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TOR for Onboarded Agency for Quality Control Protocols of AI Platform for SELCO Foundation

Title	Quality Control Protocols of AI Platform for SELCO Foundation
Timeline	06 Months
Expected area of expertise	• Experience in developing products based on the Gen AI Platform • Experience in AI quality assurance, content curation • Expertise in AI Testing Professional
Apply Google Link	https://forms.gle/n5YE6zYwZbCBU8Z8 (Contact Procurement for Form Link)
Last Date of Apply	17 th November, 2025

About SELCO Foundation:

SELCO Foundation is a Not for Profit, based out Bangalore, India which works at the intersection of development, clean energy and climate. On one hand it innovates new solutions which can augment core development sectors like healthcare delivery and improved livelihoods, and on the other hand it builds systems which help the solutions scale successfully. Being a practitioner driven knowledge and technical expert, SELCO Foundation firmly believes that an end-user centric, demand driven approach that focuses on ecosystem building, leads to interventions that are replicable and long term (Read more about SELCO here: <http://www.selcofoundation.org/>)

1. Program Overview:

SELCO Foundation for the past two years, has been pilot-testing a GenAI platform in collaboration with Apurva.ai. It is aimed to explore the power of leveraging technology to incubate transformative systems change at scale i.e. building systems of change that provide timely information for complex decision-making for organizations, by reducing the time taken to arrive at those decisions. This initiative aims to prove out the potential of scaling a learning methodology in the development sector, which can balance diverse views and agile decision making.

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The Gen AI platform powered by Apurva.ai is an open innovation platform built specifically to help enable social change leaders to amplify the collective wisdom of their networks. This means enabling the organizations to tap into the rich theoretical, and subject-matter knowledge and expertise, and practical, on-ground experiences of the other organizations in their respective networks and learning from their perspectives and narratives regarding addressing complex problems in the development sector. This also serves as a unique platform that triangulates knowledge real-time. In partnership with Bhashini (BHASHa Interface for India, an initiative by the Indian government under the Digital India program with the primary goal to break down language barriers in India by leveraging artificial intelligence (AI) and natural language processing (NLP) technologies), it offers processing of 22 languages of India with the aim to include more as the platform progresses.

This Gen AI platform has integrated systems thinking framework and design thinking in its inference engine, enabling a holistic learning mechanism even if the queries come from certain biases. Currently the following products fall under the purview of the Gen AI platform that is customisable based on needs, data sizing etc.

Cocreate/ Conversations:

Participatory AI designed to be part of meetings, workshops, roundtable conferences to offer systems thinking informed perspectives, novel ideas and customisable insights.

Wisdom/ Insights:

Query-able platform based on curated knowledge inputs (audio files, videos, reports, research materials). This also has a WhatsApp integration as an extension.

Impact:

Customizable WhatsApp-based survey tool

2. Goal and Objective

All AIs require significant effort in QC and training. Through this project and selected vendor SELCO will leverage on learnings so far to customise methodologies in the sector for its purpose and create appropriate SOPs.

- To collectivise knowledge from the sector that enables interdisciplinary and intersectional developmental action
- To equip problem solvers and program designers with actionable knowledge that will reduce costs and time taken to research

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- To develop a physical center that is committed to learning and knowledge by constantly engaging with relevant ecosystem players to generate and share knowledge

3. Scope of Work:

The agency sought will specialize in comprehensive quality assurance for SELCO Foundation's initiative Platform for Collective Wisdom – a collective knowledge platform for the development sector powered by Apurva.ai --a development sector focused curation-based GPT ecosystem. The agency will rigorously audit and curate the knowledge ingested, continuously monitor GPT outputs for accuracy and against misuse, analyze user interactions to detect risks, and enforce best practices for content and system quality. The agency will provide detailed reports and actionable insights enabling ongoing refinement and safeguarding the GPT's content reliability, security, and alignment with organizational needs.

1. Knowledge Curation QC

- Conduct rigorous quality audits on the organization's ingested knowledge to ensure accuracy, consistency, completeness, and relevance as per Apurva.ai platform curation compatibility and guidelines.
- Validate that content is aligned with platform policies like terms of use, and compliance requirements
- Develop and implement standardized quality check protocols for content ingestion.
- Identify knowledge gaps, redundancies, and potential sources of misinformation in the curated datasets.

