

Service contract for “Creating AI Assistant and integrating into the learning platform”

Project name: Initiating AnITa - Digital Teaching Assistant

Request for Clarifications and Responses on the Tender Dossier, Ref. No.: NDICI-GEO-NEAR-455-058-004

Issued on February 17, 2025

No	Question	Clarification
1	How many students will be using the learning platform? How many parallel requests to the AI Assistant can be anticipated?	Initially, the platform will support up to 300 students, with the capacity to scale to 3,000 students within a year. At launch, we anticipate handling up to 50 concurrent requests to the AI Assistant, with a potential increase to 500 within the same timeframe. The system should be designed for scalability to ensure we have the capability to scale the system if necessary. Both the platform and the chatbot's scalability should be considered in their respective architectures from the beginning.
2	Should hardware be included in the estimate or will it be provided by the client, based on our recommendations?	We expect the solution to be cloud-based, with the company providing all necessary infrastructure as specified in the contract. After implementation, the client will assume full management of the system. As part of the project implementation, which spans 6 months, the costs associated with the operation of the educational platform and chatbot (such as server, online services, chatbot services, and similar) should be covered by the platform developer and the chatbot developer organization.
3	Are there any reservations or restrictions of the models that can be used (e.g., are ChatGPT or DeepSeek models acceptable)?	We require AI models that fully support the Georgian language, such as ChatGPT, Gemini, or similar technologies, with the ability to accurately process and respond in Georgian. During the project implementation phase, based on the data collected from users, we should be able to fine-tune the model, i.e., enrich the chatbot's knowledge base with new data; The chatbot should consist of three conditional layers: 2.1. Rule-based layer: It should be possible to input exact question-answer pairs into the system as is done in rule-based chatbots. There should be an interface that allows for the modification of these question-answer pairs or the addition of new ones; 2.2. Fine-tuning layer: Training and retraining the AI model according to

		<p>the literature provided by Subject Matter Experts;</p> <p>2.3. Internet layer: Generating responses based on information available on the internet.</p>
4	<p>Do we understand correctly, that the assistant needs to recommend courses only from within the platform (meaning, it won't need to do internet search for external courses if the student asks for the materials on a specific topic)?</p>	<p>This question was partially answered in the previous section. Here, we clarify that the system should be designed so that the chatbot's knowledge layers are prioritized accordingly. The response should first be returned from the Rule-based layer. If no answer is defined in this layer, it should then query the Fine-tuning layer. If the Fine-tuning layer also does not provide a high-probability correct answer, it should then query the Internet layer.</p> <p>Primary source: Courses and materials available on the platform, as this is the assistant's main function.</p> <p>Trained knowledge: Responses based on pre-trained content within the system.</p> <p>General responses: If the requested information is unavailable internally, the assistant may retrieve general knowledge from the internet.</p>