REQUEST FOR EXPRESSION OF INTEREST (EOI)

Assam Electronics Development Corporation
Industrial Estate, Bamunimaidam, Guwahati,781021, Assam

Selection of a Service Provider for Development, Implementation and Support of AI assisted Integrated Grievance Portal and Gift Inventory Portal (Mobile App (Android & iOS) & Integrated Departmental Dashboard)

EOI Reference No.: AEDC/IT/IGP&GIP/555 | Date of Issue: 20.08.2026

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1. Notice Inviting Expression of Interest

1.1 The Assam Electronics Development Corporation Limited, Assam (hereinafter "the Procuring Entity") invites Expressions of Interest (EOI) from eligible and experienced firms/companies/consortia (hereinafter "Applicants") for shortlisting, to participate in the subsequent Request for Proposal (RFP) stage for procurement of services for the development and implementation of the following portals available through Android and iOS mobile applications and a public-facing web application.

1. **Integrated Grievance Portal** for management, tracking and monitoring of all communications/grievances addressed to the Hon'ble Chief Minister, Assam.

2. **Gift Inventory Portal** for maintenance and management of records relating to ceremonial gifts, gamosas, xorais, jaapis, etc. received during the official tours/programmes of the Hon'ble Chief Minister, Assam.

1.2 This EOI is a pre-qualification/shortlisting step only. It is not an offer, does not create any binding obligation on the Procuring Entity, and does not guarantee award of any contract.

1.3 The procurement shall be governed by the Assam Public Procurement Act, 2017, the Assam Public Procurement Rules, 2020 and instructions issued by the Finance Department, Government of Assam from time to time. In case of any conflict, the Act and Rules prevail.



2. Key Information and Schedule

Sl.	Item	Details
1	Name of Procuring Entity	Assam Electronics Development Corporation Limited
2	EOI Reference No.	AEDC/IT/IGP&GIP/555
3	Brief description of services	Development, implementation, hosting-readiness, operation and support of the Integrated Grievance Portal and the Gift Inventory Portal (see Section 4)
4	Procurement method	Two-stage: EOI (shortlisting), followed by RFP among shortlisted Applicants; selection method to be specified in the RFP (e.g. QCBS/other method permitted under the Rules)
5	Mode of submission	Hard Copy submissions to the office of Managing Director, AEDC Ltd.
6	Date and time of publication / start of download	20.08.2026, 12:30 PM
7	Last date for submission of pre-bid queries	25.09.2026, 5:00 PM
8	Pre-bid meeting	30.09.2026, 12.30 P.M
9	Last date and time for submission of EOI	05.10.2026, 5.00 P.M
10	Date and time of opening of EOI	06.10.2026, 12.30 P.M
11	Validity of EOI	364 days from the last date of submission
12	Contact officer and address	Managing Director, AEDC Ltd, Industrial Estate, Bamunimaidam, Guwahati-781021

3. Background

The Office of the Chief Minister, Assam receives a large number of communications and grievances from citizens through multiple channels. The CMO intends to establish an AI assisted unified, secure, technology-enabled platform to receive, route, track, review and monitor these grievances and related citizen-engagement activities, and a separate digital registry to record and manage ceremonial gifts and mementos received during official tours and programme of the Hon'ble Chief Minister through a Mobile App, Public Web App & Integrated Departmental Dashboard.

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4. Broad Scope of Services

The detailed Terms of Reference, technical specifications and deliverables will be issued with the RFP. For the purposes of this EOI, the scope is described as follows.

4.1 Integrated Grievance Portal

- A web-based, role-based grievance management platform for the CMO and authorised departments/offices, covering intake, assignment, forwarding, escalation, review, closure and audit trail.
- Citizen-facing access through mobile application(s) and a public web interface, including grievance submission, reference-number generation and status tracking.
- Multi-channel grievance intake (such as app, web, messaging, e-mail, telephone and postal communications) feeding a single central system.
- Use of artificial intelligence/language technologies, including support for Assamese and other agreed languages, to assist classification, routing, summarisation and citizen communication, with human oversight retained for all decisions, including closure.
- Officer-facing web and mobile access with role-based permissions.
- Analytics, dashboards and decision-support reporting for authorised users.
- Security, access control, audit logging and data-protection safeguards.

