर, ए-विंग, तिसरा मजला,  
बॅरीस्टर रजनी पटेल मार्ग, नरीमन पॉईंट, मुंबई-०२१.

दूरध्वनी क्र.- ०२२-४०१४५१७६

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क्रमांक : संकीर्ण २०२५ / प्र. क्र. ६८/दि.क.-३

दिनांक : १० जुलै, २०२५

### दरपत्रक सूचना

**विषय:-** दिव्यांग कल्याण विभागासाठी AI आधारित WhatsApp/ Chatboat  
हा समाजमाध्यमाचा प्लॅटफॉर्म विकसित करण्याबाबत.

#### १. खरेदीची व्याप्ती :-

दिव्यांग कल्याण विभागासाठी AI आधारित WhatsApp/ Chatboat हा समाजमाध्यमाचा प्लॅटफॉर्म विकसित करण्याकरिता मोहोरबंद लिफाफ्यामध्ये इच्छुक पुरवठादार / प्राधिकृत वितरक / विक्रेते यांच्याकडून सोबत जोडलेल्या Scope of Work & Requirement अनुसार दरपत्रके मागविण्यात येत आहेत.

#### २. दरपत्रक सादर करावयाचा दिनांक:-

मोहोरबंद लिफाफ्यातील दरपत्रके उप सचिव (दि.क.३), दिव्यांग कल्याण विभाग, ३१, ३२, ३५ए, मित्तल टॉवर, ए-विंग, तिसरा मजला, बॅरीस्टर रजनी पटेल मार्ग, नरीमन पॉईंट, मुंबई-०२१. यांच्या नावे वरील दिनांकापासून ७ दिवसांच्या आत पाठवावेत अथवा प्रत्यक्ष सादर करावेत. मोहोरबंद लिफाफ्यावर ठळक शब्दात "दिव्यांग कल्याण विभागासाठी AI आधारित WhatsApp/ Chatboat हा समाजमाध्यमाचा प्लॅटफॉर्म विकसित करण्याकरिता" असे नमूद करावे.

सहपत्र : Scope of Work & Requirement

आपली,

SUNANDA  
MOHANRAO  
GHADYALE

Digitally signed by SUNANDA MOHANRAO GHADYALE  
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( सुनंदा मो. घड्याळे )

उप सचिव, महाराष्ट्र शासन

प्रत,

१. अपर मुख्य सचिव, दिव्यांग कल्याण यांचे स्वीय सहायक, दिव्यांग कल्याण विभाग, मंत्रालय, मुंबई.
२. उप सचिव (संगणक कक्ष) दिव्यांग कल्याण विभाग, मंत्रालय, मुंबई-३२
३. निवडनस्ती/दि.क.३

Terms of Reference (TOR) for the  
Implementation of AI-Based WhatsApp  
Chatbot Services for the Persons with  
Disabilities Welfare Department,  
Maharashtra

## 1. Introduction and Background

The Persons with Disabilities (PwDs) Welfare Department was formed as an independent department on 15<sup>th</sup> December 2022 with an aim at implementing various schemes for the welfare of persons with disabilities. As per Census of India 2011, the persons with disabilities in India are as given below -

Population, India 2011			Disabled Persons, India 2011		
Persons	Males	Females	Persons	Males	Females
121.08 crore	62.32 crore	58.76 crore	2.68 crore	1.50 crore	1.18 crore

As per Census 2011, there are 29,63,392 persons with disabilities in Maharashtra and it was 2.63% of total population of the Maharashtra State covered 7 disabilities at that time as mentioned below -

Population, Maharashtra 2011			Disabled Persons, Maharashtra 2011		
Persons	Males	Females	Persons	Males	Females
11.24 crore	5.83 crore	5.41 crore	29.6 lakh	16.9 lakh	12.7 lakh

As per Census of India 2011, the district wise population of (PwDs) in Maharashtra are as mentioned below –

