

**Government of West Bengal
Finance Department
e-Governanace Group
Nabanna, Howrah**


Memo No. 2037-F (e-Gov)

Date: 08/06/2026

Memorandum

Sub: Clarifications in respect of queries raised by interested bidders regarding the Expression of Interest (EOI) for Selection of Firms for Development of AI-Enabled Revenue Optimization System (AeROS)

The following clarifications are hereby issued in response to queries raised by various interested bidders in connection with the Expression of Interest (EOI) for Selection of Firms for Development of AI-Enabled Revenue Optimization System (AeROS), vide Order No. 1005-F(e-Gov) dated 15.03.2026. All interested bidders are requested to carefully go through the clarifications for a better understanding of the provisions and requirements of the EOI.


Special Secretary 8/6/26.
Government of West Bengal

Clarifications in Response to Queries Received for EOI No. 1005 – F(e-Gov) dated 15.03.2026

Sl. No.	EOI/Tender Document Reference(s) (section number /page)	Content of EOI/Original clause requiring clarification (If any)	Points on which clarification required -TCS	Replies
1	PG12: Team composition	Dedicated team with expertise in AI/ML, data science and domain specific knowledge for the applied use case(s)- CVs of the team member. It should be self-certified or HR certified	We understand that no format has been provided in the EOI document for the CVs. So, shall the bidder follow their own uniform CV format?	Yes. However, it should be ensured that the CVs clearly highlight relevant qualifications, experience and expertise in AI/ML, data science and domain knowledge. Each CV has to be self-certified or HR certified, as required in the EOI.
2	PG2: Unified data Integration and Enterprise Architecture	Integration of departmental databases through secure APIs and data exchange protocols.	We understand that the Finance Department will facilitate API access to all relevant departmental systems (GSTN, e-Nathikaran, e-Abgari, Vahan, e-Bhuchitra, WBSEDCL, WBMDTCL, etc.) during the PoC phase, and the bidder is not expected to independently arrange such access	API integration is outside the scope of POC.
3	PG11: Mandatory supporting documents for ascertaining qualification criteria for the EOI:	Firms should provide Certified turnover and Net Worth certificates and ITR documents of the ITRs filed for respective last 2 Financial Years	Herein, the documents to be submitted for ITRs filed for last two years does not specify which documents are to be submitted. We can furnish the screenshot of the IT Return filed as a supporting document as the detailed ITR cannot be furnished due to confidentiality reasons. Requesting your clarification on the same.	For Income Tax purposes, the 'Income Tax Return Acknowledgement' will serve as sufficient documentation.

4	PG9: Selection Process	Firms must submit their Bids addressing the specific use case(s) applied for.	Herein and in many other sections of the EOI, it is mentioned that the application can be made for either of the use case. However, no such distinction in the use-case (s) is mentioned in the Scope of work and deliverables section. Requesting clarification on the understanding of the term use-case(s) in the context of this EOI.	The application may be made for the AeROS Use Case as a whole. It may be specified, if the applicant bidder desires, whether they would like to cover all Revenue Verticals a a part of their POC development or only some select Revenue Verticals.
5	PG9: Deliverables	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.	In the deliverables section of the EOI, it is mentioned that the firm which will be selected for full scale implementation shall conduct training programmes for the designated government officials. Request to you please provide Number of officers to be trained, number of locations at which training will be conducted. We understand that the trainigs would be conducted in the government venues. Moreover, if any training session is to be held outside Kolkata, need to consider the operational costs, which may include Travel cost, Accommodations Daily Allowance (DA) / Food etc.	It is clarified that the current stage pertains to Proof of Concept (PoC) only. Training of government officials is not envisaged as part of the PoC stage. Accordingly, details such as number of officers to be trained, Training locations, Logistics and associated costs (travel, accommodation, DA, etc.) are not required at this stage.
6	PG10: Unified Data Integration and Enterprise Architecture	Integration of departmental databases through secure APIs and data exchange protocols.	While the clause specifies enabling integration with departmental systems such as GSTN, Excise, etc., we understand that the integration requirement pertains only to the data exchange (read only data) with these Departmental systems. The scope does not envisage integration of the AeROS with any third-party systems.	Yes, API based integration is not in the scope of the PoC. The data of relevant Revenue Verticals made available to the bidders should be used to create a unified data lake architecture. Further, the scope is not limited only to departmental systems. The system may pull data from external/third-party data sources, wherever necessary, to enable comprehensive analysis and generation of actionable insights, subject to, Legal permissibility, Data privacy and security requirements.

