Government of West Bengal
Finance Department
Nabanna, Howrah

No. 1005 –F(e-Gov) Dated: 15.03.2026

EXPRESSION OF INTEREST

Assignment Title: **Selection of Firms for Development of AI-Enabled Revenue Optimization System (AeROS)**

Reference No: EOI/2026/001/1333260

1. Background

The Government of West Bengal is committed to harnessing emerging digital technologies to enhance governance, improve administrative efficiency and strengthen fiscal management. The Finance Department, being the nodal authority responsible for managing the State's finances and overseeing revenue mobilization, plays a critical role in ensuring transparency, compliance and efficiency across multiple revenue-generating departments.

At present, major sources of State revenue such as Goods and Services Tax (GST), State Excise, Registration & Stamp Duty, Transport Revenue, Land Revenue, Mining Royalties, Electricity Duty and other departmental receipts are managed through independent information systems maintained by respective Departments. While these systems generate large volumes of valuable data, they operate largely independently with limited interoperability and integration.

Due to the absence of a unified analytics framework, it becomes difficult to correlate data across departments, create assistive frameworks for tax payers, identify fraudulent patterns, undertake predictive revenue analysis, etc. The lack of real-time data sharing also restricts the State Government's ability to perform coordinated enforcement actions, strategic policy planning and further increasing Ease of Doing Business.

In order to address these challenges, the Finance Department proposes to establish an **AI-Enabled Revenue Optimization System (AeROS)**. The proposed system aims to leverage Artificial Intelligence (AI), Machine Learning (ML), Big Data Analytics and advanced data integration technologies to create a unified platform that enables holistic monitoring of revenue streams, proactive compliance management and data-driven decision-making.

The Finance Department, therefore, invites Expressions of Interest from reputed and experienced firms having expertise in AI/ML, Big Data Analytics, enterprise system integration and related technologies to develop this system.

Post selection through this EOI process, shortlisted firms will be required to develop Proofs of Concept (PoCs). After the successful completion and evaluation of PoCs, if found satisfactory then a fresh RFP (Request for Proposal) may be invited at a later stage in which firms that qualify the PoC evaluation may submit Bids for full-scale implementation of AeROS.

2. Objective of the Assignment

The primary objective of this initiative is to design and implement an integrated AI-driven platform, titled AeROS, that strengthens revenue governance by enabling predictive analytics, improving compliance monitoring and enhancing operational efficiency.

More specifically, the system is expected to:

- Integrate revenue and other data from multiple departments into a unified analytical framework.
- AeROS would be an Enterprise AI Platform having an integrated understanding of the regulatory & legal framework of all associated Revenue Verticals of the State Government and capable of undertaking related overlapping analyses.
- Detect revenue leakages and fraudulent activities through AI-driven analytics.
- Enable real-time monitoring of compliance and enforcement actions.
- Provide decision-support tools for policymakers through advanced dashboards.
- Improve interdepartmental coordination and information sharing.
- Facilitate predictive forecasting of revenue trends.
- Strengthen data-driven governance and fiscal planning.

3. Scope of Work and Deliverables

The selected firm shall be responsible for designing, developing and demonstrating an end-to-end AI-enabled Revenue Optimization System. The scope of work shall broadly include, but not be limited to, the following components:

3.1 Unified Data Integration and Enterprise Architecture

The system shall establish a comprehensive framework for integrating heterogeneous datasets across multiple revenue sources. This shall include:

- Development of a unified data lake capable of storing structured and unstructured data from diverse sources.
- Integration of departmental databases through secure APIs and data exchange protocols.
- Harmonization of data formats, standards and dictionaries across departments.
- Implementation of automated data validation, cleansing and de-duplication mechanisms.
- Provision of federated data access ensuring departmental ownership and control of sensitive information.
- Develop an Enterprise AI like integrated understanding of the regulatory & legal framework of all associated Revenue Verticals of the State Government capable of undertaking related overlapping analyses.
- Provision for storing of transaction data from external sources and comparison with revenue data for generation of actionable reports.
- Satellite/Drone Imagery Data of riverbeds, mining zones, and brickfield clusters.

