



No. KSEDC/ITS/P119/2026-27 [E-323219]

Date:21.05.2026

**INVITATION FOR QUOTATIONS (IFQ)
TO APPOINT A SERVICE PROVIDER STUDY, DETAILED FRS PREPARATION, DESIGN, DEVELOPMENT,
TESTING, COMMISSIONING AND MAINTENANCE SUPPORT OF AN WHATSAPP CHAT BOT APPLICATION
ALONG WITH POST-TECHNICAL SERVICES FOR THE DEPARTMENT OF AGRICULTURE.**

1. The Department of Agriculture, Government of Karnataka, seeks to deploy an AI-powered conversational chatbot and voice bot to provide farmers across Karnataka with 24x7 access to agricultural information, government schemes, crop advisory, and weather guidance. The solution will be delivered via WhatsApp, requiring no additional app installation.
2. Sealed quotations are invited from eligible and qualified Companies / Firms to appoint a service provider for Project of Study, Detailed FRS Preparation, Design, Development, Testing, Commissioning and Maintenance support of an WhatsApp Chat Bot application along with Post-Technical services for the Department of Agriculture, in the format given below:

| Sl | Item | Quantity | Unit | Unit Rate (including GST) (in Rs.) | Amount (including GST) |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|------------------------------------------|------------------------------|
| 1 | Study, Detailed FRS Preparation, Design, Development, Testing, Commissioning and Maintenance support of an WhatsApp Chat Bot application along with Post-Technical services for the Department of Agriculture. | 1 | Lump sum | | |
| | Total | | | | |

3. Eligibility Criteria

- 3.1. The Applicant should be registered with the Commercial Tax Department. The Applicant should submit a copy of the GST Registration certificate.

4. Scope of Services to be provided by the Service Provider

4.1. Project Objectives:

- Provide round-the-clock access to agricultural information without dependency on field officers.
- Improve information dissemination efficiency across the farming community.
- Enable intuitive and accessible interaction through WhatsApp in both Kannada and English.
- Support farmer decision-making through timely crop advisory and weather-related guidance.
- Provide analytics and insights to Department officials for monitoring and planning purposes

4.2. In-Scope Items:

- Design, development, and deployment of a WhatsApp-based AI chatbot with text and voice capabilities.
- Natural Language Processing (NLP) engine supporting Kannada and English languages.
- Integration of Speech-to-Text (STT) and Text-to-Speech (TTS) for voice-based interactions.
- Creation and management of a knowledge base for agricultural content.
- Development of an analytics dashboard for Department officials.

- Cloud hosting and infrastructure setup.
 - Pilot testing with selected farmer groups.
 - Production deployment, documentation, and training.
 - One-year post-launch support and maintenance.
- 4.3. Out-of-Scope Items:
- Development of native Android or iOS mobile applications.
 - Integration with third-party agricultural marketplaces.
 - User authentication or login system in Phase 1.
 - Personal data collection or farmer profiling in Phase 1.
 - Region-wise analytics (considered as future scope).
 - Procurement of hardware for end users.
- 4.4. Role and Responsibilities of Implementation Agency:
- Carry out end-to-end system design, development, testing, and deployment.
 - Provision and manage cloud infrastructure.
 - Structure and upload the knowledge base using content provided by the Department.
 - Integrate the WhatsApp Business API.
 - Coordinate pilot activities, incorporate feedback, and implement iterative refinements.
 - Provide documentation, conduct admin training, and complete system handover.
 - Provide Three-year post-deployment support and maintenance.
- 4.5. Online technical support for 3 years.
- 4.6. Warranty for 3 years, including bug fixing and maintenance for 3 years.
- 4.7. Intellectual Property Rights (IPR) and source code shall be owned by the Client and should be submitted to the Client.
- 4.8. Should present the document, software, etc. and obtain approvals and certificate of completion for each milestone.
- 4.9. Should provide user manuals for the application.
- 4.10. Application should be web based, responsive, device agnostic and operating system agnostic.
- 4.11. Should deploy and maintain the application in the testing and production environment as required by the Client.
- 4.12. Should carry out IT Security Audit of the application through CertIN empaneled IT Security Auditor.
- 4.13. Any other services required for the successful development, deployment, operations and warranty of application.

