Annexure A - SCOPE OF WORK AND EXPECTED OUTCOME

We are looking to achieve the following outcomes and the bidder must include the below table (table 1) to confirm their offered solution is able to deliver the below outcomes, failure to include the below table in the bidder's proposal will result in the bid being disqualified

Outcome	Functionality confirmed by proposed Solution (Y / N)	Provide detail on how to outcome will be delivered
We are looking to implement and artificial intelligence and intelligent automation solution capable of handling and helping customers help themselves with AI-powered self-service and conversation routing features.		
develop a database so that customer questions are answered		
Anticipate when customers need assistance and trigger messages offering proactive service instead of just reactive support.		
Use custom reports and visualizations to analyse our chatbot's performance and optimize its flows for higher efficiency.		
enable customer support by providing instant and accurate answers to common to frequently asked customer questions.		
Data analytics to understand our clients' common questions so that we could direct training to the more common questions or queries		
Automate customer conversations on their preferred and most-used channel with WhatsApp for Business chatbots.		
The proposed solution must be efficient, scalable, able to integrate to multi platforms such as WhatsApp, messenger etc		
Natural learning understanding (NLU) capabilities to understand what users are saying and even proactively learn their behaviours e.g., problems with uploading of documentation as well as getting thought the accreditation process as quickly as possible		

Table 1

Virtual assistant / chatbot technical Requirements

The response to the below table is mandatory, the bidder must include the below table to confirm their offered solution delivers the mandatory technical requirements as expected by SANAS, failure to include the below table (table 2) in the bidder's proposal will result in the bid being disqualified

Mandatory Technical Requirements	Functionality confirmed by proposed Solution (Y / N)	
The bots must be fully functional and operational on both our websites and protals which have been developed on a SharePoint platform		
The platform should be able to intelligently offer responses to customers using Artificial Intelligence		
The platform should be able to answer all enquiries and questions relating to our accreditation application or assessor engagement		
For some enquiries, the platform should have the capability to ask verification questions to customers before feedback is given		
The platform should easily display information provide training / help / documentation links		
The Solution must have the ability to communicate via notifications tailored messages to clients		
The platform should have an inbuild capability for the customer to select a link that will directly take them to training material or training manual extracts		
The platform should have a link that will facilitate the client to download forms and or documentation		
The Chatbot should be able to create knowledge base based on the enquiries customers will be making– An AI powered Chabot service		
The system should have capability for us to view reports on customer conversations		
The system should have capability for us to monitor Bot response time		
The Chatbot should be able to keep a clients conversation history		
An authorized user should be able to modify or respond directly to the customer where the Bot is giving wrong feedback		

The platform should be able to loop in the accreditation / IT team if it is unable to address a client's query		
Clients should be able to access Chatbot via our Social Media channels e.g., LinkedIn		
As soon as the clients / assessors log onto their portals, the platform should be able to pick a conversation where it was left off if a conversation was aborted for both clients and assessors		
The proposed solution must have a testing and a development environment where the bots can be tested before going live		
Must have Escalation mechanisms for humans to take over the chat.		
The Solution must be compatible with modern browsers, including but not limited to Chrome, Edge, Firefox, Safari.		
The Solution must have the ability to support web and/or mobile apps for different platforms and integrate with specific user devices supported by the platform provider.		
The Solution must have the ability to scale up and down to inputs		
The Solution must have the ability to support multiple communication channels through configuration files, profile management and API interfaces		
The Solution must have the ability to capture and incorporate user interactions within the knowledgebase for analysis to enhance user experience.		
The Solution must have the ability to allow administrators to easily manage Chatbot data and configurable elements through a dashboard.		
The Solution must have the ability to offer interaction with specific analytics reporting and metrics as part of operational services.		
The Solution must be able to analyse user conversations to refine, design to handle inputs that trigger errors or are misunderstood.		
The Solution must have the ability to build a bot, release it and see how people use it, gather usage data to test, iterate and redeploy a better version		
As Chatbot Glitches are very common and have the potential to damage SANAS's reputation. It is therefore imperative that this solution should be thoroughly tested.		
The bot should not disclose sensitive information or process a transaction unless all the mandatory validation checks have been satisfied e.g., logging into portals.		

Table 2