7	PG6: Modular Features for all Revenue Verticals/Departments	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.	As part of AeROS Scrutiny Module, the draft scrutiny notices will be generated from the AeROS system, however, these notices will have to be triggered by official to taxpayer through BO-WEB portal.	The query is not clear.
8	PG6: Expanded Data Integration: The Fuel for AeROS	Department / System: Directorate of Commercial Taxes/ GSTN	<p>If any integration is envisaged with the GSTN system, We would like to clarify that direct coordination with the GSTN team can only be undertaken by the CoT.</p> <p>Our team will actively support and facilitate the department by providing detailed data requirements, identifying API-related issues, and offering necessary technical inputs to assist CoT in their engagement with GSTN for effective data integration.</p> <p>Further, has the department currently established a framework to integrate taxpayer data from GSTN APIs? If so, how many APIs have been implemented, and how many remain to be integrated? Alternatively, should the redevelopment of a new API framework from scratch be considered within the project scope for pulling data from GSTN?</p> <p>We request a clarification on the same.</p>	This is outside the purview of POC. The details for the same if required shall be shared in due course as & when required.

9	PG7: Decision Support and Monitoring Tools	Visualization tools for analyzing trends, sectoral performance and geographic variations.	<p>In the case of geographic variations we will need the geo-tagged data of the taxpayers or the parties involved.</p> <p>As geo-tagging relies on coordinates, it may not be feasible to geo-tag unregistered businesses directly, since such data is not available in GSTN database for unregistered businesses.</p> <p>This functionality would depend on the availability and accessibility of relevant data from other systems of Government of West Bengal.</p>	Geographic variation based visualizations is to be given only where such data is made available to the bidders.
10	PG8: Table 1: "Expanded Data Integration: The Fuel for AeROS"	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.	Herein, it is outlined that the existing functionalities of the Revenue verticals would be integrated using API/MCP protocols to prevent duplication of effort. However, it is important to note that the AeROS if needs particular specifications then those shall be appropriately discussed and developed (if needed).	This is outside the purview of POC. The details for the same if required shall be shared in due course as & when required.
11	PG 2: 3.1 Unified Data Integration and Enterprise Architecture	Satellite/Drone Imagery Data of riverbeds, mining zones, and brickfield clusters.	The scope mentions integration of Satellite/Drone Imagery Data for riverbeds, mining zones, and brickfield clusters. Please clarify (a) whether this imagery data will be provided by the Government, (b) the expected data resolution and update frequency, and (c) whether access to ISRO/NRSC datasets or specific commercial satellite providers is envisaged.	Datasets of such imagery will be provided for specific Revenue Verticals. Dummy data may also be used for the PoC purpose by the bidder.

12	PG 2: 3. Scope of Work and Deliverables	General	The AeROS scope covers 10+ revenue verticals with complex, overlapping data sets. For the PoC stage, please specify whether bidders are required to demonstrate all components across all verticals, or whether demonstration of select modules/use cases covering a subset of verticals would be acceptable.	As part of the PoC, the bidders have to ideally demonstrate all components across all revenue verticals. Demonstration of all sets of components and coverage across all revenue verticals, even if based on limited or sample datasets, will be appreciated during the PoC stage, as it reflects the overall capability and scalability of the proposed solution. The PoC evaluation would take into account the extent of coverage of revenue verticals and demonstration across different revenue verticals. Higher coverage is expected to fetch higher assessment scores.
13	Pg 14 - Terms and Conditions	Terms and Conditions (Clause 3) - The EOI states in Section 7(3) that all IP developed under this engagement will vest with the Government of West Bengal.	We understand that the IP developed during POC stage will vest with us. Kindly Confirm.	As per Section 7, all Intellectual Property Rights (IPR) arising out of the work carried out under this engagement, including PoC development shall be owned by the Finance Department, Government of West Bengal. However, the pre-existing proprietary platforms, tools, or models used by the vendor for building the solution remain the property of the vendor, unless specifically customized or licensed for this engagement. Any further clarity on IPR, if required, would be addressed in due course.
14	Pg 14 - Terms and Conditions	Terms and Conditions (Clause 3)	Can the Finance Department share a draft NDA with all interested bidders at the pre-bid stage?	It will be provided only to those bidders who qualify during the Technical Evaluation stage.
15	Page 10 - Technical Expertise	5(d) Team Composition : At least one Project Manager with 10+ years of Experience	Given that AI/ML as a commercial field is fairly new. We request the Department to consider relaxing this to 5 years of relevant experience.	Relaxations, if any, would be separately informed.

