

Tender Document

**Hiring of Implementation Partner for Artificial
Intelligence Enablement of Customized Odoo
Community Version 17 ERP**

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1. Invitation to Bid

Telecom Foundation invites password protected technical and financial proposals from eligible, experienced and qualified firms for the **Design, Development, Integration, Deployment, Training and Support of an Enterprise Artificial Intelligence (AI) Platform** integrated with Telecom Foundation's **Customized Odoo Community Version 17 ERP**.

The selected firm shall provide a secure, scalable and maintainable AI solution integrated with the existing ERP to improve business automation, decision support, enterprise search, document intelligence and operational efficiency.

Interested firms possessing relevant experience in enterprise AI implementation and ERP integration are invited to submit proposals in accordance with the requirements mentioned in the document.

2. Introduction

Telecom Foundation is implementing a customized Odoo Community Version 17 ERP under its Digital Transformation Program.

The ERP currently consists of multiple standard and customized modules covering:

- Finance & Accounts
- Human Resource Management
- Payroll
- Recruitment
- Procurement
- Inventory
- CRM
- Sales
- Project Management
- Helpdesk
- School Management
- Learning Management System (LMS)
- Document Management
- Executive Dashboards
- Other customized business modules

To further enhance organizational efficiency and digital maturity, Telecom Foundation intends to implement an Artificial Intelligence platform fully integrated with the ERP ecosystem.

The proposed AI implementation shall extend beyond conversational chatbots and include intelligent automation, enterprise search, predictive analytics, document intelligence, workflow optimization, knowledge management, AI-assisted reporting and decision support capabilities.

This project does **not** involve redevelopment or replacement of the existing ERP unless specifically recommended, justified, and approved by Telecom Foundation.

3. Project Objectives

The primary objective of this is to design, develop, configure, integrate, deploy, document, test, train and support a secure, scalable, modular AI platform fully integrated with the Customized Odoo Community Version 17 ERP.

The proposed solution shall:

- Integrate securely with the existing ERP without requiring modification of the ERP core.
- Improve organizational efficiency.
- Enhance decision-making through AI-powered insights.
- Automate repetitive business processes.
- Provide enterprise-wide AI assistance.
- Ensure scalability for future expansion.
- Minimize disruption to existing ERP operations.

4. Existing Environment

The selected bidder shall work with the existing environment comprising:

Component	Details
ERP Platform	Customized Odoo Community Version 17
Current Hosting Environment	Hostinger Cloud Environment
Database	PostgreSQL
Estimated Users	Approximately 3,000

Component	Details
Language	English (Urdu support planned)
Mobile Integration	Existing Mobile Application (where applicable)

5. Scope of Work and Solution Requirements

The selected bidder shall provide all services necessary for successful implementation of the proposed AI solution including solution design, configuration, integration, testing, deployment, documentation, training and post-implementation support.

The scope includes, but is not limited to, the following:

5.1. Functional AI Capabilities

5.1.1. Enterprise AI Assistant

The AI Assistant shall provide:

- Natural language interaction with ERP
- Context-aware responses
- Support for English language with the ability to extend to additional languages including Urdu.
- AI-assisted ERP navigation
- AI-assisted task guidance and, where authorized, execution of approved ERP actions subject to user permissions and applicable approval workflows.

5.1.2 AI Enablement Across ERP Modules

The proposed solution shall be capable of integrating with existing implemented ERP modules and additional modules introduced during the contract period, as mutually agreed.

Expected capabilities include:

- Intelligent recommendations
- Smart alerts
- Context-aware assistance
- Predictive analytics
- Anomaly detection

5.1.3 Intelligent Document Processing

The proposed solution shall provide:

- OCR-based document recognition
- Automatic classification

- Information extraction
- AI-powered indexing
- Metadata generation

5.1.4 Enterprise Knowledge Assistant

The AI platform shall provide intelligent responses based on organizational knowledge repositories including:

- HR Manuals
- User Manuals
- Policies
- Training Material
- SOPs
- Authorized organizational knowledge repositories
- Circulars
- ERP Documentation

5.1.5 Reporting & Analytics

The AI platform shall support:

- Natural language reporting
- Forecasting
- Executive summaries
- Anomaly detection
- Dashboard interpretation
- AI-assisted decision support
- Trend analysis

5.1.6 AI Productivity & Workflow Assistance

The AI platform shall automate routine activities including:

- Trigger approvals
- Letter generation
- Generate tasks
- Email generation
- Recommend actions
- Document summarization
- Business process orchestration

5.1.7 Enterprise Search

Provide secure enterprise-wide search across:

- ERP records
- Documents

- Knowledge repositories
- Reports
- Policies
- Dashboards
- Configuration documents

Search results shall always respect role-based authorization.