4.2 Gift Inventory Portal

- A central digital registry of gifts and mementos with unique item identification and status tracking.
- Restricted mobile application for authorised custodians for scanning and permitted inventory actions.
- Inventory control, periodic reconciliation, discrepancy reporting and review/approval workflows.
- Support for auction-related record keeping and reporting, and a public read-only showcase of approved records.
- Role-based access, authentication and audit trails.

4.3 Common Services

- Requirement study, design, development, testing (including security audit and user acceptance testing), deployment and go-live.
- Deployment on infrastructure to be specified by the Procuring Entity (such as State Data Centre/other approved infrastructure).
- Training, documentation, knowledge transfer and handover.
- Post-implementation operation, warranty, annual maintenance and support as defined in the RFP.

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4.4 Citizen Android and iOS Mobile Applications

- The citizen-facing mobile applications on Android and iOS will serve as a convenient access channel to the Chief Minister, Assam's citizen engagement and Government information platform.
- Grievance submission and tracking will be one of the services within the app, alongside the broader citizen information and engagement features.
- The app will include: (i) Home screen and configurable home-page slider/banner; (ii) stories and public updates; (iii) grievance submission, reference-number generation, status tracking and updates; (iv) government schemes and scheme information; (v) cabinet decisions; (vi) government launches and events; (vii) live streams/broadcasts; (viii) news and announcements; (ix) social-media links/feeds; (x) Photo Booth with face-recognition-based photo matching; (xi) Ask AI conversational assistant; (xii) push notifications and relevant alerts; and (xiii) user preferences including language and privacy controls.
- The grievance form will support Assamese, English and Hindi, typed or spoken descriptions, and attachments such as PDFs and photographs.
- The interface and available content will be configurable through the CMO-managed admin panel.
- The application shall connect to the common app backend so that content, notifications, grievance records and status updates remain consistent across channels and the mobile/web interfaces.

4.5 Agentic AI orchestration and routing to the concerned authority

- Agentic AI shall read and interpret grievances received through all supported channels, including call transcripts and digitised postal documents; extracts relevant details; identifies topic, context and urgency indicators; maps the case against the configured department, scheme, office and jurisdiction framework; and recommends or executes routing to the appropriate authority/official queue under configured policies.
- The system shall support assignment, forwarding, escalation and status workflows with audit trails and exception handling.

4.6 Custom Assamese-first multilingual language model

- A custom model shall be developed by the supplier using continual pretraining (CPT) over a pretrained open-architecture model and a substantial Assamese corpus, with further task-specific adaptation for Connect Mama. The objective is strong Assamese comprehension and generation, including fluent, contextually appropriate Assamese dialogue for the telephone voice agent, grievance interpretation, clarification, summarisation and citizen-facing responses.
- The solution is to be designed to support agreed Hindi, English and Bengali use cases alongside its Assamese-first focus. Assamese, English, Hindi and Bengali, using approved templates where appropriate and context-aware language generation where a tailored response is required.

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- Open-architecture custom Assamese conversational voice agent: Development of a custom Assamese-first voice-agent stack using open-architecture AI components and a supplier-adapted language model, rather than relying solely on a generic third-party voice bot.

Note: The above is indicative. The Procuring Entity may modify, add to or delete from the scope at the RFP stage.

5. Eligibility Criteria for Applicants

Applicants must see of the following criteria and furnish supporting documents.

