



FIJI REVENUE AND CUSTOMS SERVICE

Terms of Reference

Tender Reference	RFT No. 16/2024
Tender Title	Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model
Release Date	Thursday 30 th October, 2024
Submission Response Close	Friday 15 th November, 2024 12PM FJT



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Advertisement

The following is the advertisement for Fiji Revenue and Customs Service as it originally appeared in the local media and should be used as the basis to submit your responses:

**FIJI REVENUE AND
CUSTOMS SERVICE**

TENDER

**RFT No. 16/2024 – Develop a Proof of Concept for GenAI Chat BOT
and Business Analytic and AI Data Model**

The Fiji Revenue and Customs Service (FRCS) invites submissions from Contractors who are interested in conducting a proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model.

Interested bidders can access the Terms of Reference from the FRCS website page: <https://www.frcs.org.fj/tenders/>

For further information, please email on tenders@frcs.org.fj

All tenders must be submitted in a sealed envelope and clearly marked as “**RFT No. 16/2024 – Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model**” and should be addressed to:

**The Chairman
FRCS Tender Board
Fiji Revenue and Customs Service
Private Mail Bag
Suva, Fiji.**

Tenders should be dropped in the Tender Box located at FRCS Complex, Building 2 – Level 4, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, Nasese, Suva, Fiji **no later than 12pm FJT on Friday 15th November 2024.**

No other methods of Submission will be accepted.

A world class revenue service delivering excellence in revenue collection, border protection, trade and travel facilitation

Section 1 – Invitation to Tender

RFT No. 16/2024 – Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model

1. Fiji Revenue and Customs Service (FRCS), invites written signed tenders from eligible bidders for the given subject.
2. The following attachments form part of the Bidding Documents:
 - Section 1 – Invitation to Tender
 - Section 2 – General Terms and Conditions
 - Section 3 – Bid Data Sheet
 - Section 4 – Forms
 - Schedule A: Declaration by Bidder – Conformity
 - Schedule B: Bidder Information
 - Schedule C: Project Commitment, Experience & Referees
 - Schedule D: Declaration by Bidder – Price
 - Schedule E – Scope of Work for Conduct a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model
3. Competitive bidding will be conducted under FRCS procurement procedures and guidelines and is open to all eligible companies.
4. Interested bidders can access the tender specifications from the FRCS website page: <https://www.frcs.org.fj/tenders/> at no cost. All documents are in the English language.
5. It is the bidder's responsibility to ensure that the submission is dropped in the Tender Box located at FRCS Complex, Building 2 – Level 4, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, Nasese, Suva, before the specified closing time.
6. Bidders are required to submit compliance certificates/letters from FNPF, FRCS & FNU, as part of their bids. Failure to comply with the requirements of the Bidding Documents may invalidate your submission.
7. Bidders seeking further clarification/information on the Tender and/or the process should contact via email on tenders@frcs.org.fj
8. Bid responses must be hand delivered before **12pm FJT on Friday 15th November 2024**.
9. Late tenders will not be accepted.
10. The highest or any tender may not necessarily be accepted.
11. FRCS reserves the right to accept or reject any Bid, and to annul, in whole or in part, or to suspend the bidding process and reject all Bids at any time and without reason prior to award, without thereby incurring any liability to the affected Tenderer or Tenderers.

Section 2 – General Terms and Conditions

The following General Terms and Conditions will apply.

1.1 Format of Response	Each bidder must provide a formal letter of transmittal that must: - Be signed by an authorized representative of the organization and must state that the signing official is authorized to legally bind the organization. - Include the names, titles, office addresses and office telephone numbers of the persons authorized by the organization to conduct negotiations on the proposal, including their expected roles in negotiations; and - Provide a contact name, address, landline number and email address which FRCS will use in serving notices to the bidder.
1.2 Late Submissions	Submissions received within five minutes of the closing time will be accepted. Five minutes is allowed as variation for any timing difference.
1.3 Applicants to Inform Themselves	Each applicant should: - Examine this specifications document; and any documents referred to within; and any other information made available by FRCS to the applicants. - Obtain any further information about the facts, risks, and other circumstances relevant to the tender by making all lawful inquiries. - Ensure that the submission, and all information on which its proposal is based, is true, accurate and complete. By submitting their proposal, applicants will be deemed to have: - Examined the tender specifications and any other information made available in writing by FRCS to the applicants. - Examined all information relevant to the risks, contingencies, and other circumstances having an effect on their proposal and which is obtainable by the making of reasonable inquiries.
1.4 Bidder's Risk	FRCS accepts no responsibility, liability, or obligation whatsoever for costs incurred by or on behalf of any bidder in connection with the EOI or any participation in the tender process.
1.5 Selection of Preferred Applicant	- No proposal will necessarily be selected by FRCS as the preferred solution/s. The FRCS Evaluation Committee may decide not to accept any proposal or reject all proposals at any time. FRCS reserves the right to cancel this tender and pursue an alternative course of action at any time. - Selection of Preferred Applicant will not be acceptance of the proposal and no binding relationship will exist between the preferred applicant(s) and FRCS until a written agreement acceptable by FRCS is executed by an authorized officer of FRCS and the successful applicant(s).
1.6 Conduct of Applicants	Conduct of Applicants or any of their consortium members, may affect the outcome of their tender responses, including non-consideration of the proposal. Applicants warrant to FRCS that they (and their