16	Page No. 2, section 3.1 3. Scope of Work and Deliverables: 3.1 Unified Data Integration and Enterprise Architecture	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.	Kindly clarify expectations around the term “Enterprise AI having integrated understanding of regulatory & legal framework”—should this be demonstrated via rule engines, knowledge graphs, LLM-based reasoning	Bidders are free to adopt any suitable architecture or combination of approaches (including rule-based systems, knowledge graphs, LLMs, or hybrid models), as long as the solution meets the functional objectives.
17	Page No. 3, section 3.2 3. Scope of Work and Deliverables: 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.	For PoC purposes, is the entity profiling expected to cover one revenue vertical or multiple departments in an integrated manner?	As part of the PoC, the bidders ideally have to demonstrate entity profiling covering all revenue verticals in an integrated manner.
18	Page No. 2, section 3.1 3. Scope of Work and Deliverables: 3.1 Unified Data Integration and Enterprise Architecture	Provision for storing of transaction data from external sources and comparison with revenue data for generation of actionable reports.	Please provide details on the external data sources.	The EOI does not specify any fixed or exhaustive list of external data sources. However, bidders are expected to propose integration with relevant external datasets that can support validation and analysis of revenue data. Such sources may include: Publicly available datasets and open government data, Web-based or portal data (where legally accessible),any other third-party or external data sources that can aid in comparison and analytics. All such integrations must be Legally compliant and in accordance with data privacy and applicable regulations. The emphasis under the EOI is on the capability of the system to ingest and utilize external data for generating actionable insights, rather than prescribing specific data sources.
19	Page No. 3, section 3.3 3. Scope of Work and Deliverables: 3.3 Predictive Analytics and Risk Scoring	<ul style="list-style-type: none"> • 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. 	Kindly clarify whether the PoC should demonstrate trained models or prototype-level models illustrating methodology and outputs	For the PoC, bidders are required to present trained models. The PoC should focus on demonstrating Clear methodology for predictive risk scoring, anomaly detection, and behavioural analytics, Ability to generate indicative outputs and insights based on sample/limited datasets.

20	Page No. 4, section 3.4 3. Scope of Work and Deliverables: Decision Support and Monitoring Tools	Real-time dashboards for monitoring revenue collections across departments.	Are there standard dashboard layouts/KPIs already defined by the Finance Department, or it is expected to be proposed during PoC?	There are no standard dashboard layouts/KPIs. Innovations are expected from bidders.
21	Page No. 5, section 3.5 3. Scope of Work and Deliverables: 3.5 Revenue Forecasting and Policy Simulation	Simulation tools to assess the impact of policy changes on revenue collections.	Is the policy simulator expected during PoC?	The bidders are expected to demonstrate a policy simulator showing how policy changes can be modeled, scenario-based analysis using limited datasets, Explanation of the methodology/logic for simulating impact on revenue, etc.
22	Page No. 5, section 3.8 3. Scope of Work and Deliverables: 3.8 User Interface and Access Management	AI-enabled chatbot support for user queries.	Should multilingual support (e.g., English/Bengali) be demonstrated during PoC?	Yes, multilingual support should be demonstrated during the PoC.
23	Page No. 2, section 3 3. Scope of Work and Deliverables		Please provide us details on the preferred mode of deployment for use case solution (cloud or on-premise)	The solution should be capable of being hosted and deployed at the West Bengal State Data Centre.
24	Page No. 2, section 3 3. Scope of Work and Deliverables		Incase solutions are to be deployed on cloud, please provide details on procurement, pricing and maintainance of infrastructure	As per Section 7(2), firms shall bear all costs for PoC development.
25	Page No. 2, section 3 3. Scope of Work and Deliverables		Please provide details on the approximate total size of data from different data sources	Relevant datasets for PoC will be shared with shortlisted bidders, and the exact volume/size will be communicated at that stage. The PoC will be conducted using limited and representative datasets, sufficient to demonstrate functionality and approach. Bidders are expected to design solutions that are scalable and capable of handling large volumes of data, considering full-scale implementation across multiple departments.

