



KAIVALYA
Education Foundation

Request For Proposal (RFP) for Selection of Entities to Develop AI Platforms for Rural India

Date: 06 March 2025

Notice inviting tender for selection of agency for Developing AI Platforms for Rural India

SECTION – I

NOTICE INVITING TENDER

1. Kaivalya Education Foundation (hereafter KEF unless otherwise stated) invites proposals from experienced agencies/organizations with expertise in designing scale-able AI platforms for rural India.
2. **Kaivalya Education Foundation:** Kaivalya Education Foundation (KEF) envisions transforming public systems through leadership development at the grassroots to create large-scale sustainable impact at the last mile. Over the last many years, KEF has been working with the PRIs aiming to unlock the agency of elected representatives and functionaries by building their leadership competencies to facilitate community engagement for participatory decision-making and effective implement
3. **Purpose for RFP**

Panchayats have the potential to be the driving force behind grassroots development in India, directly impacting millions of lives. However, despite the presence of well-intentioned welfare schemes, the benefits often fail to reach the people who need them most. Lack of awareness, procedural bottlenecks, and fragmented information systems prevent efficient delivery and utilization of government programs. Technology can play an immense role in empowering panchayats to deliver benefits more effectively at the last mile. By breaking silos of information and enabling actionable analytics, digital solutions can help local governance become more responsive, transparent, and data-driven. Among emerging technologies, AI holds promise in democratizing information, making it more accessible and actionable for sarpanches, citizens, and nonprofit partners. AI-powered platforms can provide real-time insights, automate processes, and ensure that welfare programs are optimized for impact.

As part of its commitment to inclusive development, KEF's initiative, the Aspirational Bharat Collaborative (ABC), is working across 150+ districts, focusing exclusively on marginalized communities. To accelerate transformation at the last mile, we are seeking partners to design and scale-ready AI platforms that will empower panchayats, citizens, and NGOs to bridge the gap between policy and impact. Through this RFP, we aim to identify capable technology partners who can co-create AI-driven solutions that will enable efficient governance, enhance citizen engagement, and ultimately improve lives in rural India.

4. Schedule of Events

S.No.	Event Description	Timeline
4.1	Date of publication of RFP	06 March 2025
4.2	Pre-bid meeting (Date & time)- ONLINE	11 am, 10 March 2025
4.3	Last date & time for submission of online bidding document	6 pm, 13 March 2024
4.4	E mail ID to which bids to be submitted	Bishwarup.dutta@gandhifellowship.org

5. The technical and financial bids must be submitted online to the designated E mail ID as indicated in clause 4.4 above. Kaivalya Education Foundation doesn't take any responsibility for the delay/ Non-Submission of Tender due to Non-availability of Internet Connection, Network Traffic/ Holidays or any other reason.
For further enquiry and information, please contact:

Name:

E mail ID:

- | | | |
|-----|------------------------|---|
| i) | Bishwarup Dutta | Bishwarup.dutta@gandhifellowship.org |
| ii) | Meha | Meha.bansal@gandhifellowship.org |

On behalf of Kaivalya Education Foundation

Name(s): Akshat Shukla

Designation: Core Team Member

SECTION –II

INSTRUCTIONS TO BIDDER (ITB)