5. Milestones, Deliverables, Timeframe, and Payment Terms

| SI | Milestones | Deliverables | Timelines | Payment Terms |
|----|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------|
| 1 | Award of Contract | <ul style="list-style-type: none"> ● Letter of Intent to Service Provider | T | – |
| 2 | Requirement Study | <ul style="list-style-type: none"> ● Detailed Functional Requirements Specification (FRS) document ● Approval of FRS document by Competent Authority | T + 15 days | – |
| 3 | Design, Development and Testing | <ul style="list-style-type: none"> ● Screen designs ● Web based application as per detailed FRS ● One time master data entry | T + 30 days | – |

| SI | Milestones | Deliverables | Timelines | Payment Terms |
|----|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------|
| | | <ul style="list-style-type: none"> WhatsApp integration, voice bot (STT/TTS), knowledge base loading Analytics dashboard, monitoring setup, integration testing | | |
| 4 | Pilot and User Acceptance Test | <ul style="list-style-type: none"> Deployment of application in test environment User Acceptance Test Report certified by Competent Authority User Manual Handover of Source code, database and step-by-step deployment instruction document Pilot with selected farmers, feedback collection, refinement | T + 45 days | 40% of contract value |
| 5 | IT Security Audit | <ul style="list-style-type: none"> Safe to Host certificate issued by CertIN empaneled auditor | T + 60 days | – |
| 6 | Application Deployment | <ul style="list-style-type: none"> Deployment of final application in production environment Handover, documentation & training Go-live of application | T + 60 days = T1 | 45% of contract value |
| 7 | 1st year Warranty and Support & Maintenance | <ul style="list-style-type: none"> Certification of completion of 1st year warranty and Support & Maintenance services by Competent Authority | T1 + 1 year | 5% of contract value |
| 8 | 2nd year Warranty and Support & Maintenance | <ul style="list-style-type: none"> Certification of completion of 2nd year warranty and Support & Maintenance services by Competent Authority | T1 + 2 years | 5% of contract value |
| 9 | 3rd year Warranty and Support & Maintenance | <ul style="list-style-type: none"> Certification of completion of 3rd year warranty and Support & Maintenance services by Competent Authority | T1 + 3 years | 5% of contract value |

6. Contract Duration

6.1. The contract shall be for a period of 38 months from the date of issue of Letter of Intent.

7. Quoted Price:

7.1. The Applicant shall quote for items in the format of quotation attached.

- 7.2. All duties, taxes and other levies payable by the tenderer (including GST) shall be included in the quotation.
- 7.3. The rates and amount quoted shall be fixed for the duration of the contract and shall not be subject to any adjustment.
- 7.4. Rates for supply of partial requirements is not acceptable.
- 7.5. Corrections, if any, shall be made by crossing out, initialing, dating and rewriting.
- 7.6. Cable or Facsimile quotations are not acceptable.

8. Each tenderer must submit only one quotation.

9. Validity of quotations:

- 9.1. The quotation shall remain valid for a period not less than 60 days after the deadline fixed for submission of quotations.

10. Evaluation of quotations:

- 10.1. The Client will evaluate and compare the quotations to determine the L1 quotation as follows:

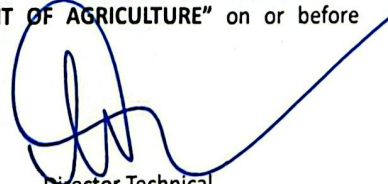
- 10.1.1. The evaluation will be done including all taxes. If the tenderer has not included the taxes in his quotation for the item rate, and has also not indicated the rate of taxes applicable, the quoted rate will be treated as though it is inclusive of taxes and no extra payment for taxes will be made.
- 10.1.2. The evaluation would be done for all the items put together. The items for which no rates have been quoted would be treated as zero and the total amount would be computed accordingly. The tenderer who has quoted for partial quantity of any one or more item(s) would be treated as non-responsive. The Client will award the contract to the responsive tenderer, whose total cost for all the items put together is the lowest.

11. At any time during the IFQ process, the Client reserves the right to cancel the quotation process.

12. Notwithstanding the above, the Client reserves the right to accept or reject any quotations and to cancel the quotation process and reject all quotations at any time prior to the award of the contract.

13. Last date and time of receipt of quotations:

- 13.1. You are requested to submit the sealed quotations superscribed on the envelope "INVITATION FOR QUOTATIONS (IFQ) TO APPOINT A SERVICE PROVIDER STUDY, DETAILED FRS PREPARATION, DESIGN, DEVELOPMENT, TESTING, COMMISSIONING AND MAINTENANCE SUPPORT OF AN WHATSAPP CHAT BOT APPLICATION ALONG WITH POST-TECHNICAL SERVICES FOR THE DEPARTMENT OF AGRICULTURE" on or before 27.05.2026.



Director Technical
KEONICS, Bengaluru