26	Page No. 2, section 3 3. Scope of Work and Deliverables		Does the scope of work include maintenance and support of the developed solution. If yes, please provide details on duration of maintenance and support and implementing changes during maintenance and support period	Maintenance and support of the developed solution are not a part of the PoC. Full scale deployment would be examined separately.
27	Page No. 2, section 3 3. Scope of Work and Deliverables		Please provide details on timeline for implementing the solution once qualified the POC evaluation	Full scale deployment would be examined separately and its timelines are not a part of this PoC.
28	Page No. 2, section 3 3. Scope of Work and Deliverables		Please provide details on approximate number of users for the solution developed	PoC demonstration and evaluation would typically require only a limited number of users. Users during full scale deployment would be examined separately later.
29	Page No. 5, section 4 3. Scope of Work and Deliverables		LLM will be used to build the solutions. Please confirm if there is any preference for open source models or proprietary	The AI-solution/model deployed should be able to be deployed on-premises and not impinge on Data Sovereignty of the State Government. Cost of operations should be as low as possible and innovations in this regard are expected from bidders.
30	Generic		Please confirm if this is a QCBS or LCBS.	The PoC does not have any financial bid component.
31	Page No. 9, Section 5.b 5. Qualification Criteria: b) Technical Expertise	Minimum of 3 completed projects in AI/ML, preferably in the public sector or government domain	Requesting to include on-going projects	If the major development in an ongoing project is completed, it may be considered based on the client's certification.
32	Page 9 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.	Bidder requests the following modification: Firms should provide CA-certified turnover certificates and masked ITR documents. A team structure including AI Lead, Project Manager, Developer and Domain Expert should be outlined.	ITR Acknowledgement may be provided. ITR document may be masked, if provided. But name of the company and A.Y. should not be masked

<p>33</p>	<p>Page 11 5.2. Mandatory Supporting Documents for ascertaining Qualification Criteria of the EOI:</p>	<p>Criteria 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.</p> <p>Documents required: Firms should provide CA certified turnover and Net Worth certificates and ITR documents of the ITRs filed for respective last 2 Financial Years</p>	<p>Bidder requests the following modification: Criteria 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.</p> <p>Documents required: Firms should provide CA/ CS (Company Secretary) certified turnover and Net Worth certificates and masked ITR documents of the ITRs filed for respective last 2 Financial Years</p>	<p>CA Certified Turnover and Net worth certificate is acceptable</p>
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34	<p>Page 14 Timelines: 6.</p>	<p>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.</p>	<p>Bidder requests clarification on the Terms and Conditions that will have to be agreed before commencement of the PoC development</p>	<p>A Non-Disclosure Agreement (NDA) containing specific terms and conditions will be provided separately to the qualified bidders for execution prior to the commencement of the Proof of Concept (PoC)</p>
35	<p>Page 1,2 Background 1.</p>	<p>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.</p>	<p>What exact functional scope, data volume, and department coverage is expected in the PoC stage versus the eventual RFP stage?</p>	<p>The data volumes will be in GBs, the departmental coverage pertaining to the different revenue verticals is already mentioned in the EOI. The PoC is intended to be a controlled, limited-scope evaluation, whereas the RFP stage will involve full-scale, implementation with complete functionality, data integration and departmental coverage.</p>

36	Page 13,14 Timelines: 6.	Bid Submission deadline: Firms may apply for one or more use cases as per their expertise.	Is each use case expected to be an end-to-end PoC, or can a PoC cover only selected functional components (e.g., risk scoring, dashboards, entity resolution)?	As part of the PoC, the bidders have to ideally demonstrate all components across all revenue verticals. Demonstration of all sets of components and coverage across all revenue verticals, even if based on limited or sample datasets, will be appreciated during the PoC stage, as it reflects the overall capability and scalability of the proposed solution. The PoC evaluation would take into account the extent of coverage of revenue verticals and demonstration across different revenue verticals. Higher coverage is expected to fetch higher assessment scores.
37	Page 11 5.2. Mandatory Supporting Documents for ascertaining Qualification Criteria of the EOI:	Technical Expertise: Document Required. Relevant Work Orders and Completed Certificates	For projects under NDA, it may not be feasible to submit the copy of work order and completion certificate, hence the bidder requests to please accept the self-certificate from company secretary/authorized signatory covering relevant details vis a vis the Technical Experience ask.	Bidders may submit a redacted version of the work orders or completion certificates in case NDA restrictions do not allow sharing any particular information while ensuring that essential project particulars are retained such as: Project title or brief description, Domain Project duration and completion date, Project cost and Authorized signatory or certification reference. Self-certification alone, without any corroborative record, may not meet the mandatory documentary requirement as stipulated in the EOI. However, the bidder may endeavour to submit such supporting documents with the bid that do not require to be redacted.