1. General Instructions

1. The bidder should prepare and submit its offer as per instructions given in this section.
2. Instructions/ Guidelines for tenders for electronic submission of bids online have been mentioned below for assisting the prospective bidders to participate in tendering process.
 - 2.1 **Registration of selected Bidders:** All selected bidders shall be duly registered with Kaivalya Education Foundation prior to issuance of the contract in its favour. All necessary documents required to be submitted for enlistment of selected bidders shall be provided by them without demur.
 - 2.2 **Scanned Signature on documents submitted:** Each bidder is required to affix the scanned signature of its authorized representative on **all pages** of submitted documents.
 - 2.3 **Submission of bids:** Bids are to be submitted through online mode **ONLY** to the designated E mail ID - bishwarup.dutta@gandhifellowship.org - as indicated in clause 6.4, Section I.
 - 2.4 Before preparing the tender and submitting the same, the bidder should read and examine all the terms & conditions, instructions, contained in the Tender Documents. Failure to provide required information or to comply with the instructions incorporated in these Tender Documents may result in rejection of tender(s) submitted by bidders.
 - 2.5 The contracted rate shall be firm and inclusive of all the factors for a period of 06 months from the date of agreement to be signed with the selected bidder **excluding Goods & Services Tax (GST)**. GST if applicable, will be paid by contracting authority, as per the prevailing rates/rules.
 - 2.6 **Bid submission:**
 - a. The technical bid (technical and financial details of the bidder/agency as called for in eligibility criterion for scope of work) shall be submitted separately, all technically submitted documents duly highlighted as **Technical Bid- Minimum Eligibility criterion..**
 - b. The documents as called for in evaluation criterion to be submitted separately with each such document duly highlighted as **Document- Evaluation criterion**
 - c. The commercial (Price Bid) must be submitted in the prescribed format contained in the tender document **as Annexure 1.**
 - d. A bidder may submit multiple e-mails to complete its bid submission within the due date of submission of bid as defined in clause 6.3 of Section I.

3. Tendering Expense

The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender. Kaivalya Education Foundation will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the tendering process.

4. Language of the tender

The tender submitted by the bidder and documents relating to the tender shall be written in the English language only. However, the language of any printed literature/ Certificate(s) furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail. However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

5. Amendments to Tender Documents

- 5.1 At any time prior to the deadline for submission of tenders, KAIVALYA EDUCATION FOUNDATION may, for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.
- 5.2 Such an amendment will be notified to all prospective bidders.

6. Pre-Bid Meeting

- 6.1 In order to provide response to any doubt regarding terms and conditions, scope of work and any other matter given in the tender document, a virtual pre-bid meeting has been scheduled online as per schedule below:
- Bidders desirous of attending the Pre-bid meeting must inform their participation by **09th March, 2025** to the email id given below for their inclusion in the virtual pre-bid meeting

E mail ID for inclusion in pre-bid meeting	Bishwarup.dutta@gandhifellowship.org
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- 6.2 During the pre-bid meeting, the clarification sought by representative of prospective bidders shall be responded appropriately which shall be binding on all prospective bidders.
- 7. Bidders are requested not to submit the hard copy of bids. In case the hard copy of bid is submitted, or to any other E mail ID other than the designated E mail ID (as in clause 4.4, Section I) the tender shall be straight away rejected.**
8. A person signing (manually or digitally) the bid or any documents forming part of the contract on behalf of the bidder shall be deemed to warranty that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, Kaivalya Education Foundation may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory and the bidding organization liable for all cost and damages.
- 9. Bid Validity: Submitted bids shall be valid for a period of 180 days from date of last bid submission.**

The platform aims to:

- **Inform:** Provide real-time village data such as population, farmland, water levels, literacy rates, and more.
- **Assist:** Enable access to government schemes and facilitate form filling through AI-guided assistance.
- **Connect:** Foster a network for sarpanches to share best practices, connect with peers, and access essential contacts.
- **Manage:** Allow tracking of funds, subsidies, and essential village updates through alerts and dashboards.

The agency will be responsible for the **design, development, deployment, and training** for the platform, ensuring **scalability and interoperability** for different Indian states.

Program Design Requirements

User-Centered Design

- Mobile and web-friendly interface designed for users with low digital literacy.
- Multilingual support with text and voice-based navigation.

AI & Chatbot Integration

- Conversational AI assistant to help sarpanches with administrative queries, scheme applications, and village planning.
- Natural Language Processing (NLP) engine with regional language support.

Security & Scalability

- Data encryption and compliance with government data policies.
- Open-source, modular architecture that can be extended nationally.

Deliverables for the Agency

1. Technical Documentation

- Full system architecture design and API documentation.
- Scalability and performance reports for national rollout.

2. Development & Integration

- Fully functional platform with AI chatbot, dashboards, and user management.
- Integration with government databases and WhatsApp automation APIs.

3. Training & Knowledge Transfer

- Step-by-step training guides for village officials and NGOs.
- Support framework for future updates and improvements.

Open-Source Commitment & Public Good Contribution

This project will be developed as an **open-source initiative**, ensuring that:

- The full codebase is accessible for other organizations and government agencies to use, customize, and scale.
- Public ownership of digital infrastructure ensures long-term sustainability.
- Transparency and accountability in village governance are strengthened.