	consortium members) have not and will not engage in any of the following activities in relation to this tender process: - Lobbying of or discussions with any politician or political groups during this tender process. - Attempts to contact or discuss the tender process with officers, any member or staff or contractor currently working in FRCS or any agent of this Department, Exception to Evaluation Committee members. - Provision of gifts or future promise of gifts of any sort to the previously mentioned personnel. - Accepting or providing secret commissions. - Seeking to influence any decisions of FRCS by an improper means; or otherwise acting in bad faith, fraudulently or improperly.
1.7 Currency	All currency in the proposal shall be quoted in Fiji Dollars and prices shall be VAT Inclusive.
1.8 Corporate Information	Each applicant must provide the following information: - Details of the corporate and ownership structure, including identification of any holding company or companies and parent companies (Business license and Business Registration); - Profiles of the company and any parent entity. If the company is a subsidiary, the applicant must provide full details of the legal and financial relationship between the subsidiary and parent. The names of all directors and officers of the company. - A full description of the current operations of the company including the most recent audited financial statement. - A copy of the company's Certificate of Incorporation. - Confirmation that the company has the capacity to bid for the Services and that there is no restriction under any relevant law to prevent it from bidding. - Provision of details of any legal proceedings that are being done against the company.
1.9 Qualifications and Capability	Each Applicant must: - Be FNPF, FRCS compliant (VALID letters to be attached for companies applying). Tax Identification Number (TIN) must be quoted in the submission. - Be able to demonstrate that it will be able to meet its financial obligations under this tender. Bidder to provide Audited FS – 3years or a Bank guarantee/support letter. - Bidder must include in the company profile the, past similar projects, ongoing projects and Project cliental References. - The bidder has to have direct partnership with the supplier (Partner Certificate to be included with proposal) and must be an authorized reseller or distributor.

1.10 Mergers, Acquisitions, Sales of Applicant	Where such information is publicly accessible, the Applicant must indicate whether any mergers, acquisitions or sales are planned presently or during the year following the submission of the proposal.
1.11 Enquiries	• All questions and enquiries regarding this tender are to be made in writing via email or official letter. • All questions and inquiries will be responded to in writing by email. • Verbal responses will not have any binding on either party.
1.12 Confidentiality	• All Companies shall keep strictly confidential any and all information contained in this ITT, and other information or documents made available to it by or on behalf of FRCS in connection with this ITT. The firms shall not disclose, nor allow any such information to be disclosed. • Any effort by a Tenderer to influence the FRCS in its decisions on Tender evaluation, Tender comparison, or Contract Award may result in the rejection of the Tenderer's Bid.
1.13 Price Bid	The Price(s) should include all non-exempt duties, taxes, and other levies payable by the Tenderer under the contract/purchase order and must be as per the Price Schedule/Bid Form provided.
1.14 Bid Validity Period	The bid shall remain valid for 90 calendar days after the deadline of the receipt of the bids.
1.15 Notification of Award	FRCS will notify the successful Tenderer in writing prior to the expiration of the period of Bid Validity.
1.16 Extension of Validity Period	• In exceptional circumstances, prior to the expiration of the proposal validity period, FRCS may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing and shall be considered integral to the Proposal. • If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change to the original Proposal. • The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.