S. No	Name of the District	Males	Females	Total
1	Thane	142840	108917	2,51,757
2	Mumbai Suburban	138652	103691	2,42,343
3	Pune	131820	98062	2,29,882
4	Jalgaon	78202	59524	1,37,726
5	Ahilyanagar	69254	51194	1,20,448
6	Solapur	66569	49186	1,15,755
7	Nashik	66921	48747	1,15,668
8	Nagpur	63957	49984	1,13,941
9	Kolhapur	61174	48753	1,09,927
10	Chhatrapati Sambhajnagar	56869	42330	99,199

S. No	Name of the District	Males	Females	Total
11	Mumbai	56573	41504	98,077
12	Satara	54324	42763	97,087
13	Sangli	51338	41128	92,466
14	Nanded	52689	39604	92,293
15	Chandrapur	43718	34685	78,403
16	Amravati	44311	32319	76,630
17	Latur	43477	32450	75,927
18	Buldhana	43883	29485	73,368
19	Yavatmal	39184	28254	67,438
20	Jalna	37680	29041	66,721
21	Parbhani	35516	26782	62,298
22	Beed	35769	24099	59,868
23	Raigad	33475	25826	59,301
24	Dhule	32326	24912	57,238
25	Dharashiv	29869	20623	50,492
26	Akola	27164	19371	46,535
27	Bhandara	24736	19963	44,699
28	Ratnagiri	18420	15622	34,042
29	Washim	19243	13012	32,255
30	Hingoli	18166	12413	30,579
31	Wardha	16889	12352	29,241
32	Nandurbar	15737	12028	27,765
33	Gondia	15123	11449	26,572
34	Gadchiroli	13512	10474	23,986
35	Sindhudurg	12905	10560	23,465
Total		16,92,285	12,71,107	29,63,392

As per Census of India 2011, the population of (PwDs) in Maharashtra was categories into 8 types are as mentioned below –

S. No	Particular	Male	Females	Total
1	In seeing	3,11,835	2,62,217	5,74,052
2	In Hearing	2,64,956	2,08,315	4,73,271
3	In Speech	2,60,792	2,12,818	4,73,610
4	In Movement	3,57,348	1,91,070	5,48,418
5	Mental Retardation	90,408	69,801	1,60,209
6	Mental Illness	32,907	25,846	58,753
7	Any Other	2,79,048	2,31,688	5,10,736
8	Multiple Disability	94,991	69,352	1,64,343
9	<b>Total number of (PwDs) in Maharashtra</b>	<b>16,92,285</b>	<b>12,71,107</b>	<b>29,63,392</b>

The Rights of Persons with Disabilities Act was enacted in the 2016. It promotes and protects the rights and dignity of people with disabilities in various aspects of life – educational, social, legal, economic, cultural, and political. It applies to government, non-government, and private organisations. The types of disabilities under RPwD Act can be classified under twenty-one heads (21). These have been listed below -

- Blindness
- Low Vision
- Leprosy Cured Persons
- Hearing Impairment (Deaf and Hard of Hearing)
- Locomotor Disability
- Dwarfism
- Intellectual Disability
- Mental Illness
- Autism Spectrum Disorder
- Cerebral Palsy
- Muscular Dystrophy
- Chronic Neurological Conditions
- Specific Learning Disabilities
- Multiple Sclerosis
- Speech and Language Disability
- Thalassemia
- Hemophilia

- Sickle Cell Disease
- Multiple Disabilities (more than one of the above specified disabilities)
- Acid Attack Victim
- Parkinson's Disease

## 1.1 Vision and Mission of the (PwDs) Welfare Department, Maharashtra

### **Vision**

To build an inclusive society in which equal opportunities are provided for the growth and development of Persons with Disabilities so that they can lead productive, safe and dignified lives.

### **Mission**

To empower Persons with Disabilities, through its various Acts/ Institutions/Organizations and Schemes for rehabilitation and to create an enabling environment that provides such persons with equal opportunities, protection of their rights and enables them to participate as independent and productive members of society.