The agency must commit to providing detailed technical documentation, training, and ongoing maintenance to facilitate future expansion and community-driven innovation.

MINIMUM EIGIBILITY CRITERIA

SECTION IV

1. This invitation is open to all individuals, sole proprietors and one-person companies who fulfil the eligibility & qualification criteria specified hereunder.
2. The eligibility criteria and Supporting Documents to be submitted by the bidders are as follows:

Eligibility Criterion for Bidders	Mandatory documents to be submitted
Experience: The Bidder/agency must have experience in the domain of 'AI' led User-Centered Design, AI & Chatbot Integration and Security & Scalability.	Copy of 'experience certificate issued by client/employer' along with 'Work order or MoU or Contract' from the client, clearly indicating the scope of work undertaken.
The bidder must have original copies of KYC documents, Tax registration certificates.	Self-attested copies of 1) PAN Card 2) GST Registration Certificate 3) Aadhar Card 4) Registration document

3. The proposals of all bidders which meet the above eligibility criteria, and basic requirements (i.e. timely submission of bid) will move to the next stage of Bid evaluation.
4. To facilitate evaluation of bids, the Kaivalya Education Foundation may, at its sole discretion, seek clarifications in writing from any bidder regarding its bid submitted. Such clarification(s) shall be provided within the time specified by Kaivalya Education Foundation for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
5. If any bidder does not provide clarifications sought within the prescribed time, Kaivalya Education Foundation may proceed to evaluate the bid by construing the particulars requiring clarification to the best of its understanding, and the bidder shall be barred from subsequently questioning such interpretation of Kaivalya Education Foundation.
6. **The tender (bid) evaluation process to be followed is detailed in Section V.**
7. In case shortlisted bidder denies/ fails to honour the contract, does not provide services within prescribed timeframe, Kaivalya Education Foundation shall be at freedom to negotiate with next best bidder(s) to enter into an agreement with the authority to provide services at the rates offered to shortlisted bidder.

SECTION –V

EVALUATION OF TENDERS

1. Scrutiny of Tenders

The tenders will be scrutinized by the technical committee appointed by the authority to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the Tender Enquiry Documents. The bids, which do not meet the aforesaid requirements are liable to be treated as non-responsive and may be ignored. The decision of Kaivalya Education Foundation as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical bid, will be considered and opened.

2. Infirmary/ non-conformity

Kaivalya Education Foundation may waive minor infirmity and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of Kaivalya Education Foundation as to whether the deviation is material or not, shall be final and binding on the bidders.

3. Discrepancies in Prices

- 3.1 If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.
- 3.2 If, as per the judgment of Kaivalya Education Foundation, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the bidder by e-mail. If the bidder does not agree to the observation of Kaivalya Education Foundation, the tender is liable to be ignored.

4. EVALUATION PROCESS :

- Evaluation shall be on the basis of Quality and cost based selection process (QCBS). **Bidder obtaining best CTFS shall be selected as the winner of the bid for a district.**
- Bidders must comply with all criteria mentioned under minimum eligibility criterion to qualify for the QCBS evaluation process. Bidders who fail to comply even with one of the above-mentioned criteria under Minimum Eligibility Criterion, Section IV shall be considered disqualified.
- Evaluation Process consists of both technical and commercial evaluation in the form of Quality and Cost based selection as per the example given under. Technical Weightage shall be considered as 70% and Financial weightage as 30% in computing the **Combined Technical and Financial Score (CTFS)** : -
- Commercial proposal, Annexure 1 calls for separate quotes for each district assuming 250 girls are trained in each district. For each district separate Financial score shall be computed based on price quote for the particular district. Technical score however shall be same for all districts based on documents submitted for evaluation criterion.

Calculation of Combined Technical and Financial Score (CTFS) for a district: -

STAGE 1: TECHNICAL BIDS EVALUATION

Bidder details	Technical Mark Obtained
Bidder1	90
Bidder2	85

Bidder3	55
Bidder4	75

STAGE 2: Conversion of Technical Marks to Technical Score

Bidder details	Technical Score based on Grading System
Bidder1	$(90/90) * (70/100) = 0.70$
Bidder2	$(85/90) * (70/100) = 0.66$
Bidder3	$(55/90) * (70/100) = 0.43$
Bidder4	$(75/90) * (70/100) = 0.58$

Calculation basis= (Obtained Technical marks / Highest Technical marks) X (70/100)

*Technical score will be taken up to two digits after decimal only.