- Please also refer to the **Table 1: “Expanded Data Integration: The Fuel for AeROS”** hereinbelow for specific examples & illustrations.

3.2 AI-Based Entity Resolution and Profiling

The proposed system shall utilize AI / DS/ ML to create Unified Profiles of Revenue-Generating Entities (**RGEs**) by linking data from multiple sources. This shall involve:

- Development of AI algorithms for entity resolution using fuzzy matching and pattern recognition.
- Creation of 360-degree profiles integrating compliance status, transactions and risk indicators.
  360-Degree RGE Profiler: single screen view of any entity, aggregating its compliance status, payments, filings, and risk scores from GST, Excise, Transport, Property, etc. This would also be useful to identify fake and fraudulent taxpayers. AeROS could help detect non-genuine and shell entities created for tax evasion. Key steps include:
  - ➢ Database Creation: Built a repository using GSTIN APIs of already-identified fake taxpayers.
  - ➢ Risk Profiling: Applied 41 parameters across filings, transactions, and registrations.
  - ➢ Pattern Analysis: Detected anomalies in tax payment, returns, and account details.
  - ➢ Benchmarking: Comparing suspicious cases with behavior of genuine taxpayers.
  - ➢ False Positive/ Negative Checks: Refined models to reduce misclassification.
  - ➢ Cross-Validation: Used electricity, property, and bank data for verification.
  - ➢ Outcome: Enabled accurate identification of fraudulent entities, enhancing enforcement and revenue protection.

  Such details of 360-degree profiled Entities could be preserved on Block chain and their Profiles created on UDIN with UDIN Nos. assigned to their documents once the identity of such taxpaying entities is clearly established from Big Data Analytics by AeROS so that a single source of truth for all Revenue Verticals could be instituted over a period of time to the extent feasible for overlapping taxpayer entities.
- Identification of duplicate, fraudulent, or shell entities through automated analytics.
- Identification of clustering of transaction for circular transactions to defraud revenue

3.3 Predictive Analytics and Risk Scoring

The system shall incorporate advanced analytics capabilities to enable proactive revenue management. This shall include:

- Development of predictive risk scoring models for taxpayers and entities.
- Identification of potential revenue leakages using anomaly detection algorithms.
- Sector-specific behavioural analytics to identify deviations from normal patterns.

Sectoral Analysis for Anomaly Detection: Sectoral Analysis to identify firm-level deviations by benchmarking taxpayer behaviour within specific business sectors. It will help uncover sector-specific non-compliance that may go unnoticed in standard checks.

Key Features:

- Sector Grouping: Taxpayers are grouped by business activity (e.g., accommodation, construction) using registration and industry codes.
- Trend Establishment: AeROS builds sector benchmarks for metrics like average turnover, Input Tax Credit ratios, and return filing patterns.
- Peer Comparison: One-to-many comparisons highlight taxpayers deviating from sector norms.
- Deviation Detection: Flags firms with abnormal Input Tax Credit claims, disproportionate sales, or irregular filing behaviour.
- Growth Pattern Anomalies: Identifies taxpayers operating in growing sectors who show a declining trend, marking them as potential outliers for further departmental review.
- Example: In the accommodation sector, average Input Tax Credit trends and growth rates were derived from historical data. Taxpayers showing unusually low or declining performance, despite sector growth, were flagged for scrutiny.

- Predictive modelling for compliance behaviour and enforcement prioritization.
- Use AI-enabled volumetric assessment tools to estimate excavation volumes from satellite/drone images.

3.4 Decision Support and Monitoring Tools

The platform shall provide comprehensive decision-support tools for policymakers and administrators. These shall include:

- Real-time dashboards for monitoring revenue collections across departments.
  Central Revenue Advanced Analytics Dashboard: A unified, role-based portal for senior authorities of each vertical and the State Government providing a holistic view of collection trends, compliance rates, and predictive forecasts across different revenue sources. AeROS Dynamic AI dashboards would modernize revenue governance, offering real time visualizations from different Revenue Verticals.
- Visualization tools for analyzing trends, sectoral performance and geographic variations.
  Sectoral Revenue Analysis: AI-benchmarked views of contributions across sectors (e.g., manufacturing via GST/ mining, real estate via stamps/ land). Features include:
  - ML-driven benchmarking of turnover, duties paid, and credits availed.
  - Anomaly detection in high-risk sectors like excise-heavy hospitality or transport logistics.