Section 3 – Bid Data Sheet

BDS No.	Description	Instruction
1.	Condition of Tender	Fixed Lump Sum
2.	Contract Form	- The provisions of the Contract Template are only indicative of the terms and conditions that the parties may ultimately agree to enter and will become binding on the parties after the Tender has been awarded and upon finalization and execution of the contract. - A Memorandum of Understanding “MOU” and Non-Disclosure Document “NDD” to be signed with the successful bidder prior to commencement of works.
3.	Mandatory Supplementary Documents	- Company Profile including Organization Structure - Business Registration Form - Financial Capacity (AFS – 3 years or Bank Guarantee/ Support Letter) - Schedule A: Forms Declaration by Bidder – Conformity ➤ FNPf Compliance Letter - Valid (For Companies) ➤ FRCS Tax Compliance Letter - Valid - Schedule B: Bidder Information - Schedule C: Project Commitment, Experience & Referees ➤ Ongoing Projects, Past Similar Projects ➤ 3 minimum written similar projects Cliental Referees with contact details ➤ 2 minimum written Supplier Reference - Schedule D: Declaration by Bidder – Price - Letter Confirming that you are an Authorized Reseller - Schedule E – Scope of Work for Conduct a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model
4.	Deadline / Submission	Date: Friday 15th November 2024 Time: 12pm FJT Mode: Submission to be dropped in the Tender Box located at FRCS Complex, Building 2 – Level 4, Corner of Ratu Sukuna Road, and Queen Elizabeth Drive, Nasese, Suva. Tender to be in a sealed envelope and clearly marked as “<i>RFT No. 16/2024 – Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model</i>”

5.	Scope of work:	No.	Description
		1	<i>Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model Please refer to the Schedule E for the Detailed Scope of Work</i>
6.	Locations	FRCS NASESE OFFICE	
7.	Clarifications	Jessie Tuiwawa tenders@frcs.org.fj 3243112	

Section 4 – Forms

Schedule A: Declaration by Bidder – Conformity

Tender Reference:	RFT No. 16/2024
Tender Title:	Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model

1. We, confirm to have examined the Tender Documents, attended the Pre-Bid Site Meeting (if any) and hereby acknowledged any addendums thereof, offer to supply the goods, services or works set out in the ITT, the Specifications, Drawings and accompanying documents for the price(s) specified in the Price Schedule.
2. Declare that we have read and clearly understood all Sections of this ITT, including the GTC & TOR, if required we will sign and return any section of ITT to form part of the Contract Document.
3. We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:
 - a. have no conflict of interest, is not under procurement prohibition by the FRCS or been suspended, debarred, sanctioned or otherwise identified as ineligible.
 - b. have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
 - c. Undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the FRCS or any other party, and to conduct business in a manner that averts any financial, operational, reputational, or other undue risk to FRCS.
4. We declare that all the information and statements made in this Proposal are true and we accept not to deviate, unless the Scope of Work will change by the FRCS;
5. Agree that the FRCS has the right to deduct the full Bid Security Sum (if any) in case of any breach to the terms of conditions of the ITT or in case where we decided to reject the offer by the FRCS after the Letter of Award has been issued by the FRCS;
6. I understand that the FRCS reserves the right, unless the tenderer stipulates to the contrary in the tender, to accept such portion thereof as FRCS may decide. FRCS is not bound to accept the lowest or any tender.
7. Confirm that our submission shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

I, the undersigned, certify that I am duly authorized to sign this Proposal and bind it should FRCS accept this Proposal.

Authorized Representative Signature : _____
 Authorized Representative Name : _____
 Designation : _____
 Company Name : _____
 Date : _____

Schedule B: Bidder Information

Bidder Registered Name	[Complete]
Legal Address	Street Address: [Complete] Postal Address: [Complete] Office Number: [Complete] Website (if any): [Complete]
Year of Registration	[Complete]
List of Director(s)/Shareholder(s)	[Complete]
Bidder's Authorized Representative	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Countries of Operation	[Complete]
No. of full-time Employees	[Complete]
No. of Technical Employees	[Complete]
No. of Field Employees	[Complete]
Contact person FRCS may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Attach the following documents:	• Company Profile, <u>not</u> exceeding fifteen (15) pages with Organization Structure, Director (s), specialization, expertise, list of equipment, machinery, and resources. • Certificate of Incorporation/ Business Registration. • Valid Tax Compliance Certificate issued by FRCS. • Certificate of Tax Registration and Exemption (if any). • Valid FNPf Compliance Certificate. • Copies of the financial statement (balance sheets, including all related notes, and income statements) for at least recent 3 years prepared by a qualified Accountant professional. • Or a Bank Guarantee/ Support Letter • Past Similar projects & Ongoing projects • Similar Projects Cliental references

Schedule C: Project Commitment, Experience & Referees

C.1 – On-Going Projects

List down Projects currently in Progress in the table below.

Client Name	Project Name & Location	Contract Value	% Progress & Approximate Completion time	Types of activities being undertaken

☐ Bidders may also attach additional information with the submission.

C.2 – Past Similar Project Experience

List down Past Project Experience in the table below of similar scope & capacity to this tender.

Client Name	Project Name & Location	Contract Value	Year of Completion	Types of activities undertaken

☐ Bidders may also attach Statements of Satisfactory Performance from the Top 3 (three) Clients or more, with the submission.

