



Ministry of Homeland Security, Labour and Technology
Male', Republic of Maldives

TERMS OF REFERENCE

Procurement of AI Solution for Meeting Transcription and Text Processing

1. Background and Objectives

The Ministry of Homeland Security, Labour and Technology intends to procure an AI-powered software solution primarily designed to convert meeting audio recordings into text and generate meeting summaries. In addition, the solution shall include Optical Character Recognition (OCR) and other advanced text processing capabilities, such as summarization, translation, and text enhancement.

As official meetings are primarily conducted in Dhivehi, the solution must fully support Dhivehi language processing, including accurate transcription, bidirectional translation between Dhivehi and English, and OCR for Dhivehi text.

The objective of this procurement is to enhance the efficiency, consistency, and accuracy of preparing official meeting minutes and related documentation through automation, while ensuring strict data security and confidentiality within the Ministry's internal infrastructure.

2. Scope of Work

The selected vendor shall supply, install, and configure an AI-based software solution with the following capabilities:

2.1 Speech-to-Text Conversion (Meeting Minutes Generation)

- Automatic transcription of recorded meeting audio files.
- Speaker diarization (ability to identify and distinguish between multiple speakers).
- Generation of meeting summaries from transcribed text.



2.2 Optical Character Recognition (OCR)

- Extraction of text from Image and PDF files.

2.3 Chat and Text Processing

- Text summarization, enhancement, correction, translation, and content generation.

2.4 User Access

- Support for at least 25 users.
- Implementation of role-based access control to manage permissions and data security.

The vendor shall ensure delivery, installation, and configuration of the system to achieve full operational readiness, including provision of all necessary software licenses and hardware required for hosting the application.

3. Technical Requirements

The proposed solution must:

- Operate within the Ministry's secure network environment or on dedicated on-premises hardware.
- Provide a secure, web-based user interface accessible only to authorized users.
- Support multiple common audio formats for transcription.
- Ensure accurate transcription with speaker diarization.
- Allow users to review, edit, and export transcripts and summaries.
- Ensure high availability, performance, and data integrity under normal operational conditions.

4. Quantities and Performance Expectations

All the following quantities represent the minimum monthly processing capacities required from the proposed solution.

Feature	Minimum Monthly Quantity/Capacity
Speech-to-Text Transcription	3,600 minutes of audio recordings
Meeting Summaries	120 summaries (up to 20,000 characters each)
OCR – Image Files	100 images



OCR – PDF Files	100 pages
Chat/Text Processing	5,000 questions processed (up to 3,000 characters per question)
Users	25 users

The system must maintain high transcription and recognition accuracy and consistently support the above processing capacities monthly.

The system must also allow for increasing the monthly processing limits during the contract period, subject to mutual agreement, the limits of the installed hardware capacity, and proportional adjustment in subscription fees if applicable.

Subscription Period:

The solution shall be priced based on a subscription period of one (1) year, with the possibility of renewal as determined by the Ministry.

5. Data Security and Confidentiality

- All data processed, stored, or generated by the system must remain strictly within the Ministry's secure infrastructure under the Ministry's ownership.
- No data or metadata shall be transmitted, stored, or processed on external or third-party servers outside the Ministry's network or premises.
- The vendor must comply with all applicable national data protection, cybersecurity, and information governance standards.

6. Deliverables

The vendor shall provide:

- A fully functional AI-powered software solution meeting all specified requirements.
- All necessary hardware, software, and licenses to host and operate the solution within the Ministry's secure environment.



- Installation, configuration, and commissioning services.
- Basic user and system administration documentation.
- Training for designated users and administrators.
- Post-deployment maintenance and support during the subscription period.

7. Duration and Support

The vendor must specify:

- The estimated duration for system deployment and commissioning.
- The period of technical support, maintenance, and warranty included in the proposal.
- Options for renewal or extension of the subscription.

8. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Financial Proposal – 60%**
 - Cost competitiveness and clarity of pricing.
 - Alignment with the defined scope, deliverables, and licensing requirements.
- **Relevant Experience and Portfolio - 30%**
 - Demonstrated experience in implementing similar AI-based software solutions.
 - Quality and relevance of past projects, with client references where applicable.
- **Delivery period – 10%**
 - Proposed delivery and implementation timeline.
 - Ability to meet project milestones within the specified timeframe.