## 1.2 Objectives and Functions of the (PwDs) Welfare Department, Maharashtra

### **Objectives**

The primary objective of the department is to ensure:

1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons with disabilities.
2. Non-discrimination
3. Full and effective participation and inclusion in society
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity.
5. Equality of opportunity
6. Accessibility

### **Values**

#### **1. Collaborative**

We believe that jointly working towards a common goal not only creates a far greater impact, but also brings value to all those involved.

#### **2. Dedication**

We are compassionate and committed to our vision, mission, and the people we serve, by aligning our work and decisions with our cause.

#### **3. Inclusive**

We aim at creating a society inclusive of all by advocating qualities such as empathy, accessibility and through our activities.

#### **4. Inspirational**

We are dedicated to making a positive difference, while constantly instilling a sense of hope and optimism to those in need.

#### **5. Openness**

We welcome diverse ideas and views. We ensure that we engage respectfully, appropriately, clearly, sensibly, and collaboratively in an exchange of information and ideas for the benefit of the people we serve.

#### **6. Trustworthy**

As reliable partners to all our stakeholders, we serve and perform our role with integrity and excellence, guided by our moral ethics and principles.

### **1.3 Functions of the (PwDs) Welfare Department, Maharashtra**

- Implementation of Rights of Persons with Disabilities Act 2016 and various policies/act related to (PwDs) in Maharashtra
- Implementing Central and State Government for (PwDs) in Maharashtra
- Disbursing subsidies, scholarships, incentives, and monitoring of operations in Maharashtra
- Progressively achieving paperless offices and introducing suitable Information Technology tools towards process automation.
- Proactively providing information for initiatives by the Department through various channels.
- Implementing flagship programs in various domains identified from time to time.
- Promoting IEC, conferences, workshops, webinars, and exhibitions to improve stakeholder participation in the disability sector.

### **1.4 Project Description**

The Department of People with Disabilities, Government of Maharashtra, is committed to ensuring timely access to information, services, and support for individuals with disabilities. Given the scale and diversity of the population served, there is a growing need for an accessible, multilingual, and responsive communication tool. According to the directives issued during the CM meeting on May 9th, 2025, emphasis should be placed on enhancing online services and strengthening the department's digital capabilities. Additionally, the primary focus of the 150-day plan for Viksit Maharashtra is centred on e-Governance initiatives such as inclusion of Artificial Intelligence.

In line with this, the proposal aims to make departmental services more accessible to citizens and assist them with their concerns. Since WhatsApp, is one of the most popular messaging platforms in India, the WhatsApp chatbot will serve as an excellent medium for inclusive outreach that offers round-the-clock assistance, improves information dissemination,

simplifies service access, and promotes digital inclusion for people with disabilities across Maharashtra.

#### 1.4.1 Objective of the Project

The main objectives for implementing the AI-based WhatsApp Chatbot Service are to:

- Significantly improve service outreach and reduce response times for citizens with disabilities.
- Provide 24/7 accessible support for frequently asked questions, guidelines for availing benefits, documentation requirements, and grievance redressal.
- Offer multilingual and inclusive communication, supporting Marathi, Hindi, English.
- Simplify access to schemes and services by providing step-by-step guidance on applications (disability certificates, scholarships, job opportunities, assistive devices).
- Facilitate data collection and feedback for assessing service delivery gaps and policy implementation effectiveness.
- Provide a cost-effective and scalable solution capable of handling thousands of interactions simultaneously.
- Disseminate vital information quickly during emergencies (disasters, pandemics).

#### 1.4.2 Duration

The project implementation and initial operational phase is expected to be completed within **30 days** from the date of contract signing. This period will be extended as necessary. Ongoing support and maintenance will be for a period of 1 year post the implementation and initial operational phase as part of the Annual Maintenance Contract (AMC).