C.3 – Similar Project Cliental Referees

List down at least 3 Cliental Referee details for the similar projects undertaken in the table below.

Name of Referee	Project Name & Location	Reference Contact Details	Contract Value	Types of activities undertaken
1.				
2.				
3.				

☐ Bidders may also attach Statements of Satisfactory Performance from the Top 3 (three) Clients or more, with the submission.

Schedule D: Declaration by Bidder – Price

Tender Reference:	RFT No. 16/2024
Tender Title:	Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model

We, the undersigned, submit our Price for the above RFT 16/2024 in accordance with the Specification prepared by FRCS. Costing to be provided for three (3) months for each of the software categories. **(Fill in the Excel Provided)**

Number	Details	Tender Price (VIP)
A.	VMS and NTIS Data - Predictive and Time-series analysis of the data	
B.	FRCS Website with a GenAI ChatBot	
C.	JIRA Integrated AIChatBot to assist technical issues	
Overall Software Total		

Our Proposal/Offer shall be valid and remain binding upon us for the period of time specified in the General Terms & Conditions. We understand you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized to sign this Proposal and bind it should FRCS accept this Proposal.

Authorized Representative Signature : _____
Authorized Representative Name : _____
Designation : _____
Company Name : _____
Date : _____
Phone contact: : _____
Email address: : _____

[Bidders official stamp/seal]

Schedule E – Scope of Work to Develop a Proof of Concept for GenAI Chat BOT and Business Analytic and AI Data Model

1. INTRODUCTION

The Artificial Intelligence as a new technology stream in the computing and digital services delivery has been implemented in the Government and Private sector organizations to enhance the operational and management capabilities. Therefore, FRCS intends to engage with a capable vendor to rollout AI related models within the FRCS to understand its capabilities and benefits. With this engagement FRCS would like to implement GenAI and Data Analytics related Business Scenarios.

2. OBJECTIVES

The main objective of the assessment is to:

1. Test the capabilities of GenAI and Data Analytics related models with some selected FRCS Business Scenarios
2. Identify the relevant technical requirements which can be used with existing applications
3. Determine the Total Cost of Ownership of those technologies as per the FRCS requirements
4. Determine the implementation and governance approach that is required for AI related digital services.

3. SCENARIOS TO BE COVERED

A. VMS and NTIS Data - Predictive and Time-series analysis of the data

EXPECTED Output: Scenario based analysed statistics and data

Data Sources: Supervised and structured data related to tax and customs

Interns of analyzing the statistical data the following approach has been identified and planned to follow:

- Identify the Use Cases for analytics maximum Two Use Cases
- Gather all the relevant data that will be analyzed as per the selected Scenarios to be tested
- Identify a suitable model for handling this requirement based on the Cost/Benefit for the information that needs to be generated
- Store the cleaned data in a secure and accessible manner.
- Analyze the data using appropriate analytical methods and tools. This could involve statistical analysis, machine learning algorithms, or data mining techniques.
- Develop the Machine Learning models and Data Analytic Platform
- Establish a model to ingest the data to the model, store and analyze the data and model them for the visualization.
- Interpret the results of the data analysis to draw conclusions. This could involve identifying patterns, anomalies, or trends in the data.
- Regularly review and update the data analytics process to ensure it remains effective and relevant.

B. FRCS Website with a GenAI ChatBot (external)

Implementing a generative AI chatbot for the Fiji Revenue and Customs Service (FRCS) website can significantly enhance user experience and operational efficiency. The expected advantages, features, and benefits specific to their use case are as follows:

EXPECTED Output: Enhance external customer experience and satisfaction.

Advantages

- **24/7 Availability:**
 - The AI chatbot can operate around the clock, aiding users outside of normal business hours, including weekends and holidays.
- **Consistency:**
 - Ensures consistent and accurate information is provided to users, reducing the risk of human error or miscommunication.
- **Scalability:**
 - Can handle a large volume of inquiries simultaneously, which is particularly useful during peak tax filing periods or when new regulations are introduced.
- **Cost Efficiency:**
 - Reduces the need for extensive customer service staff, allowing FRCS to allocate resources more effectively.