Sl.	Criterion	Supporting document
1	Applicant must be a legal entity registered in India (company under the Companies Act / LLP / partnership firm / registered society / Government or PSU entity). Consortia (if permitted) must meet Section 5A.	Certificate of incorporation/registration
2	Registered with GST and holding a valid PAN.	GST registration, PAN card
3	Minimum average annual turnover of Rs. 15 Lakh during the last three financial years (FY 2022-23, 2023-24, 2024-25,).	Audited financial statements
4	Experience of successfully developing and implementing at least similar or other software services, web/mobile-based citizen service, projects, etc for Government/PSU/large organizations in the last five years.	Work orders/contracts and completion/satisfactory-performance certificates
6	Relevant experience in AI/language technologies, including Indian-language (preferably Assamese) solutions,	Project citations, demonstrations/credentials if any
7	Availability of a technical team with relevant qualifications and experience.	Employee strength certificate/list of key personnel
8	Not blacklisted, debarred or suspended by any Central/State Government, PSU or Government agency, and no pending litigation or conviction affecting eligibility.	Self-declaration
9	Compliance with the Assam Public Procurement Act, 2017 and Rules, 2020, including	Declarations as per Annexures

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Sl.	Criterion	Supporting document
	declarations on conflict of interest, integrity and fraud/corruption.	
10	Local presence or undertaking to establish a support office in Assam (if required).	Undertaking/address proof
11	Compliance with applicable Government of India/Government of Assam preferences (MSME, Startup,)	Relevant certificates/declarations

5A. Consortium / Joint Venture

A maximum of two members is allowed. A lead member shall be designated and shall meet 100 % of financial and technical criteria. All members are jointly and severally liable. A Memorandum of Understanding/JV agreement must be submitted with the EOI. An Applicant may not participate in more than one consortium or as both a single Applicant and a consortium member.

6. EOI Submission

The EOI (Hard Copy) must be submitted in the following parts:

Part A — Administrative and Eligibility Documents

1. EOI submission/covering letter (Annexure I).
2. Applicant profile (Annexure II).
3. Eligibility compliance matrix with supporting documents (Annexure III).
4. Financial capability statement and audited accounts (Annexure IV).
5. Self-declaration of non-blacklisting (Annexure V).
6. Integrity pact/declaration on conflict of interest, fraud and corruption (Annexure VI).
7. Power of Attorney/authorisation in favour of the signatory.
8. Consortium agreement (if applicable).

Part B — Technical Experience and Capability

1. Details of relevant experience in the format prescribed (Annexure VII), with project citations.
2. Brief understanding of the assignment and proposed approach.
3. List of the technical team and key personnel (Annexure VIII).
4. Details of proposed technology approach, hosting and security capabilities.
5. The bidder shall submit a self-certification in the prescribed format for Software Platforms/Applications handling more than 10 lakh data (Annexure IX)
6. Demonstration/presentation, if called for by the Procuring Entity.

No financial or price information shall be submitted at the EOI stage. Any EOI containing price information may be rejected.

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7. Instructions to Applicants

7.1 **Submission.** The hard copy of EOI shall be submitted on the Managing Director, AEDC Ltd , Bamunimaidam, Guwahati, 781021. Late submissions shall not be considered.

7.2 **Language.** The EOI shall be in English. Supporting documents in other languages must be accompanied by a certified English translation.

7.3 **Clarifications and pre-bid.** Queries must be submitted in writing or email to md@amtron.in, gautam.das@amtron.in by the date in Section 2. Any corrigendum shall be published on www.amtron.in and shall form part of the EOI.

7.4 **Amendment.** The Procuring Entity may amend the EOI before the last date of submission, and may extend the deadline where necessary, by publishing a corrigendum on the portal.

7.5 **Validity.** EOIs shall remain valid for the period stated in Section 2. The Procuring Entity may request an extension of validity.

7.6 **Authenticity.** Documents submitted must be genuine. Any false or misleading statement may lead to rejection and further action under the Act and Rules.

8. Evaluation and Shortlisting

8.1 EOIs shall be opened by the duly constituted Committee in accordance with the Assam Public Procurement Rules, 2020.

8.2 **Stage 1 — Preliminary examination:** responsiveness, completeness, fee, signatures and authorisation.