38	Page 14 & conditions: Confidentiality 7. Terms 1.	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.	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 Mutual 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. Confidential obligations under this Agreement shall mutatis mutandis apply to Finance Department in respect of Confidential Information shared by Bidder.	Detailed confidentiality provisions, including mutual obligations, will be governed by the NDA to be executed prior to PoC.
39	Page 14 & conditions: Ownership 7. Terms 3.	Ownership: All intellectual property rights of developed solutions will vest with the Government of West Bengal.	3. All Subject to TCS' ownership of its pre-existing IPR, intellectual property rights of developed solutions will vest with the Government of West Bengal	All Intellectual Property Rights (IPR) arising out of the work carried out under this engagement—including PoC development—shall be owned by the Finance Department, Government of West Bengal. However, the pre-existing proprietary platforms, tools, or models used by the vendor for building the solution remain the property of the vendor, unless specifically customized or licensed for this engagement. Any further clarity on IPR, if required, would be addressed in due course.
40	Page 15 Evaluation 9. PoC	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	What will be the selection criterias for the use cases? Please clarify whether the accuracy level of POC needs to be flexible and based on data available for training the ML.	The selection criteria would be determined by the POC evaluation committee and shall be the same for all the qualified bidders.

41	Page 14 Timelines: 6.	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	In what form are the POC results need to be showcased? Kindly explain	A working prototype of AI assistant solution has to be demonstrated using the data sets provided or collected by the bidder.
42	Page 15 POC deployment		Will the solution be deployed on-premise or on cloud?	The Final solution must be capable of being hosted and deployed at the West Bengal State Data Centre.
43	Page 11 Mandatory Supporting Documents for ascertaining Qualification Criteria of the EOI: Technical Expertise	Minimum of 3 completed projects in AI/ML, preferably in the public sector or government domain (Relevant Work Orders and Completed Certificates): 1. Experience in federated databases, data virtualization, or DBT systems. 2. Expertise in AI/ML Based Beneficiary Analytics and Dynamic Eligibility Engines 3. Experience with Geo-Spatial Intelligence and GIS-AI Integration 4. Expertise in AI/NLP for Data Interoperability and Semantic Mapping 5. Proven Capability in Data Harmonization and De-Duplication across Heterogeneous Systems 6. Hands-on Experience in Grievance Analytics and Citizen Feedback System 7. Demonstrated Knowledge of Data Privacy, Security Protocols and Regulatory Compliance	Do we need to submit 3 completed projects under one area of expertise or 3 projects under each area of expertise (which makes the minimum number greater than 3) or 3 projects under any of the 7 areas of expertise? Please clarify	A minimum of three (3) completed projects in AI/ML, preferably in the public sector or government domain, is required. Either the submitted projects or the expertise of the team members should collectively demonstrate experience across all the specified areas of expertise.