2. Platform Output Quality Monitoring

- Continuously monitor the GPT's generated outputs for accuracy, coherence, context relevance, and alignment with organizational standards and platform guidelines.
- Detect and report instances of hallucination, misinformation, or inappropriate response patterns.
- Provide recommendations to refine output filters, guardrails, and response tuning to minimize errors and misleading information.
- Establish testing frameworks that simulate real-world user interactions for ongoing model validation.

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3. User Interaction Analysis and Misuse Prevention

- Analyze how users interact with the GPT-generated information to identify usage patterns, potential misunderstandings, or misuse scenarios.
- Anticipate and simulate scenarios where platform misuse or jailbreak attempts could compromise system integrity or expose sensitive data
- Propose user access controls, content delivery restrictions, and operational guardrails tailored to mitigate organizational risk

4. Best Practices Development and Enforcement

- Work closely with the organization to co-create and continuously refine best practices for knowledge curation, model usage, and output quality assurance.
- Develop guidelines for identifying sensitive or critical information and methods for its secure handling within the GPT environment.
- Assist the organization in enforcing adherence to these best practices across relevant teams.

5. Collaborative Reporting and Insights Generation

- Generate reports based on aggregation of findings from quality audits, platform output monitoring, and user behavior analysis.
- Generate detailed, actionable reports summarizing:
 - Quality assurance outcomes and identified risks
 - Effectiveness of current guardrails and control measures
 - Recommendations for content improvement
 - Potential vulnerabilities and misuse trends

6. Cross-Entity Coordination, Documentation and Training Support

- Liaise regularly with Platform for Collective Wisdom to align objectives, clarify requirements, and escalate critical issues.
- Keep abreast of industry developments, compliance regulations, and AI ethics standards to inform quality assurance processes.
- Document quality testing protocols, curation standards, user guidelines
- Support the organization in capacity-building efforts by training relevant personnel on quality assurance frameworks and risk mitigation strategies.



4. Selection Criteria:

A qualified agency should have demonstrated expertise in AI quality assurance, content curation, risk assessment, and AI ethics, with experience auditing large language models or enterprise-grade AI systems. Certifications such as "AI Testing Professional," "AI Quality Assurance," or relevant data security credentials add credibility, and a portfolio evidencing prior work in knowledge platform quality control or AI/ML safety will be essential.

5. Proposal

For proposal submission, the agency should provide:

- A step-by-step methodology outlining their approach to knowledge curation audits, GPT behavior validation, user risk analysis, and mis/abuse scenario testing.
- A detailed plan for continuous monitoring, feedback, and development of quality check protocols tailored for each organization's needs.
- A Human Resource allocation plan to fulfil the entire scope of work for a period of 6 months along with profiles of team members
- Clear formats for reporting findings and actionable recommendations
- Please provide your proposal and quotation as per deliverables based and mentioned program requirements. Capture Timelines and Split cost wherever possible.
- SELCO Foundation reserves the right to engage agencies at its discretion. Engagement of multiple agencies as per core expertise may also be considered

For pricing, the proposal should break down the unit cost for performing a full quality assurance cycle for one organization, and specify incremental pricing for extending services to each additional organization (often a lower per-unit rate due to process standardization and system familiarity)

6. Timeline:

Duration of the Program: The program is planned up to 6-7 months

- The service providing agency is expected to commence the detailed scope (outlined above) of for 10 instances starting November 2025,
- The contract for fulfilling the scope of work in Phase 1 will be for a period of 6 months (November 2025-June 2026) following which the terms of engagement and scope of work for a Phase 2 can be mutually explored.

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7. Payment Terms:

Payments will be made based on the completion of agreed deliverables. A payment schedule will be included in the contract and based on considered each party agrees.

8. To Apply:

Interested consultants / organisations, meet the eligibility criteria with relevant experience and is interested in collaborating with the SELCO Foundation, (please include samples and/or references of the previous similar work as proof of experience) and based out of India are requested to reach out with a detailed proposal giving a brief on the methodology and the process they will uptake for this project, including budgets (with break-ups and explanation), timelines and milestones and submit the same to google form <https://forms.gle/cDUh1CHZuTSPijtC9> on before **17th November, 2025**.

Any further queries please write to procurement@selcofoundation.org with a subject line: **“Quality Control Protocols of AI Platform for SELCO Foundation”** (Name of Project)

Note: The application will be evaluated on a rolling basis.