Benefits

- **Enhanced User Experience:**
 - Users receive immediate, accurate responses to their inquiries, reducing frustration and improving satisfaction.
- **Reduce the number of calls to the Contact Centre**
 - with implementation of the GenAI chat bot on the website will enable the customers to extract comprehensive information based on the prompts provided by any customer.
 - Therefore, it is expected that the Website will be able to provide more comprehensive information and logical answers to the customer prompts than a Human User as per the GenAI performance.
- **Improved Compliance:**
 - By providing clear, accurate information and guidance, the chatbot helps users comply with tax and customs regulations more easily.
- **Operational Efficiency:**
 - Frees up human agents to handle more complex queries and tasks, improving overall efficiency.
- **Increased Accessibility:**
 - Makes information and support more accessible to users who may have difficulty navigating the website or understanding written instructions.
- **Proactive Support:**
 - Can proactively notify users about important updates, deadlines, and changes in regulations, helping them stay compliant and informed.
- **Reduced Wait Times:**
 - Eliminates the need for users to wait for a human agent, providing instant assistance.
- **Data-Driven Improvements:**
 - The analytics provided by the chatbot can help FRCS identify common pain points and areas for improvement in their processes and user support.

Use Case Scenarios

- **Tax Filing Assistance:**
 - The chatbot can guide individuals and businesses through the tax filing process, answering questions about deductions, deadlines, and required documents.
- **Customs Declarations:**
 - Assists importers and exporters in understanding customs regulations, tariffs, and declaration procedures, ensuring compliance and smooth processing.
- **Regulation Updates:**
 - Keeps users informed about the latest changes in tax laws and customs regulations, reducing the risk of non-compliance due to outdated information.
- **Payment Processing:**
 - Guides users through the process of making payments, whether it's for taxes, duties, or penalties, ensuring they complete transactions correctly.
- **Document Submission:**
 - Helps users understand which documents are required for various processes and how to submit them, reducing errors and processing delays.

C. JIRA Integrated AIChatBot to assist technical issues

EXPECTED Output

- Enhance internal user experience.
- Productivity Improvement
- Efficiency Improvement
- Speed Resolution

Integration with JIRA online (JIRA ticket gets created by the BOT)

Deploying an internal generative AI chatbot for the FRCS's IT department, integrating it with JIRA (incident management system) as well as leveraging SharePoint for knowledge base documents, can significantly enhance the user experience and productivity of the team members in FRCS wanting IT support.

Benefits

- **Improved Response Times:**
 - Automated ticket creation and prioritization ensure that IT issues are addressed more quickly, minimizing downtime for employees.
- **Enhanced User Experience:**
 - Provides a convenient and efficient way for employees to report IT issues and receive updates, improving overall satisfaction.
- **Resource Optimization:**
 - Allows IT staff to focus on more complex and high-priority tasks by automating routine ticket management and initial troubleshooting.

- **Proactive Issue Resolution:**
 - By analyzing common issues and generating reports, the IT department can identify and address underlying problems proactively.
- **Reduced Human Error:**
 - Automation of ticket creation and categorization reduces the risk of errors in logging and tracking IT issues.
- **Data-Driven Decision Making:**
 - Detailed analytics and reporting provide insights into IT operations, helping to identify areas for improvement and optimize resource allocation.
- **Comprehensive Information Access:**
 - Integration with SharePoint, databases, and data lakes ensures employees have access to all necessary information and documents, reducing the time spent searching for resources.
- **Employee Productivity:**
 - Quick resolution of IT issues ensures that employees can return to their tasks with minimal disruption, improving overall productivity.

Use Case Scenarios

Ticket Creation and Management:

- An employee encounters a software issue and interacts with the chatbot, which collects the necessary information and creates a ticket in JIRA, categorized and prioritized appropriately.
2. **Status Updates:**
 - An employee enquires about the status of an existing ticket. The chatbot authenticates the user based on their MS Teams identity and retrieves the latest update from JIRA. Then it provides it to the employee in real-time.
 3. **Basic Troubleshooting:**
 - An employee reports a common issue like a printer not working. The chatbot accesses relevant troubleshooting documents in SharePoint and guides the employee through a series of steps, potentially resolving the issue without creating a ticket.
 4. **User Onboarding:**
 - The IT department uses the chatbot to assist with onboarding new employees, guiding them through setting up their accounts, accessing necessary software, and understanding IT policies. The chatbot can retrieve documents and forms from SharePoint for the onboarding process.
 5. **System Outage Notifications:**
 - The chatbot can proactively notify employees of known system outages or maintenance periods and provide updates on resolution progress.
 6. **Data Retrieval:**
 - An employee needs specific data for a report. The chatbot can access databases and data lakes after verifying user identity through MS Teams to retrieve the required information, providing it directly to the employee.

4. EXPECTED DELIVERABLES

1. Architecture documents related to the POC
2. Total Cost of Ownership to implement the solution in the normal business operations
3. Required Technical Specifications and Software Requirements
4. Alternative software solutions if applicable as the affordable solutions as per the expected business outcomes