44	Page 2 Scope of Work and Deliverables		Are there any minimum number of use cases bidder should implement as part of POC ? Does count of use cases picked up by bidder for POC impacts the evaluation ? i.e. if bidder implements more use cases in POC, will it fetch them more marks?	As part of the PoC, the bidders have to ideally demonstrate all components across all revenue verticals. Demonstration of all sets of components and coverage across all revenue verticals, even if based on limited or sample datasets, will be appreciated during the PoC stage, as it reflects the overall capability and scalability of the proposed solution. The PoC evaluation would take into account the extent of coverage of revenue verticals and demonstration across different revenue verticals. Higher coverage is expected to fetch higher assessment scores.
45	Page 14 7. Terms & conditions: 3. Ownership	Pre-existing IPR owned by bidder and the partner IPR used for the solution lies with individual holders, but the additional development specifically for the POC will be WB State Govt property.	Please clarify which IPR should vest with the bidder and the WB Govt respectively.	All Intellectual Property Rights (IPR) arising out of the work carried out under this engagement—including PoC development—shall be owned by the Finance Department, Government of West Bengal. However, the pre-existing proprietary platforms, tools, or models used by the vendor for building the solution remain the property of the vendor, unless specifically customized or licensed for this engagement. Any further clarity on IPR, if required, would be addressed in due course.
46	Page Scope of Work and Deliverables	Geospatial data whatever is applicable and available can be used	Will the government provide us with the geospatial data ? Please clarify	Datasets will be provided for specific Revenue Verticals. Dummy data may also be used for the PoC purpose by the bidder.
47	Page POC deployment		Do we need to create a dashboard as per POC requirement	Yes
48	Page POC deployment		Will Server, storage , OS , software licenses for Data lake be provided by WB Govt.? the same in their data center and then we bring our solutions/code to them and perform the POC ? Also Size of the data lake is not determined as yet. So the investment is not only on the Associates but also on physical resources and licenses	A working prototype of AI assistant solution has to be demonstrated using the data sets provided or collected by the bidder. The PoC is to be self-financed by the participating bidder.
49	Page Scope of Work and Deliverables		Please clarify if the chatbot needs to be multi lingual or not.	Yes, the chatbot is expected to support multilingual capabilities.

50	Page 2 3.1 Unified Data Integration and Enterprise Architecture	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	Explain what's integrated understanding of the regulatory & legal framework. Is it an existing framework? Can we have some documents or detail of this.	It is not an existing predefined framework, but an expected capability of the solution to integrate and analyze regulatory/legal information should be developed based on the reference documents to be provided by different Revenue verticals.
51	Page 3 3.2 AI- Based Entity Resolution and Profiling	Use AI-enabled volumetric assessment tools to estimate excavation volumes from satellite/drone images.	Is the AI Enabled tool for volumetric assessment available or needs to be proposed /created? What's the frequency of the drone/satellite data?	Bidders may propose or demonstrate AI-enabled volumetric assessment functionality as part of the PoC using dummy satellite/drone imagery data. The solution should showcase the capability of volumetric assessment based on such sample datasets. Frequency of satellite/drone data is not within the scope of the current PoC.
52	Page 9 3. Deliverables	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	Is the deliverable for EoI stage or for the Final project stage? Is it At EOI level user manuals and operating guidelines and training program to be submitted?	Detailed user manuals, operational guidelines and training requirements are applicable only at the final project implementation stage and are not required at the PoC stage. All other relevant deliverables specified for demonstration of functionality shall be applicable during the PoC stage.
53	Page 2 3.1 Unified Data Integration and Enterprise Architecture	Development of a unified data lake capable of storing structured and unstructured data from diverse sources.	What is the volume of data we are talking here and what's the growth rate?	For the purpose of the PoC, bidders should use representative/sample datasets for demonstrating the proposed solution. Data volume and future data growth rates are not within the scope of the current PoC and will be assessed and finalized during the detailed implementation stage.
54	Page 2 3.1 Unified Data Integration and Enterprise Architecture	Provision for storing of transaction data from external sources and comparison with revenue data for generation of actionable reports	Can you give an example?	Indicative examples have already been provided in the EOI. Additional examples will be shared with qualified bidders.
55	Page 3 3.3 Predictive Analytics and Risk Scoring	Predictive modelling for compliance behaviour and enforcement prioritization	Can you give an example?	Indicative examples have already been provided in the EOI. Additional examples will be shared with qualified bidders.