#### 1.4.3 Implementation Strategy

The onboarding and implementation of AI-Based WhatsApp Chatbot Services involves a structured process to ensure compliance, seamless integration, and effective service delivery. The vendor will be responsible for managing the technical setup, integration, and ongoing support for the chatbot on the WhatsApp Business platform. The key steps include:

1. **Preparation and Documentation:** Gathering business details, valid mobile number, administrative access, and reviewing WhatsApp Business API documentation.
2. **Business Account Registration:** Registering the Department's WhatsApp Business Account.
3. **Business Verification:** Completing the verification process on Meta Business Suite.
4. **Selection of Business Solution Provider (BSP):** The vendor acts as an authorized WhatsApp BSP or partners with one.
5. **Phone Number Registration:** Registering a dedicated phone number.
6. **API Integration and Configuration:** Integrating the WhatsApp Business API with the Department's existing systems (CRM, case management).
7. **Chatbot Development and Customization:** Developing and customizing the AI-based



chatbot according to requirements, ensuring accessibility.

8. **Message Template Creation and Approval:** Creating and submitting message templates for Meta approval.
9. **Testing and Quality Assurance:** Conducting thorough testing of functionality, accessibility, and reliability.
10. **Training and Documentation:** Providing training to Department staff and supplying user manuals.
11. **Go-Live and Monitoring:** Launching the service and monitoring performance, analytics, and ongoing technical support.

#### 1.4.4 Target Audience

The WhatsApp Chatbot Services are intended for:

- Individuals with disabilities and their families.
- Caregivers and support staff.
- Organizations and NGOs working with people with disabilities.
- Citizens of the state

## 2. Scope of Work

### 2.1 Overview of AI-Based WhatsApp Chatbot Services

The AI-Based WhatsApp Chatbot Service will serve as a primary digital communication channel for the Persons with Disabilities Welfare Department, Maharashtra. It will leverage Artificial Intelligence to provide instant, accurate, and personalized responses to citizen queries, facilitate access to departmental services, and streamline information dissemination. The system aims to enhance efficiency, transparency, and accessibility for the PwD community across Maharashtra.

### 2.2 Key Features and Functionalities

The selected vendor shall be expected to develop and implement an AI-based WhatsApp chatbot with the following core functionalities:

- **24/7 Availability:** The chatbot must provide round-the-clock assistance.
- **Multilingual Support:** Support for Marathi, Hindi, and English languages.
- **Accessibility Features:** The primary focus is on a text-based system with contextual understanding. Voice note support and screen reader integration are considered for future feasibility.
- **Information Dissemination:** Provide instant responses to FAQs, scheme details, eligibility criteria, documentation requirements, and application procedures.
- **Service Application Guidance:** Step-by-step guidance on applying for disability certificates, scholarships, job opportunities, and assistive devices.
- **Real-time Data Collection:** Ability to collect feedback and service usage data for analysis.

- **Emergency Alerts:** Capability to quickly disseminate vital information during crises.
- **Scalability:** The solution must be scalable to handle a large volume of concurrent interactions.
- **Security and Privacy:** Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations.
- **GPS and Mapping Integration:** Integrate GPS functionalities to track and verify the locations of users or relevant points for accuracy and coverage (if applicable for specific services).
- **Real-time Data Sync:** Ensure data collected by the chatbot is synchronized with the central database in real-time.
- **MIS Reporting and Analytics:** Tools to generate daily, weekly, and monthly reports, analyze interaction data, identify trends, and generate district-wise reports.
- **Dashboard:** An overview dashboard providing summary statistics, data analytics, and key metrics.
- **Audit Trail:** Tracking and logging all actions performed within the application for accountability and traceability.
- **Training Materials Module:** Offer training materials and resources to users on effectively using the chatbot and related applications.
- **Search Functionality:** Enable users to search for information for quick results.
- **Notifications and Alerts:** Send notifications and alerts to users about new updates, scheme changes, or emergency information.