Refer Terms and Condition:

1. Sub-contracting:

In the event that the Consultant requires the services of subcontractors to perform any obligations under the Contract, the Consultant shall obtain the prior written approval of the Foundation. Any rejection or non-performance of the subcontractor shall not, in and of itself, entitle the Consultant to claim any delays in the performance, or to assert any excuses for the non-performance, of any of its obligations under the Contract, and the Consultant shall be solely responsible for all services, obligations and deliverables performed by its subcontractors

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2. Quality Assurance

The data submitted to Selco Foundation should be accurate, complete, reliable and relevant. Consulting agency shall establish additional layers for data cleaning and submission.

3. Financials & Reporting

TDS will be deducted on the fixed amount as per Income Tax Act and Rate of Percentage. In accordance with the Central Board of Direct Taxes circular No. 7 of 2022 dated 30th March, 2022 in relation to the clarifications with respect to Section 114AAA of the Income-tax Rules, 1962, failure to link Aadhar number to the PAN card and/or failure by any person, who falls within the income tax bracket or otherwise, to file tax returns in relation to payment of TDS for any service (in accordance with Section 206AB and 206AA) and/or an inoperative PAN card will result in a 20% tax deduction.

4. Indemnification

Both parties shall indemnify and hold its Trustees, Directors and representative officers, employees, agents harmless from and against any and all claims, demands, actions, losses, liabilities, charges, damages, costs and expenses (including but not limited to reasonable attorney's fees) arising out of or resulting from (1) any claims arising in connection with activities undertaken by both parties in connection with the project or (2) Consultant's gross negligence or willful misconduct or breach of any undertaking, covenant, representation or warranty contained in this agreement and/ or the actual infringement of any patent, trademark, copyrights, trade secret or any other intellectual property right of the third party.

5. Patent, Copyright and other Proprietary Rights

- i. Except as is otherwise expressly provided in writing in the Contract, the Foundation shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Consultant has developed for the Foundation under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the Foundation.
- ii. Subject to the foregoing provisions, all documents, reports, recommendations, documents, and all other data compiled by or received by the Consultant under the Contract shall be the property of

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the Foundation, shall be made available for use or inspection by the Foundation at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to the Foundation's authorized officials on completion of work under the Contract

- iii. The Consultant will treat all information given to him/her as information with proprietary value and will not disclose the same to competitors or any outsiders. The Consultant will not at any time, except under legal process, divulge any trade or business secret relating to the Foundation or any customer or agent of the Foundation, which may become known to him by virtue of his position as consultant, save in so far as such disclosure shall be necessary in the interest and for the benefit of the said Foundation and will be true and faithful to the Foundation in all dealings and transactions whatsoever relating to the said Foundation.
- iv. Reports or other data that are developed specifically for the performance of this Contract shall be the property of the Foundation and the Consultant shall deliver reports and data to the Foundation as per the milestones. Dissemination of the reports and any information from the said contracts shall be done with written approval from the Foundation.

6. Publicity, use of name & Logo of the Foundation:

The Consultant shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with the Foundation, nor shall the Consultant, in any manner whatsoever use the name, emblem, logo or official seal of the Foundation or that of SELCO in connection with its business or otherwise without the written permission of the Foundation.

7. Observance of Law:

Compliance with Laws and Regulations –The Consultant will comply with all applicable laws, rules, regulations and statutory requirements and amendments thereof during the term of this Contract. The Consultant represents and warrants that at the Execution Date the Consultant is not engaged in any unethical business practices or any practice which is against the integrity or sovereignty of India. Consultant also represents and warrants that on the Execution Date there is no pending litigation or any other charge, whether civil or criminal, against consultant that will significantly impair the ability of the Consultant to perform its obligations under this Contract. The Foundation reserves the right to perform a background check at its discretion and the Foundation hereby waives any liability that may arise out of misrepresentation by the Consultant. Consultant also agrees to indemnify the Foundation for any liability that may arise out of such misrepresentation.

Child Labor- The Consultant will, its parent entities, partners or subcontractors nor any of its subsidiary or affiliated entities (if any) is engaged in any practice inconsistent with the rights set forth in the Child Labour (Prohibition and Regulation) Act of 1986, which, inter alia, requires that a child

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shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

Forced Labor- The Consultant will not engage in any activity that will result in forced or compulsory labor under applicable laws including the Bonded Labour System (Abolition) Act, 1976,

Abuse of Labor- Consultant will act in accordance with applicable laws and regulations and will not violate the rights of laborers as stated in The Factories Act, 1948 and similar legislations.

Working Hours, Overtime, Wages and Other Benefits- Working hours, wages and benefits shall be provided by the Consultant to its staff and employees in accordance with applicable laws including the Minimum Wages Act, 1948.