  Zonal Performance: Consolidates AI-aggregated metrics:
  - Revenue trends (GST + Stamps + Mining) by zone, flagging underperformers.
  - Compliance rates across streams, including payment behaviours.
  - Audit/recovery outcomes, with predictive success scoring.
- AI-assisted audit scheduling and enforcement prioritization tools.

Cross-Departmental Audit Scheduler: An AI-powered tool that optimizes audit schedules by identifying entities that, if audited, would yield the higher recovery across multiple revenue departments simultaneously.

- Cross-departmental monitoring interfaces for coordinated compliance actions.

3.5 Revenue Forecasting and Policy Simulation

The system shall support data-driven policy formulation through advanced modelling capabilities, including:

- AI-based revenue forecasting using historical and real-time data.
- Simulation tools to assess the impact of policy changes on revenue collections.
  AI-Assisted Policy Simulator: A module that allows policymakers to simulate the revenue impact of proposed policy changes (e.g., a change in stamp duty rates) based on historical data and predictive models.
- Scenario analysis for strategic fiscal planning.

3.6 Compliance Monitoring and Enforcement Support

The system shall enable automated compliance monitoring through:

- Identification of non-filers and defaulters across revenue streams, where applicable.
  Example: GSTR-3B/ Excise Non-Filers Monitoring: AI scans GSTN/ e-Abgari APIs to identify defaulters, predict filing trends via time-series ML, highlight recidivists, and estimate losses using historical benchmarks—enabling zonal auto-follow-ups.
- Detection of inconsistencies between related datasets.
- Automated alert generation and reporting for enforcement agencies.
- Generate geo-tagged alerts for field verification when time-series analytics identify sudden "spikes" in extraction activity.

3.7 Network and Relationship Analysis

The system shall incorporate AI-based network analysis to detect complex fraud patterns by:

- Mapping relationships between entities across Departments.
- Identifying hidden linkages indicative of evasion or fraud.
- Detecting coordinated non-compliance networks.
- GIS-AI Integration for mapping illegal sand mining zones and brickfield clusters.

3.8 User Interface and Access Management

The platform shall include:

- Role-based dashboards for different levels of users.
- Interactive visualization tools.
- AI-enabled chatbot support for user queries.

Integrated Grievance & RGE Service Portal: A single window for all RGE services across departments, powered by an advanced AI chatbot capable of handling queries related to any tax type.

- Secure authentication and audit trail mechanisms.

3.9 Data Security and Compliance

The system shall ensure compliance with all applicable data security standards through:

- Encryption and secure data transmission protocols.
- Access control mechanisms.
- Compliance with CERT-IN and ISO 27001 standards.

3.10 Modular Features for all Revenue Verticals/Departments

To operationalize its capabilities, AeROS would include several purpose-built features for each Revenue Vertical/Department.

Some illustrative examples of Modular Features of some Revenue Verticals in AeROS:

- The Directorate of Commercial Taxes may have features such as the E- Tax Officer (ETO), Scrutiny Automation Tool, Non-Filer Tracker, Risk Assessment Engine, Taxpayer 360° View, Audit Support Utility, Chatbot Services, and Interdepartmental Intelligence Hub. Each module would be designed to perform specialized tasks while contributing to the system's overall goal of smarter tax administration.
- The Directorate of Registration & Stamp Revenue could have features for Mines & Minerals (AeROS will check Mines & Minerals Allotment of Leases and Licenses, actual extraction details, royalty payments periodically, etc.), Stamping of Vehicle Insurance Policies (AeROS will check vehicle registration details and expected stamping vs realized stamping, etc.), Land Module (AeROS will check actual conversion in Land Records compared to declared Proposed Use at the time of registration, etc.), GST Module (AeROS will check Works Contracts stamping, stamping of Insurance policies, Stamping of Bonus Shares issued by Companies compared to Depositary data, check whether Business Offices running on rental premises have appropriately registered /stamped rental agreements or not, etc.).