STAGE 3: FINANCIAL BID EVALUATION

Bidder details	Financial Bid Amount
Bidder1	1,30,000
Bidder2	1,20,000
Bidder3	1,00,000
Bidder4	1,25,000

Stage 4: Conversion of financial bid amount to score

Bidder Details	Financial Bid Amount	Financial Score (LFB/F*(30/100))
Bidder1	1,30,000	$(100000/130000) * (30/100) = 0.23$
Bidder2	1,20,000	$(100000/120000) * (30/100) = 0.25$
Bidder3	1,00,000	$(100000/100000) * (30/100) = 0.30$
Bidder4	1,25,000	$(100000/125000) * (30/100) = 0.24$

LFB = Lowest Financial Bid, F = Quoted Amount

Consolidated Technical & Financial Score

Bidder Details	Technical Score	Financial Score
Bidder 1	0.70	0.23
Bidder 2	0.66	0.25
Bidder 3	0.43	0.30
Bidder 4	0.58	0.24

Stage 5: Combined Technical and Financial Score (CTFS)With a weightage of 70:30 is to be adopted.

Bidder Details	CTFS	Rank of the Bidder
Bidder 1	0.93	H1
Bidder 2	0.91	H2
Bidder 3	0.73	H4
Bidder 4	0.82	H3

Note : In the event CTFS

TECHNICAL EVALUATION MATRIX

Total: - 100 Marks			
S.No.	Technical Parameter	Maximum Marks	Documents Required to be submitted
1	Experience of the proposer agency relevant to the proposed scope of work and mentioned areas	20 <ul style="list-style-type: none"> Execution of one previous contract having similar scope of work -No Marks, 1-2 executed contracts of similar scope of work--10 Marks, More than 2 executed contracts of similar scope of work -20 Marks) 	Self-attested copies of contracts received from clients.
2	Demonstrated ability to work with nonprofits	20	Self-attested copy of work orders/project completion certificate issued by Non-Profit organization.
3	Team Composition	40	Self-attested Curriculum Vitae of proposed team to be engaged in execution of the project.
4	Proposed Methodology to be adopted for each scope of deliverables, Presentation to include detailed plan for each scope of work as above, sample formats etc. as applicable.	20	Copy of Presentation of Methodology to be adopted

5. Contacting the Tender Inviting Authority

5.1 From the time of submission of tender to the time of awarding the contract, if a bidder needs to contact Kaivalya Education Foundation for any reason relating to its tender, it should do so only in writing.

6. Bid Clarification

- 6.1 To facilitate evaluation of Proposals, Kaivalya Education Foundation may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal. Notwithstanding anything contained in the Notice Inviting Tender (NIT), Kaivalya Education Foundation reserves the right not to take into consideration any such clarifications sought for evaluation of the Proposal.
- 6.2 At any point in time during the bidding process, if required by Kaivalya Education Foundation, it is the Bidders' responsibility to provide required evidence of their eligibility as per the terms of the NIT, to the satisfaction of Kaivalya Education Foundation. If no response is received by this date, Kaivalya Education Foundation shall evaluate the offer as per available information. Kaivalya Education Foundation reserves the right to conduct detailed due diligence of the information provided by the Bidders for qualification and financial evaluation.

7. Fraud and Corrupt Practices

- 7.1 The bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained herein, Kaivalya Education Foundation may reject a bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Selection Process.

8. Award of Contract

- 8.1 Kaivalya Education Foundation reserves the right to accept in part or in full any tender or reject any tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s)
- 8.2 The bidder shall give his acceptance within 5 days of issue of the Agreement in its favour.

