



Tertiary Scholarships  
& Loans Service  
Empowering Fiji's Future



## CALL FOR EXPRESSION OF INTEREST AI CHATBOT

Tertiary Scholarships and Loans Service (TSLs) invites expressions of interest from reputable organizations with suitably qualified and experienced individuals for the provision, customization, and implementation of an AI Chatbot. The selected organization will be expected to either develop or customize the existing AI Chatbot solution to meet the specific needs of TSLs, ensuring a tailored and efficient customer service platform.

### **About the Organization**

TSLs is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 (“the Act”) to administer and implement all the Fijian Government funded Scholarships, Study Loans and Grants.

In its 2020-2024 revised Strategic Plan, ICT Transformation is a strategic focus area to provide excellent end-to-end user experience. A key component of this transformation is the development and deployment of an AI-powered Chatbot. This initiative is driven by the need to provide round-the-clock support and information access to students and applicants, ensuring timely responses to inquiries, seamless interaction, and enhanced user satisfaction.

### **Scope of Work**

1. Develop an AI-powered chatbot capable of answering frequently asked questions.
2. Enable the chatbot to handle complex queries and escalate to human agents when necessary.
3. Integrate with existing databases to pull accurate information and with social media platforms.
4. Chatbot should be on a Cloud-Based infrastructure for scalability and reliability.

### **Timeline:**

1. Two (2) months or earlier from the time of official engagement.
2. The full scope of work with key requirements is available on TSLs website ([www.tsls.com.fj](http://www.tsls.com.fj))

All EOI's to be emailed to Mr. Kaushal Prasad on email [EOI@tsls.com.fj](mailto:EOI@tsls.com.fj).

All EOI's must reach TSLs by **NO LATER THAN 4.00 p.m. on 13 September 2024.**



## SCOPE OF WORK FOR AI CHATBOT

### 1.0 Background

Tertiary Scholarships & Loans Service (TSLs) is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement all the Fijian Government Tertiary Education Scholarships, Study Loans and Grant.

As part of its 2020-2024 revised Strategic Plan, TSLs has identified ICT Transformation as a critical area for providing excellent end-to-end user experiences. A key component of this transformation is the development and deployment of an AI-powered Chatbot service. This initiative is driven by the need to provide round-the-clock support and information access to students and applicants, ensuring timely responses to inquiries, seamless interaction, and enhanced user satisfaction.

The AI-powered Chatbot will play a pivotal role in managing and delivering key services such as student information, sponsorship details, payment account information, allowances, bond details, advisory requests, and status reports. The portal will integrate with TSLs's existing APIs, ensuring real-time data access and accuracy. The development of this system is essential to support the organization's expanding operations, enhance service delivery, and improve user engagement by offering a reliable, scalable, and user-friendly platform.

### Specific Scope of Work

The AI Chatbot project should encompass the following functionalities:

#### 3.1 Chatbot Development

##### Functionality:

- Develop an AI-powered chatbot capable of answering frequently asked questions.
- Implement natural language processing (NLP) to understand and process user queries.
- Enable the chatbot to handle complex queries and escalate to human agents when necessary.
- Integrate with existing databases to pull accurate information.

## **Features:**

- Conversational UI/UX design for user-friendly interaction.
- Contextual understanding to handle ongoing conversations.
- Integration with seamless data retrieval and user history tracking.

## **3.2 Integration and Connectivity**

### **Social Media Integration:**

- Integrate the chatbot with social media platforms (e.g., Facebook, Twitter, Instagram) to handle inquiries from these channels.
- Enable automatic response and engagement based on predefined triggers.

### **Third-Party Integration:**

- Integrate with existing organizational systems and databases to ensure seamless data flow.

### **TSLs API Integration:**

Integrate with TSLs APIs to access and render basic student information, including:

- Sponsorship details
- Payment account information
- Allowances
- Remarks
- Payment details
- Bond details
- Advisory requests
- Statement requests
- Travel clearance report statuses

## **3.3 Tracking and Reporting**

### **Customer Satisfaction:**

- Implement feedback mechanisms to gather user satisfaction data.
- Track and analyse customer interactions to improve chatbot responses and portal features.

### **Performance Metrics:**

- Monitor response times, resolution rates, and user engagement levels.
- Provide regular reports on system performance and user feedback.

## **Ongoing Support:**

- Offer ongoing technical support and maintenance services to ensure the continued optimal performance of AI.

## **4. Requirements**

### **4.1 Technical Requirements**

#### **Hardware and Software:**

- Cloud-based infrastructure for scalability and reliability.
- Ensure compatibility with existing IT infrastructure.

#### **Security:**

- Implement robust security measures to protect user data and privacy.
- Compliance with relevant data protection regulations.

### **4.2 Functional Requirements**

#### **User Experience:**

- Intuitive design and navigation for the chatbot.

#### **Support:**

- 24/7 technical support and maintenance services.
- Regular updates and bug fixes.

## **5. Project Phases**

### **5.1 Initiation**

- Project kick-off meeting
- Finalize project plan and timeline

### **5.2 Planning**

- Detailed requirement gathering and analysis.
- Design and development planning.

### **5.3 Development**

- Chatbot and portal development
- Integration with social media, TSLs APIs, and existing systems

## 5.4 Testing

- System and user acceptance testing
- Feedback incorporation and final adjustments

## 5.5 Deployment

- Rollout of the chatbot and portal
- Training for staff and users

## 5.6 Maintenance

- Ongoing support and maintenance
- Regular performance reviews and updates

## 6. Deliverables

- Functional AI Chatbot
- Integration with social media, TSLs APIs, and existing systems
- Training materials and documentation
- Performance and feedback reports

## 7. Evaluation Criteria

- **Technical Capability:** Experience with AI development.
- **Cost:** Value for money and alignment with budget.
- **Timeline:** Ability to meet project deadlines.
- **Support and Maintenance:** Availability of ongoing support services.
- **References:** Previous successful implementations and client feedback.