Table 1: "Expanded Data Integration: The Fuel for AeROS"

The power of AeROS would be its ability to integrate and harmonize data from a wide array of sources, far beyond the original scope. This integrated data lake will be the foundation for all AI/ML models.

Revenue Source	Department/System	Examples of some Datasets to be Integrated	Potential Use Cases
Goods & Services Tax	Directorate of Commercial Taxes/ GSTN	Returns, Invoices, e-Way Bills	Evasion pattern detection, Input Tax Credit fraud analysis, fake and

			fraudulent taxpayer analysis, non-filer analysis, Tracking of transportation of goods, etc.
State Excise	Directorate of Excise/e-Abgari	Production, Sales, Licenses	Demand forecasting, underreporting/ evasion detection, through GPS mapping identification of areas having potential of issuing new licenses etc.
Registration & Stamp Revenue	Directorate of Registration & Stamp Revenue/ e-Nathikaran	Property Transaction Values, Documents, Property Valuation	Valuation mismatch, under-reporting, suppression of conversion, updates of stamping of Works Contracts, stamping of Company shareholding changes, registration/stamping of Mining Contracts, /Leases, stamping of different types of Insurances including Vehicular Insurance, Standardization of base value and conversion factor based on GPS mapping etc.
Transport	Department of Transport/ Vahan & Sarathi	Vehicle Registrations, Taxes	Non-payment of road tax, luxury tax etc.
Land Revenue	Department of Land & Land Reforms/ e-Bhuchitra	Land Mutation, Land Conversion, Vector Maps, etc. Mutation and Registration logs	Identification of incomplete mutations and conversions based on registration data, prediction of delayed or incomplete registrations, assessment of encroachments on Government lands, demarcation of mining zones / forest-produce zones, etc. mouza-wise land revenue collection patterns identify industrial/peri-urban zones with low revenue realization Mutation pending after registration
Mining	Department of Industries, Commerce & Enterprises/	Royalty Payments, Production Data Satellite Imagery & Remote Sensing	Detection of underreported extraction, detection of underreported trips/challans, detection of

	WBMDTCL	data	outdated vehicles, etc. Estimating actual excavation vs. permitted limits to detect royalty evasion. Identifying abnormal extraction trends using time-series and spatial analytics.
Electricity /WBSEDCL	Finance Department/ Power Department/ WBSEDCL	Consumption Data, Consumer Type	Discrepancy with declared business activity, new/upgraded connection requirements, underreporting of GST collection, etc. Commercial vs residential consumption mismatch analytics with Registration records
Professional Tax	Directorate of Commercial Taxes	Employer/Employee registrations and payment history	Cross-verification of business scale; identifying firms with high employee counts but low reported revenue
Logistics & Road Usage NHAI / NPCI (FasTag)	Transport Department	Toll plaza transit logs, FasTag IDs, and vehicle timestamps Weigh-in-Motion (WIM) data.	Cross-verifying E-Way bills with physical movement to detect "ghost" e-way bills and mineral royalty evasion via overloading.
Digital Transactions NPCI / UPI Gateways	Finance Department	Digital payment metadata, transaction volume, and frequency	Identification of unregistered commercial entities and benchmarking of actual business turnover against declared GST

Note: Any existing developed functionalities of these different Revenue Verticals would be integrated using API/MCP Protocols to prevent duplication of effort, reduce rollout time and optimize costs.

Illustrative Uses of AeROS:

1. The Conspicuous Consumption Pattern: The system flags a restaurant (GST) showing declining sales but simultaneously reporting increasing electricity consumption (WBSEDCL). This indicates potential under-reporting of turnover, triggering a notice.