SECTION –VI

TERMS AND CONDITIONS

1. Use of contract documents and information

- 1.1 The Service Provider shall not, without Kaivalya Education Foundation prior written consent, disclose the contract or any provision thereof or any information furnished by or on behalf of Kaivalya Education Foundation in connection therewith, to any person other than the person(s) employed by the Service Provider in the performance of the contract emanating from this Tender Document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- 1.2 Further, the Service Provider shall not, without the Kaivalya Education Foundation prior written consent, make use of any document or information mentioned in sub-clause 1.1 above (Section VI) except for the sole purpose of performing this contract.
- 1.3 Except the contract issued to the Service Provider, each and every other document mentioned in sub-clause 1.1 above (Section VI) shall remain the property of Kaivalya Education Foundation and, if advised by Kaivalya Education Foundation, all copies of all such documents shall be returned to Kaivalya Education Foundation on completion of the Service Provider's performance and obligations under this contract.
- 1.4 Kaivalya Education Foundation shall be empowered to take appropriate legal action against the Service Provider for any breach of information on their part.

2. Payments

The financial bid submitted by the Agency shall remain firm for the entire duration of the contract, **Payment proposal to be submitted by the bidders as a separate Annexure indicating the completion time for each deliverable under scope of work, Section III along with the commercial bid.** However, Kaivalya Education Foundation shall retain the right to negotiate the payment terms with the shortlisted bidder.

The bidder/agency will raise its invoices (*As prescribed under GST Act*) on completion of services or as per the agreed payment terms. The payment will be subject to TDS as per Income Tax Rules and other statutory deductions as per applicable laws.

3. Termination of Contract for unsatisfactory performance

Kaivalya Education Foundation, without prejudice to any other contractual rights and remedies available to it, may, by written notice of default sent to the agency/bidder, terminate the contract in whole or in part, if the bidder/agency fails to perform services or for any breach/ violation of any terms as specified in the present contract or any other contractual obligations within the time period specified in the contract.

In the event Kaivalya Education Foundation terminates the contract in whole or in part, Kaivalya Education Foundation may carry out risk purchase of services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the bidder/agency shall be liable to Kaivalya Education Foundation for the extra expenditure, if any, incurred by Kaivalya Education Foundation for arranging such services.

4. Termination for Insolvency

If the bidder/agency becomes bankrupt or otherwise insolvent, it will inform to the Kaivalya Education Foundation within 30 days, with written notice to terminate the contract. Kaivalya Education Foundation reserves the right to terminate, without any compensation, whatsoever, to the bidder/agency.

5. Termination by Mutual Consent

In the event Kaivalya Education Foundation & bidder/agency mutually agrees to terminate the contract, either party shall give 30 days' written notice to the other party and after the consent of both parties' agreement may be terminated.

6. Force Majeure

If a Force Majeure situation arises, the bidder or agency shall promptly notify Kaivalya Education Foundation in writing of such conditions and the cause thereof within seven days of occurrence of such event. Unless otherwise directed by the bidder or agency in writing, the bidder/agency shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In case due to a Force Majeure event the bidder or agency is unable to fulfil its contractual commitment and responsibility, Kaivalya Education Foundation will notify the bidder or agency accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

7. Notices

Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by e-mail or facsimile or post. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.

8. Resolution of disputes

Any dispute or difference or claim arising out of or in relation to this Agreement, will be settled by reaching a mutual understanding between the parties

If any further dispute arises between the parties thereupon, the same will be settled as per the existing law of land through the competent court of law under the territorial jurisdiction of **Mumbai, India.**

9. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

10. Other Terms & Conditions

The service provider shall maintain confidentiality of all data shared and shall make adequate arrangements for cyber security on their own cost.

Name(s): Akshat Shukla

Designation: Core Team Member

SECTION-VII: APPENDIX & ANNEXURES

**Annexure-1
COMMERCIAL PROPOSAL**

Date	
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AI Platforms for Rural India

Name of Vendor	
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S.No	Description	Quantity (number of hours)	Basic Price without GST	GST Value (Indicate GST %)	Total Price with GST
1	Person hours invested - over 6 months - by senior developer/ lead	xx			
2	Person hours invested - over 6 months - by junior developer	xx			
Note: Price Inclusive with GST and all other charges					

Total (In Words) :	Rupees
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Other Details

Bid Validity Period	90 Days
Payment Terms	
Contact Person Name	50% at the time of signing the contract, 40% at end of 3 months, 10% at end of contract
Contact Number	
E-mail ID	

Company Seal and Signature