5.2. Technical Solution Requirements

5.2.1 Proposed AI Platform

The bidder shall propose the most appropriate AI platform(s) for the implementation of the proposed solution and provide justification based on:

- Functional capabilities
- Compatibility with the existing ERP environment
- Security and privacy
- Scalability and performance
- Maintainability and supportability
- Interoperability with third-party systems
- Total Cost of Ownership (TCO)
- Vendor/community support and product maturity

The bidder may propose one or more AI models or platforms, provided the proposed architecture satisfies the functional and technical requirements of this tender.

5.2.2 Integration Approach

The bidder shall describe the proposed integration approach with the existing Customized Odoo Community Version 17 ERP.

The proposal shall include, where applicable:

- Overall integration architecture
- Supported integration mechanisms
- Authentication and authorization mechanisms
- Data exchange methodology
- Error handling and exception management
- Logging and monitoring approach
- API management strategy
- Approach for maintaining compatibility with future ERP updates

The proposed solution shall integrate with the ERP without requiring modification of the Odoo core source code.

5.2.3 Deployment Architecture

The bidder shall recommend the most appropriate deployment model based on the proposed solution and organizational requirements.

The proposal may include one or more of the following deployment options:

- Existing infrastructure
- Dedicated AI server(s)
- Private cloud
- Hybrid deployment
- Other suitable enterprise architecture

The bidder shall clearly describe:

- Overall solution architecture
- Major software components
- Data flow
- AI model hosting approach
- Communication between system components
- High-level architecture diagram

The proposed architecture shall be secure, scalable, maintainable and suitable for future expansion.

5.2.4 Infrastructure Requirements

The bidder shall specify the infrastructure required for the proposed solution, including:

- Server sizing recommendations
- CPU requirements
- Memory (RAM)
- Storage requirements
- GPU requirements (if applicable)
- Operating system
- Database requirements
- Software dependencies
- Network requirements
- Backup requirements
- Monitoring requirements
- High availability requirements (if applicable)

Any assumptions regarding existing infrastructure shall be clearly identified.

5.2.5 Scalability

The proposed solution shall support future organizational growth without requiring significant architectural redesign.

The bidder shall describe how the solution supports:

- Increasing numbers of users
- Growth in transaction volumes
- Expansion of organizational data
- Additional ERP modules
- Additional AI use cases
- Multiple AI models (where applicable)
- Performance optimization
- Horizontal and/or vertical scaling strategies

Any scalability limitations shall be clearly identified.

5.2.6 Security & Privacy

The proposal shall describe the security and privacy measures incorporated into the proposed solution, including:

- Encryption of data at rest and in transit
- Authentication mechanisms
- Role-based access control
- Audit logging
- Monitoring and logging
- Backup and disaster recovery considerations
- Data retention approach
- Data residency considerations
- Compliance with applicable security standards and industry best practices
- Protection of confidential organizational information

The proposed solution shall respect existing ERP user permissions and access controls.

Organizational data shall not be used to train publicly accessible AI models without prior written approval from Telecom Foundation.

5.2.7 Licensing & Subscription

The bidder shall clearly identify all licensing and recurring cost components associated with the proposed solution, including:

- AI platform licensing
- Software licensing
- API subscription costs
- Usage-based pricing (where applicable)
- Third-party services
- Annual recurring costs
- Optional licensing components
- Any additional costs required for implementation or operation

A detailed financial breakdown shall be provided separately as part of the Financial Proposal.

5.2.8 Future Expandability

The proposed solution shall be designed to support future functional and technological enhancements.

The bidder shall describe the solution's capability to support future integration with:

- Additional ERP modules
- Additional AI models or services
- Mobile applications
- External enterprise systems
- Multilingual capabilities
- Emerging AI technologies

The bidder shall also describe how future enhancements can be accommodated with minimal disruption to existing operations.

5.2.9 AI Governance & Responsible AI

The bidder shall design, implement and document an AI Governance framework to ensure that the proposed AI solution is secure, transparent, accountable, compliant and aligned with Telecom Foundation's policies and applicable regulatory requirements. The governance framework shall support responsible deployment, operation, monitoring, and continuous improvement of AI capabilities throughout the solution lifecycle.

The proposed solution shall include, but not be limited to, the following governance capabilities:

- AI governance framework and operating model
- AI policy and governance documentation
- Prompt management and prompt library
- Prompt versioning and change management
- AI response monitoring and quality assurance
- AI audit trails and activity logging
- AI usage monitoring, analytics and reporting
- Role-based access control and user permissions
- Human-in-the-loop approval workflows for designated business processes
- Hallucination detection and mitigation mechanisms
- Confidence scoring and response validation (where applicable)
- Explainability and transparency of AI-generated outputs
- Protection of confidential and sensitive organizational information

- Compliance with organizational security, privacy, and data governance policies
- AI model lifecycle management, including version control, deployment, monitoring, retraining, rollback and retirement
- Model performance monitoring and drift detection
- Governance for integrating new AI models and services
- Incident management and escalation procedures for AI-related issues
- Risk management and periodic governance reviews
- Mechanisms to ensure AI-generated actions remain subject to existing ERP authorization controls and approval workflows

The bidder shall clearly describe the governance processes, roles and responsibilities, tools, dashboards and controls that will be implemented to ensure the secure, reliable, and responsible operation of the proposed AI solution throughout the contract period.