2. Predictive Revenue Forecasting: By analyzing trends across all revenue sources and incorporating macroeconomic data, AeROS provides the Finance Department with a more accurate and granular revenue forecast for budget planning.

Deliverables:

Based on the above Scope of Work, the selected firm shall be required to design, develop and deliver a fully operational AI-enabled Revenue Optimization System that integrates data from multiple revenue departments into a unified and scalable architecture. The firm shall provide comprehensive data integration frameworks along with advanced analytics modules capable of processing and analyzing large volumes of heterogeneous datasets. The deliverables shall include development and deployment of predictive models, risk-scoring mechanisms and interactive dashboards to support real-time monitoring, decision-making and revenue forecasting. In addition, the firm shall submit complete system documentation covering technical architecture, functionalities, user manuals and operational guidelines and shall also conduct necessary training programmes for designated government officials to ensure effective utilization of the system. Furthermore, the firm shall provide detailed documentation and implementation of data security measures and compliance frameworks in accordance with applicable cyber security standards and regulatory requirements.

4. Selection Process:

Bid Submission:
Firms must submit their Bids addressing the specific use case(s) applied for, including:

- Company profile and legal documents.
- Details of relevant experience and completed projects.
- Proposed approach and methodology
- Team composition and CVs of key personnel.
- Financial Statements of the last 2 Financial Years.

5. Qualification Criteria:

Firms should provide CA-certified turnover certificates and ITR documents. A team structure including AI Lead, Project Manager, Developer and Domain Expert should be outlined.
Firms must meet the following minimum eligibility criteria to qualify in the technical round:

a) Legal Status:

- Must be a registered entity (company, partnership, or consortium) with at least 2 years of operation. (Please refer to Section 5.3 for the Detailed Guidelines for Consortiums).
- Valid GST registration and PAN.

b) Technical Expertise:

- Proven experience in AI/ML, Big Data Analytics, or related technologies relevant to the applied use case(s).
- Minimum of 3 completed projects in AI/ML, preferably in the public sector or government domain. However, for Startups, relaxation would be allowed in line with the OM No. F. 20-2/2014-PPD(H) dated 27.07.2017 of the Department of Expenditure, Ministry of Finance, Government of India.

c) Financial Capability:

- Average annual turnover of INR 5 crore or more for IT &ITeS related activities over the last 2 financial years. However, for Startups, relaxation would be allowed in line with the OM No. F. 20-2/2014-PPD(H) dated 27.07.2017 of the Department of Expenditure, Ministry of Finance, Government of India.
- Positive net worth in the last 2 Financial Years.

d) Team Composition:

- Dedicated team with expertise in AI/ML, data science and domain-specific knowledge for the applied use case(s).
- At least one Project Manager with 10+ years of experience in AI/ML projects.

e) Compliance:

- No blacklisting by any government or public sector entity in the last 2 Financial Years.
- Cyber security requirements should align with ISO 27001/CERT-IN standards, particularly for federated systems.

5.1. Relaxation for Startups

The following additional points may be noted by interested Startups:

i. Only those entities which have been formally recognized as a Startup by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India, shall be eligible to claim these relaxations.

ii. Bidders seeking exemption under the start-up category must submit a valid DPIIT Certificate of Recognition along with their bid.

iii. Any bidder failing to submit the valid DPIIT Certificate of Recognition shall not be considered under the amended provision and their bid shall be evaluated strictly under the eligibility criteria as per existing provisions in the EOI.

iv. The Finance Department reserves the right to verify the authenticity of the recognition in any manner including by seeking further clarification from the bidder.