8.3 **Stage 2 — Eligibility and technical evaluation:** against the criteria in Section 5 and a scoring methodology to be disclosed in the Evaluation Matrix below.

Parameter	Maximum Marks
Relevant project experience 5 or more projects – 20 marks 4 projects – 16 marks 3 projects – 12 marks 2 projects – 8 marks 1 project – 4 marks	20
Deployment of similar AI solutions 5 or more projects – 10 marks 4 projects – 8 marks 3 projects – 6 marks 2 projects – 4 marks 1 project – 2 marks	10

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Financial strength ₹15 lakh–₹35 lakh – 4 marks Above ₹35 lakh–₹55 lakh – 8 marks Above ₹55 lakh–₹75 lakh – 12 marks Above ₹75 lakh–₹95 lakh – 16 marks Above ₹95 lakh – 20 marks	20
Team strength and key personnel 2–4 personnel – 3 marks 5–7 personnel – 6 marks 8–10 personnel – 9 marks 11–13 personnel – 12 marks 14 and above – 15 marks **Note: The above manpower shall comprise core technical personnel.**	15
Understanding of assignment/proposal Approach – 5 marks Technology stack – 5 marks Methodology – 5 marks Work Plan, Timeline, Support & Training, Deliverables – 5 marks Scalability, Security and Integration Capabilities – 5 marks	25
Software Platforms/Applications handling more than 10 lakh data (The bidder shall submit a self-certification in the prescribed format as per Annexure - IX . The Procuring Entity reserves the right to verify the information furnished by the bidder. Any false declaration detected during verification may result in rejection of the tender documents.)	10
TOTAL	**100**

Note: A minimum of 50 % marks shall be obtained to be deemed qualified.

Applicants shall be shortlisted and invited to submit technical and financial proposals in response to the RFP.

8.4 Shortlisting does not entitle any Applicant to award of contract. The Procuring Entity may, for reasons recorded in writing, cancel the process or reduce/increase the shortlist.

9. Subsequent Procurement Stage (Indicative)

Shortlisted Applicants shall receive the RFP containing detailed Terms of Reference, technical specifications, evaluation methodology, draft contract, payment terms, service-level agreement, performance security and other conditions. Technical and financial proposals shall be submitted

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online through the e-Procurement portal and evaluated as per the method stated in the RFP and the Assam Public Procurement Rules, 2020.

10. General Conditions

10.1 **Ownership and intellectual property.** All data, source code, content and deliverables developed for the Procuring Entity shall be the property of the AEDC Ltd, as provided in the contract. Terms for third-party and open-source components shall be specified in the RFP.

10.2 **Data protection and confidentiality.** The selected provider shall comply with applicable law, including the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023 and rules thereunder, and with Government of India/Government of Assam IT security guidelines. Citizen data and gift records shall be kept confidential and used only for the stated purposes. Applicants may be required to sign a non-disclosure agreement.

10.3 **Security and audit.** Applications shall undergo security audit by a CERT-In empanelled auditor prior to go-live, as specified in the RFP.

10.4 **Hosting.** Deployment shall be on the infrastructure designated by the Procuring Entity, in line with applicable Government policies on data localisation and cloud/hosting.

10.5 **Conflict of interest.** Applicants shall not have a conflict of interest. Any Applicant or its affiliate who has been involved in preparing the requirements may be disqualified.

10.6 **Fraud, corruption and code of integrity.** Applicants shall observe the highest standard of ethics. Offering, giving, receiving or soliciting anything of value to influence the procurement process, collusion, or misrepresentation shall lead to rejection, forfeiture of security, debarment and other action under the Act, the Rules and applicable law, including the Prevention of Corruption Act, 1988.

10.7 **Subcontracting.** Subcontracting of the whole or core portion of the work shall not be permitted. Any limited subcontracting requires the prior written approval of the Procuring Entity.

10.8 **Right to accept/reject.** The Procuring Entity reserves the right to accept or reject any or all EOIs, to annul the process at any stage, and to alter the scope, without incurring any liability, and without assigning reasons except as required under the Act and Rules.