## 2.3 Chatbot Development and Customization

The vendor will be responsible for the end-to-end development and customization of the AI-based WhatsApp chatbot, including:

- **Conversation Flow Design:** Designing intuitive and accessible conversation flows that cater to diverse user needs and disabilities.
- **AI/NLP Training:** Training the chatbot's Artificial Intelligence and Natural Language Processing (NLP) models to accurately understand and respond to a wide range of citizen queries in multiple languages.
- **Response Configuration:** Configuring and regularly updating chatbot responses, ensuring accuracy and relevance of information provided.
- **User Interface (WhatsApp):** Optimizing the chatbot interaction experience within the WhatsApp interface for ease of use.
- **Content Management System (CMS):** Providing a robust CMS for the Department to manage and update chatbot content, FAQs, and scheme details independently.

## 2.4 Integration Requirements

The chatbot system must seamlessly integrate with the following:

- **WhatsApp Business API:** Full integration with the official WhatsApp Business API for communication.

## 2.5 Training and Support

The vendor shall provide comprehensive training and ongoing support:

- **Staff Training:** Conduct training sessions for Department staff on using the WhatsApp Business platform, managing chatbot interactions, content updates, and analytics monitoring.
- **User Manuals and Documentation:** Provide comprehensive user manuals, technical documentation, and troubleshooting guides.

## 2.6 Maintenance Services

The contract for the AI-based WhatsApp Chatbot Services shall include an Annual Maintenance Contract (AMC) for a period of 1 year post the implementation and initial operational phase (renewable, as required), covering:

- **System Upkeep:** Ensuring continuous functionality, performance, and security of the complete chatbot system and associated infrastructure.
- **Bug Fixes and Patches:** Promptly addressing any bugs, errors, or security vulnerabilities.
- **Updates and Upgrades:** Implementing necessary software updates, AI model improvements, and upgrades to incorporate new features or adhere to platform changes.
- **Rate Communication:** The vendor must communicate any changes in WhatsApp (Meta) API, AI engine service rates or associated costs to the department in a timely manner to ensure transparent and informed ongoing maintenance.
- **Performance Monitoring and Optimization:** Continuously monitoring system performance, user feedback, and optimizing components for enhanced accuracy and efficiency.
- **Reporting:** Providing regular performance reports, analytics, and optimization recommendations.
- **System Handover:** Complete system handover and documentation, at the end of the contract period.

## 2.7 Vendor Responsibilities

The selected vendor will be responsible for the following key activities:

- The vendor shall carry out the complete WhatsApp Business onboarding and verification process for the Department.
- Register and configure the WhatsApp Business Account for the department.
- Integrate WhatsApp Business API with Department systems.

- Develop, customize, and deploy the AI-based chatbot, ensuring accessibility for people with disabilities.
- Create, submit, and manage message templates for approval.
- Conduct thorough testing, quality assurance, and user acceptance testing.
- Offer ongoing technical support, analytics, and optimization services.
- Enter an AMC for a period of 1 year post the implementation and initial operational phase.
- Ensure 100% authenticity in the enrolment process for any user registration (if applicable).
- Ensure secure communication between Department networks and any other required networks.
- Maintain data accuracy and integrity.
- Ensure the solution functions smoothly and efficiently.
- Provide comprehensive details regarding the utilization and implementation of AI in the process.
- The vendor shall submit the Monthly Status Report, as well as data received from chatbot users, as and when required.

## 2.7 Department Responsibilities

### 1. Administrative and Account Setup:

- **Dedicated Mobile Number:** Provide a valid, dedicated mobile number that is not currently registered on any personal WhatsApp account. This number will be exclusively used for the WhatsApp Business Account.
- **Administrative Access and Credentials:** Grant necessary administrative access and credentials to the vendor for relevant departmental systems (e.g., CRM, case management, data repositories), as required for API integration, configuration, and data synchronization. This includes secure access protocols if needed.
- **Business Details for Registration:** Furnish all essential and accurate business information, legal entity details, and supporting documentation required for registering the Department's WhatsApp Business Account with Meta (WhatsApp's parent company).
- **Business Verification Documents:** Provide all necessary legal and business documentation to the vendor for submission during the Meta Business Suite verification process to authenticate the Department's identity. This may include, but is not limited to, registration certificates, official letters, proof of address, and any other documents required by Meta for business verification.
- **OTP Provision:** Be prepared to provide One-Time Passwords (OTPs) promptly and securely, as and when requested by the vendor, for critical verification steps during the WhatsApp Business Account registration, setup, and any subsequent authentication processes.
- **Designated Contact Person/Team:** Appoint a dedicated point of contact or a small team within the Department to liaise with the vendor for all administrative, technical,

and content-related matters. This ensures streamlined communication and decision-making.