5.2. Mandatory Supporting Documents for ascertaining Qualification Criteria of the EOI:

The following documents must be enclosed with the bid submission by a participating firm:

Criteria			Document Required
Legal Status	Must be a registered entity (company, partnership, or consortium) with at least 2 years of operation.		Trade License / Certificate of Incorporation / Partnership Deed. In case of consortium, all

			companies forming the consortium will need to provide their individual Certificates of Incorporation / Trade Licenses, etc.
	Valid GST registration		Copy of GST Registration Certificate
	Valid PAN		Copy of PAN Card
Technical Expertise	Minimum of 3 completed projects in AI/ML, preferably in the public sector or government domain	Experience in federated databases, data virtualization, or DBT systems.	Relevant Work Orders and Completed Certificates
		1. Expertise in AI/ML-Based Beneficiary Analytics and Dynamic Eligibility Engines	
		2. Experience with Geo-Spatial Intelligence and GIS-AI Integration	
		3. Expertise in AI/NLP for Data Interoperability and Semantic Mapping	
		4. Proven Capability in Data Harmonization and De-Duplication across Heterogeneous Systems	
		5. Hands-on Experience in Grievance Analytics and Citizen Feedback System	
		6. Demonstrated Knowledge of Data Privacy, Security Protocols and Regulatory Compliance	
Financial Capability:	Average annual turnover of INR 5 crore or more for IT & ITeS related activities over the last 2 Financial Years. Positive Net Worth.		Firms should provide CA-certified turnover and Net Worth certificates and ITR documents of the ITRs filed for

			respective last 2 Financial Years
Team Composition:	Dedicated team with expertise in AI/ML, data science and domain-specific knowledge for the applied use case(s).		CVs of Team members. It should be Self-certified or HR certified
	At least one Project Manager with 10+ years of experience in AI/ML projects		
Compliance:	No blacklisting by any government or public sector entity in the last 2 years.		Self-certified declaration on company letterhead
	Cybersecurity requirements should align with ISO 27001/CERT-IN standards, particularly for federated systems		Valid ISO 27001 / CERT-IN certificate copy

5.3. Consortium

As per the eligibility criteria, the bidder may be a consortium with at least 2 years of operations of its consortium members. In case of a consortium bid, relevant documents and experience of each partner should be furnished.

The following details may be noted for Consortium Bids:

- Consortium as a whole shall have to meet the eligibility criteria and turnover requirements specified in the EOI.
- The Lead Member of the Consortium should have to have at least 50% of the minimum turnover as specified in the EOI.
- A Consortium Bid may use the credentials of its Associates for the purpose of qualification under this EOI, provided however that the Consortium Bid shall ensure that such Associate continues to remain an Associate throughout the Contract Period.

1. Consortium Formation

a. Maximum three (3) members permitted.

b. Members may form a Special Purpose Vehicle (SPV) for project execution post-award.

2. Lead Member

a. One member designated as Lead Member.

b. Lead Member shall hold minimum 51% shareholding / participation in the consortium or SPV.

c. Acts as Single Point of Contact with the Finance Department.

3. Other Members

a. Each remaining member to hold minimum 10% shareholding in the consortium/SPV.

b. Shareholding / participation percentages to be clearly stated in the Consortium Agreement.

4. SPV Structure

a. If an SPV is formed, consortium shareholding shall mirror the agreed participation percentages unless otherwise approved by the Finance Department.

b. Lead Member to retain controlling interest (≥51%) in SPV throughout the project duration.

5. Joint & Several Liability

a. All members jointly and severally liable for performance, delivery of PoC, and project obligations.

6. No Change in Composition

a. No change in members or shareholding after bid submission without prior written approval.

7. Consortium Agreement

a. Must be executed on non-judicial stamp paper before bid submission, specifying Roles & responsibilities, Shareholding pattern, Cost/profit sharing, Dispute resolution.

8. Authorization

a. Power of Attorney from all members authorizing Lead Member to act on their behalf.

6. Timelines:

- **Pre-bid Meeting**: To be held on 06/04/2026 at Room No. 1202, 12th Floor, Conference Hall of the Finance Department, Nabanna, 325, Sarat Chatterjee Road, Shibpur, Howrah-711102.
- Any Pre-bid Meeting related queries must be submitted via email to the email addresses provided in Section 10 of this EOI **within 15 days** from the date of publication of this EOI. Responses will be shared during the Pre-bid Meeting with all the interested firms to ensure transparency.