10.9 **Disclosure of interest.** Applicants shall disclose any litigation, arbitration or termination of contract relating to similar work in the past five years if any.

10.10 **Governing law and jurisdiction.** The EOI and any resulting contract shall be governed by the laws of India. Courts at Guwahati, Assam shall have exclusive jurisdiction.

10.11 **Grievance redressal and appeal.** Any Applicant aggrieved by a decision, action or omission of the Procuring Entity in this procurement may file an appeal in accordance with Section 38 of the Assam Public Procurement Act, 2017 and Rule 26 of the Assam Public Procurement Rules, 2020, within the prescribed time.

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10.12 **Publication.** This EOI is published on the www.amtron.in and in the official notice board of AEDC Ltd.

Sd/-

D.G.M, AEDC Ltd

Chairman Tender Committee -IGP&GIP

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Annexures (Formats)

Annexure I — EOI Submission Letter

(On the Official Letter Head)

To,

Managing Director, AEDC Ltd
Industrial Estate, Bamunimaidam, Guwahati-21.

Subject: Expression of Interest for development and implementation of the Integrated Grievance Portal and Gift Inventory Portal

Sir/Madam,

1. Having examined the EOI document, we, the undersigned, hereby submit our Expression of Interest for shortlisting.
2. We confirm that all information and documents submitted are true and correct, and that we meet all eligibility criteria.
3. We accept the terms of the EOI and agree to abide by the Assam Public Procurement Act, 2017 and Rules, 2020.
4. We confirm that we have not been blacklisted/debarred and have no conflict of interest.
5. This EOI shall remain valid for 364 days from the last date of submission.

Authorised Signatory: _____

Name/Designation: _____

Seal and Date: _____



Annexure II — Applicant Profile

(On the Official Letter Head)

Item	Details
Name and legal status of the Applicant	
Year of incorporation / registration	
Registered and Assam office addresses	
PAN / GSTIN / CIN	
Contact person, phone, e-mail	
Number of employees (technical staff)	
Details of authorised signatory	

Authorised Signatory: _____

Name/Designation: _____

Seal and Date: _____

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Annexure III — Eligibility Compliance Matrix

(On the Official Letter Head)

Sl.	Criterion (Section 5)	Compliance (Yes/No)	Document reference / page no.

Signature,

Name & designation, seal and date

Annexure IV — Financial Capability

(On the Official Letter Head)

Financial year	Annual turnover (Rs.)	Net worth (Rs.)
2022-23		
2023-24		
2024-25		

Signature,

Name & designation, seal and date



Annexure V — Self-Declaration of Non-Blacklisting

(On the Official Letter Head)

We hereby declare that neither we nor any of our consortium members have been blacklisted, debarred or suspended by any Government/PSU/agency in India, and that no criminal case relating to fraud, corruption or breach of contract is pending against us. We understand that false declaration shall lead to rejection and action under the law.

Signature,

Name & designation, seal and date

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Annexure VI — Declaration on Integrity and Conflict of Interest

(On the Official Letter Head)

We declare that we have not engaged in and shall not engage in any corrupt, fraudulent, collusive or coercive practice; that we have no conflict of interest in relation to this procurement; and that we shall disclose any change in circumstances immediately.

Signature,

Name & designation, seal and date

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Annexure VII — Relevant Project Experience

(On the Official Letter Head)

Sl.	Project name and client	Scope and nature of work	Contract value (Rs.)	Document reference

Signature,

Name & designation, seal and date

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Annexure VIII — Key Personnel Profile

(On the Official Letter Head)

Name	Designation	Qualification	Total / relevant experience

Signature,

Name & designation,

seal and date

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Annexure IX — Data Records Handled

(Self-Certification on the Official Letter Head)

Sl.No	Name and Nature of the Project	Total number of data records handled	Client/ Department Name.

Signature,

Name & designation, seal and date

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