56	Page 4 3.4 Decision Support and Monitoring Tools	AI-assisted audit scheduling and enforcement prioritization tools.	Is the scope limited to recommendation for audit or it goes beyond to manager calendars for scheduling.	The scope is not limited strictly to audit recommendation, but core requirement is analytical and decision-support; operational features like scheduling are optional and may be proposed as enhancements.
57	Page 4 3.4 Decision Support and Monitoring Tools	Cross-departmental monitoring interfaces for coordinated compliance actions.	Is it 2 departments at a time or more? Can you give an example?	The system is expected to support integration across multiple departments (two or more), with PoC demonstrating a limited subset and full-scale implementation enabling enterprise-wide coordination.
58	Page 13 6. Timeline	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.	How to apply for the a use case? Is this addition to overall response to the Eoi?Is there any cost for the solution to be provided?	EOIs must be submitted in sealed envelopes marked "EOI for AI-Enabled Revenue Optimization System (AeROS)" with all the relevant documents as mentioned under Section 5. Qualification Criteria. 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. The PoC is to be self-financed by the participating bidder.
59	Section 3.1 - Unified Data Integration and Enterprise Architecture:		We request clarification whether the concerned department(s) of GoWB would provide us with the Satellite/ Drone Imagery Data of riverbeds, mining zones, and brickfield clusters. We also understand that our role is to integrate these images for analysis. We request confirmation on correctness of our understanding.	Datasets will be provided for specific Revenue Verticals. Dummy data may also be used for the PoC purpose by the bidder.

60	Section 3 – Scope of work		<p>The scope requires integration with multiple Government department databases (that includes and not limited to GSTN, e-Abgari, e-Nathikaran, Vahan, Sarathi, e-Bhuchitra, WBSEDCL, NPCI/UPI, NHAI FasTag). Based on our experience, we understand that access to these systems depends on government’s cooperation and inter-departmental approvals. We request clarification on whether the understanding is correct.</p>	<p>The understanding is broadly correct.</p>
61	Section 3.2 - 360-Degree RGE Profiler		<p>The scope involves the following activities:</p> <ul style="list-style-type: none"> • Identification of duplicate, fraudulent, or shell entities through automated analytics • Identification of clustering of transaction for circular transactions to defraud revenue <p>a) Since there are risks involved in identification and profiling of the entities, and there are possibilities of challenges that include inconsistent format, duplicate and errors across departmental databases, resulting in incorrect identification. Hence, we request GoWB to define the rules of identification of the entities.</p> <p>b) Unsupervised anomaly detection may generate false positives, leading to unnecessary investigations. The list generated should ideally be verified by GoWB. We understand that such cross-verification would be undertaken by the client.</p>	<p>The EOI does not prescribe fixed or predefined rules for identification of duplicate, fraudulent or shell entities. Bidders are expected to propose appropriate methodologies, models and rule frameworks as part of their solution.</p>

62	Section 3.3. - Predictive Analytics and Risk Scoring (Sectoral Analysis for Anomaly Detection)		<p>The scope includes the following:</p> <ul style="list-style-type: none"> • Use AI-enabled volumetric assessment tools to estimate excavation volumes from satellite/drone images <p>We request the client to clarify the expected level of accuracy for conducting the analysis</p>	The EOI does not prescribe a specific accuracy benchmark for volumetric assessment at this stage. The PoC evaluation would take into account the accuracy of the proposed solution.
63	3.1 Unified Data Integration and Enterprise Architecture		<p>Can we use a cloud-based data lake solution (Snowflake / Databricks) hosted on Azure / AWS / GCP for an integrated data platform? If yes, data will need to be copied from SDC to cloud at a regular frequency.</p>	Data must remain within Government infrastructure and no data movement to external/cloud platforms is allowed.
64	Deliverables – “processing and analyzing large volumes of heterogeneous datasets.”		<p>What is the estimated volume and velocity of data generated by the core revenue systems (e.g., daily transactions, monthly returns)?</p>	Estimation of data volume and data velocity is not required at the PoC stage. Bidders should use the datasets for demonstrating solution capabilities, while detailed assessment will be considered during the implementation stage.
65	3.2 AI-Based Entity Resolution and Profiling		<p>What are the acceptable frequency (Daily / Monthly / Quarterly) and precision levels for entity resolution, particularly for identifying duplicate or fraudulent entities?</p>	Different revenue verticals may require different entity resolution frequencies, which will be communicated at a later stage. However, a daily frequency is not required.
66	3.2 AI-Based Entity Resolution and Profiling		<p>Is blockchain-based preservation mandatory for maintaining 360-degree profiles? If yes, please specify the preferred blockchain platforms or technologies.</p>	Bidders may adopt any appropriate technology approach to meet the objectives of the EOI.
67	Multiple (e.g., 3.5 Revenue Forecasting and Policy Simulation)		<p>Are we restricted to self-hosted AI/ML models, or can we use models from approved cloud AI platforms for analytics?</p>	Government data must remain within Government systems; hence, self-hosted or compliant deployment models will be required for actual implementation.