6. Deliverables & Acceptance Criteria

The successful bidder shall provide:

- | | |
|-----------------|-----------------------|
| • Architecture | • API Documentation |
| • Installation | • Administrator Guide |
| • Deployment | • User Guide |
| • Configuration | |

The project shall be accepted upon successful completion of:

- | | |
|---------------------------------|--|
| • Functional Testing | • Security & Vulnerability Assessment |
| • Integration Testing | • Successful integration with all identified ERP modules |
| • Performance Testing | • Verification of role-based response controls |
| • User Acceptance Testing (UAT) | • Handover of all documentation, source code, and deliverables |
| • Documentation Review | |
| • Training Completion | |
| • Production Deployment | |

7. Bidder Eligibility Criteria

Interested firms must:

- Be legally registered and operational for at least **one (1) year**.
- Demonstrate experience in **enterprise AI implementation**.
- Have experience integrating AI with ERP platforms such as Odoo, SAP, Oracle, Microsoft Dynamics, or equivalent.
- Preferably have successfully completed at least **one (1)** similar project.
- Possess qualified AI, Machine Learning, Data Engineering, and Odoo development professionals.
- Have no history of litigation, blacklisting, or contract termination due to poor performance.
- Be financially sound and capable of executing projects of similar scale.

8. Proposal Submission Requirements

The proposal shall consist of **two separate password-protected proposals (pdf)**:

A. Technical Proposal

The Technical Proposal shall include:

- | | |
|----------------------------|------------------------------|
| • Company Profile | • Project Timeline |
| • Relevant Experience | • Resource Deployment Plan |
| • Project Understanding | • Risk Management Strategy |
| • Proposed Methodology | • Support & Maintenance Plan |
| • Proposed AI Architecture | • Training Plan |
| • Implementation Plan | • Similar Project References |

B. Financial Proposal

The Financial Proposal shall include:

- | | |
|---------------------------|-------------------------|
| • Itemized Cost Breakdown | • Infrastructure Costs |
| • Software Licensing | • Professional Services |
| • Subscription Costs | • Training |

- Support & Maintenance
- Annual Recurring Costs
- Applicable Taxes

The passwords for both proposals shall **not** be included in the submission and shall be shared only upon written request by Telecom Foundation during the evaluation process.

9. Evaluation Criteria

Proposals shall be evaluated using a Quality and Cost Based Selection (QCBS) methodology.

Evaluation Criteria	Relevant Section	Weight
Functional & Technical Architecture Compliance of Proposed AI Solution	Section 5	40%
Relevant Organizational Experience & Work Plan	Section 7 & 8(A)	15%
Training, Documentation & Support Plan	Section 6 & 8(A)	15%
Project Team	Section 7(A)	10%
Financial Proposal	Section 8(B)	20%
Total		100%

10. Warranty and Support

The successful bidder shall provide:

- Minimum **twelve (12) months** warranty including corrective maintenance, bug fixes, security updates and technical support.
- Response and resolution timelines through a defined Service Level Agreement (SLA).
- Optional Annual Maintenance Contract (AMC) proposal after expiry of the warranty period.

11. General Terms and Conditions

- Telecom Foundation reserves the right to accept or reject any or all proposals without assigning any reason.
- Telecom Foundation may cancel the procurement process at any stage.

- The successful bidder shall maintain strict confidentiality of all organizational data.
- All intellectual property, source code, documentation, configurations, and custom developments produced under this project shall become the exclusive property of Telecom Foundation.
- The bidder shall not subcontract any critical component of the project without prior written approval from Telecom Foundation.
- All deliverables shall comply with the agreed implementation schedule and quality standards.
- Payments shall be made against approved milestones as defined in the final contract.

All submissions / inquiries concerning the tender document or for pre-bid meeting (if required) should be directed to the following email:

digital-transformation-ai@telecomfoundation.org.pk

Submission Deadline: Monday, 20-July, 2026 before 11:00 AM

Note: Companies/Consultants that fail to provide the details mentioned above will be disqualified and their proposal will not be considered. ***The award or rejection of final contract will be at the sole discretion of Telecom Foundation. Telecom Foundation reserves the right to annul this Consultancy without giving any reasons***