- All intending Bidders are also requested to email the details of their representatives who shall participate in the Pre-bid Meeting on the email addresses provided in Section 10 of this EOI.
- **Bid Submission deadline**: Firms may apply for one or more use cases as per their expertise. Intending bidders may submit their bids up to **60** days from the date of publication of this EOI.
- **Bid Evaluation**: The Technical Bid Evaluation Committee designated by the Finance Department shall evaluate the Qualification Criteria of a Bid within 15 working days after the receipt of a Bid.
- **Commencement of PoC development**: The qualifying bidders will be informed on email to participate in the PoC. Upon receipt of such email from Finance Department, a qualified bidder is expected to get in touch with the **Single Point of Contact (SPoC)** of Finance Department and agree to the Terms and Conditions before commencement of the PoC development without further delay or waiting for the Bid Submission deadline to be over, i.e. those successful Bidders who qualify earlier can commence PoC development thereafter irrespective of the status of any other Bidders. Further, all qualified Bidders would be required to submit their PoC's result within the Deadline of submission of PoC results. The details of the SPoC would be separately shared with successful Bidders only.
- **Deadline for submission of PoC results**: All entities shall be required to share their PoC's results with the Finance Department within **180** days from the date of publication of this EOI irrespective of the date on which they may have submitted their bids.

7. Terms and Conditions:

1. **Confidentiality**: Firms must ensure confidentiality of all data and information shared or provided to them by the Finance Department or any entity under the Government of West Bengal and comply with data privacy laws. Online exposure of the data or information or use of the data or information for any other purpose by a Bidder should not be without the specific permission of the Finance Department. The Non-Disclosure Agreement (NDA) that would be provided by the Finance Department to successful bidders would have to be entered into by the respective successful bidders before commencement of PoC development.
2. **Cost of PoC**: Firms shall bear all costs for PoC development.
3. **Ownership**: All intellectual property rights of developed solutions will vest with the Government of West Bengal.
4. **Termination**: The Finance Department reserves the right to terminate the contract for non-performance or breach of terms.
5. **Dispute Resolution**: Disputes will be resolved through arbitration in Kolkata as per the Arbitration and Conciliation Act, 1996.
6. **Compliance**: Firms must adhere to all applicable laws, including GST and labour regulations. Cyber security requirements should align with ISO 27001/CERT-IN standards, particularly for federated systems.

8. Submission Guidelines:

EOIs must be submitted in sealed envelopes marked "**EOI for AI-Enabled Revenue Optimization System (AeROS)".**

Late submissions i.e. Bids submitted beyond the Bid Submission deadline will not be considered.

9. PoC Evaluation:

The PoCs will be evaluated by a designated PoC Evaluation Committee of the Finance Department. The evaluation will be based on a broad set of criteria that may include but shall not be limited to the following to ensure safety, fairness, robustness and reliability parameters to ensure safety, fairness, robustness and reliability parameters:

1. Performance
    - Accuracy and Coverage
    - Confidence Interval
    - Precision and Recall (F1 score)
    - Error Rate
2. Interaction and User Experience
    - Conversational Flow
    - User Interface Design
3. Safety, Ethics and Fairness
4. Robustness and Reliability
5. Efficiency
    - Resource usage – memory and power consumption
6. Perplexity (How well the AI model predicts text sequences)
7. Mean Absolute Error and Mean Square Error

After the PoC Evaluation by the designated PoC Evaluation Committee, the bidders who qualify the PoC Evaluation shall be informed after the evaluation has been completed.

The Finance Department reserves the right to amend or cancel this EOI at any stage without assigning any reasons thereof and without liability. Firms are encouraged to demonstrate their expertise and innovative approaches to address the outlined Use Cases effectively.

10. Contact Information

For clarifications or queries, firms may contact:
Finance Department, Government of West Bengal
Email: **pawan.kadyan@ias.nic.in** and **iao1egov.fd-wb@gov.in**

The Bids may be submitted only in hard copy in Sealed Envelopes addressed to the Finance Department as per following details:

Finance Department, Govt of West Bengal
Government of West Bengal
Room No. 1204,
12th Floor, Nabanna,
325, Sarat Chaterjee Road,
Howrah 711102.

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