Declaration of blacklisting- Consultant represents and warrants to the Foundation that, as on the date of signing of this Purchase Order, it is neither blacklisted/ debarred nor it is under a declaration of ineligibility by Central / State or Semi-Government Organization/Department or Institutions and Public Sector Undertakings in India and abroad. Consultant further undertakes to duly inform the Foundation in the event it is blacklisted subsequent to execution of this Purchase Order.

Compliance with Anti-bribery Laws: Consultant and each of its directors, officers, employees, agents or other (collectively referred to as "Consultant") represent and warrant that it shall not either directly or on behalf of the Foundation give, offer, promise to offer, or authorize the offer, directly or indirectly (proxy bribing), anything of value (such as money, shares, goods or service, gifts or entertainment) to government officials, government customers, potential government customers or foreign government officials including officials of any public international organizations or officials of any political party either in India or abroad ("Officials") with an Intent to influence any act or decision in his or her official capacity Induce the Official to do or omit to do any act in violation of his or her lawful duty to obtain any improper advantage, or Induce to use such Official 's influence improperly to affect or influence an act or decision.

The Consultant shall not provide any offering, promising, giving or receive, solicit or accept a financial or other advantage, or any other thing of value, with the intention of influencing or rewarding the behavior of a person in a position of trust to perform a public, commercial or legal function to obtain or retain a commercial advantage.

Consultant understands and acknowledges that any non- adherence to the warranty as stated herein above will be violation of the provisions of the Indian Prevention of Corruption Act, 1988 and other applicable laws and legislations ("Anti-bribery Laws"). In addition, Consultant agrees to promptly report to the Foundation of any incident of breach or potential breach of this section.

Compliance with Sexual Harassment of Women (Prevention, Prohibition & Redressal) Act, 2013

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(PoSH): The Service Provider shall agree to adhere to the mandates prescribed under the Sexual Harassment of Women (Prevention, Prohibition & Redressal) Act, 2013, which requires all workplaces to have a Policy and Internal Committee to address complaints of sexual harassment that women may face at the workplace.

8. Termination:

Either party may terminate this contract by giving a notice in writing to the other party stating their intention to terminate the same on the expiration of Seven (7) days from the date of such notice. In addition, the Foundation may also terminate this contract forthwith in the event of any fraud, misconduct or neglect of duties on the part of the Consultant. Any notice to be given hereunder shall be sufficiently given to the Consultant if forwarded by registered post or by Courier Service to the last known postal address of the Consultant and shall be sufficiently given to the Foundation if similarly forwarded to the registered office. Upon the termination of this contract and payment of the said fees due up to such termination, and payment of all disbursements and out-of-pocket expenses incurred up to the date thereof (provided the same have been incurred after obtaining prior approval), the Consultant shall deliver all deeds, documents and paper in his possession relating to the business of the Foundation or as the Foundation shall direct, and shall continue to afford him all reasonable assistance for concluding pending matters at the date of such termination without making any charge thereof.

9. Force Majeure:

- i. *Force majeure* as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, *provided that* such acts arise from causes beyond the control and without the fault or negligence of the Consultant
- ii. In the event of and as soon as possible after the occurrence of any cause constituting *force majeure*, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The affected Party shall also notify the other Party of any other changes in condition or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. Not more than fifteen (15) days following the provision of such notice of *force majeure* or other changes in condition or occurrence, the affected Party shall also submit a statement to the other Party of estimated expenditures that will likely be incurred for the duration of the change in condition or the event of *force majeure*.
- iii. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of a cause constituting *force majeure* shall take such action as it reasonably considers to be

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appropriate or necessary in the circumstances, including the granting to the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

- iv. If the Consultant is rendered unable, wholly or in part, by reason of *force majeure* to perform its obligations and meet its responsibilities under the Contract, the Foundation shall have the right to suspend or terminate the Contract on the same terms and conditions as are provided for in this Contract.
- v. Both the Foundation and the Consultant fully and freely intend to create an independent Contractor relationship under this Contract. Nothing herein shall be deemed to establish a partnership, joint venture, association or employment relationship between the parties. Both parties agree that the consultant has the right to sole and exclusive control over the manner and means employed in performing their activities under this Contract.

10. Settlement of disputes:

- i. The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the Contract or the breach, termination, or invalidity thereof.

Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, the matter shall be referred by either Party to arbitration in accordance with the Arbitration and Conciliation Act, 1996. The venue of the arbitration shall be at Bangalore. Likewise, the jurisdiction will vest with courts in Bangalore.