## **2. Content and Knowledge Base Management:**

- Comprehensive Documentation for Knowledge Base: Provide all relevant, up to date, and accurate departmental documentation. This is the core of the chatbot's knowledge and must include:
  - Detailed information on all schemes, programs, and initiatives for persons with disabilities, including their objectives, benefits, and target beneficiaries.
  - Clear and precise eligibility criteria for each scheme and service.
  - Lists of required documentation for various applications (e.g., disability certificates, scholarships, assistive devices).
  - Step-by-step application processes and forms, including where to access them (online portals, physical offices).
  - A comprehensive list of Frequently Asked Questions (FAQs) and their officially approved, concise answers.
  - Details of grievance redressal mechanisms, including contact points, procedures for lodging complaints, and expected resolution timelines.
  - Any other public information relevant to the PwD community, such as awareness campaigns, events, or important announcements.
- Process Flows and Guidelines: Supply clear, documented, and detailed process flows for various departmental services, including application submission, status tracking, and grievance handling. This enables the vendor to accurately model chatbot responses and workflows.
- Content Review and Approval: Actively and promptly participate in reviewing and approving all chatbot content, responses, message templates, and conversation flows developed by the vendor. This is critical to ensuring accuracy, clarity, adherence to departmental guidelines, and compliance with official policies.
- Multilingual Content: Provide official, validated, and high-quality translations of all necessary content in Marathi, Hindi, and English, required for the chatbot's multilingual support. The Department is responsible for the accuracy of these translations.
- Regular Content Updates: Establish an internal process for regularly updating the content provided to the vendor, ensuring the chatbot's information remains current with any changes in schemes, policies, or procedures.

## **3. Technical and Integration Support:**

- Access to Existing Systems if Required: Provide necessary secure access, comprehensive documentation (API specifications, data schemas), and technical support for integrating the WhatsApp Business API with the Department's existing internal systems (e.g., CRM, grievance redressal platforms, case management systems, payment gateways if applicable, and any relevant data repositories). This includes providing access to relevant APIs or technical points of contact.

#### **4. Operational and Collaborative Responsibilities:**

- **Defining Conversation Flows:** Actively and deeply collaborate with the vendor to define and refine the chatbot's complete conversation flows. This includes:
  - Initiation: How users start interactions (e.g., keywords, menu options).
  - Interaction Paths: Detailed mapping of various user queries, decision points, information retrieval, and service navigation.
  - Escalation: Clear protocols for when and how a conversation should be escalated to a human agent, including contact details and procedures.
  - End Buffer: Defining how conversations conclude, provide summaries, or offer further assistance.

This requires deciding on the user journey, chatbot personality, tone, and specific responses for various scenarios.

- **User Journey Mapping:** Assist the vendor in mapping typical user journeys for citizens seeking information or services, identifying key information points, service touchpoints, and potential pain points that the chatbot should address.
- **Participation in Testing and Quality Assurance:** Engage actively and provide timely feedback in all testing phases, including User Acceptance Testing (UAT), to ensure the chatbot's functionality, accuracy, accessibility, and reliability meet departmental standards and user expectations.
- **Go-Live Approval:** Provide official and timely approval for the chatbot service to go live for public use after successful testing, readiness assessment, and internal sign-off.
- **Ongoing Monitoring and Feedback:** Assign internal personnel to continuously monitor the chatbot's performance, collect user feedback, identify common queries or issues, and promptly report any technical issues, content inaccuracies, or areas for improvement to the vendor.
- **Communicate any changes in departmental policies, schemes, etc.** ensuring the system remains compliant and effective.
- **Marketing and Promotion:** Assist in promoting the chatbot service to the target audience through departmental channels to maximize its adoption and usage.

### **3. Terms and Conditions**

#### **3.1 Selection Method**

The selection of vendors will be based on the least cost based (L1) proposal. The issue of this request for procurement does not imply that the department is bound to select a bidder or to appoint the selected bidder for development of the application. The PwDs Welfare Department reserves the right to reject all or any of the bidders or bids without assigning any reason whatsoever.

To respond to the above requirement, bidders are requested to:

- Confirm that the bidder organization has not been blacklisted and/or debarred by any Government/Semi-Government/PSU organization.
- Share a detailed technical proposal outlining the proposed solution, architecture, implementation plan, and timeline.
- Provide commercial quotes for the comprehensive scope of work mentioned above, including development, customization, integration, training, and AMC.

### 3.2 Other Conditions

Please note that:

- The bidder may quote a comprehensive price while submitting the bids, considering the said scenario.
- The vendor shall promptly inform the department in writing of any changes in service rates as and when revised by Meta. Subsequent payments will be made in accordance with the revised rates, subject to the department's review and approval.
- The payments for maintenance and other ongoing activities will be done on a monthly or as per the agreed terms. The service provider should submit invoices in original to the PwDs Welfare Department.
- The bidder must demonstrate that the required facilities that are envisaged by the PwDs department exist in the application or can be developed.
- Subcontracting is not allowed while executing this work.
- The bidder shall keep confidential any information related to this service with the same degree of care as it would treat its own confidential information. The bidders shall note that the confidential information will be used only for the purposes of this procurement and shall not be disclosed to any third party for any reason whatsoever.
- The PwDs welfare department shall be under no obligation to accept the lowest or any other offer received in response to this request for service and shall be entitled to reject any or all offers, including those received late, or incomplete, without assigning any reason.
- Bids may be rejected in case of Conditional Bids OR If the information provided by the Bidder is found to be incorrect/misleading/fraudulent at any stage/time during the procurement process OR Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions OR Bids received after the prescribed time & date for receipt of bids.

## 4. Specifications

Category	Item	Details & Justification
<b>I. Development Costs</b>		
<b>1. Chatbot Development (AI/NLP/GenAI)</b>	Custom AI Chatbot Development	GenAI integrations and leveraging robust open-source libraries or efficient third-party APIs. This budget assumes a lean development approach for foundational AI and conversational flow.
<b>2. Custom Backend Development</b>	Backend API & Logic	Streamlined backend development focusing on essential integrations and efficient data handling. Prioritizing performance and stability over excessive custom features in the initial phase.
<b>3. MIS Development</b>	Reporting & Analytics Module	Focusing on key performance indicators (KPIs) and essential analytics dashboards for the MIS. Further custom reporting can be added in future phases.
<b>II. Infrastructure &amp; Service Fees</b>		
<b>1. AWS Compute (EC2/Lambda)</b>	Annual Estimated Cost	Optimizing for a smaller EC2 instance (e.g., t3.micro or t3.small) and liberal use of AWS Lambda for serverless functions, which are very cost-effective for event-driven tasks. This relies heavily on efficient code and resource management.
<b>2. AWS Storage (S3)</b>	Annual Estimated Cost	S3 Standard storage (e.g., 200-300 GB) for the year, considering general data, media, and logs. This is a relatively low-cost item.
<b>3. WhatsApp Business Provider Fees</b>	1 Year Subscription/API Access Fees	Aiming for a BSP with a very competitive annual plan.
<b>4. WhatsApp Message Charges</b>	Estimated Cost (Meta Charges)	
<b>5. GenAI Model Usage (Tokens)</b>	For First 1 Lakh Messages	
<b>6. GenAI Compute (AWS/GCP/Azure)</b>		

\* Modifications to the scope of services, including any additions or deletions, shall be mutually discussed and finalized at the time of work order issuance.