

EOI NO. : DIT-F010/17/2018-IT-SECTION-GoHP



**DEPARTMENT OF DIGITAL TECHNOLOGIES AND GOVERNANCE,
GOVERNMENT OF HIMACHAL PRADESH**

**EXPRESSION OF INTEREST (EOI)
For Artificial Intelligence Based Solutions for E-Governance
in Himachal Pradesh**

**Department of Digital Technologies and Governance,
IT Bhawan, Shoghi Bypass Road, Mehli,
Shimla, Himachal Pradesh – 171013**

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1. Notice Inviting Expression of Interest

The Department of Digital Technologies & Governance (DDT&G), Government of Himachal Pradesh, invites Expressions of Interest (EOIs) from eligible agencies, technology firms, start-ups, research institutions and system integrators for the design, development, deployment, and maintenance of Artificial Intelligence (AI) based solutions to enhance efficiency, transparency, citizen service delivery, and data-driven governance across departments of the State Government.

2. Background

The Department of Digital Technologies & Governance (DDT&G), Government of Himachal Pradesh intends to leverage Artificial Intelligence (AI) to enhance governance, service delivery and policy decision-making.

Accordingly, this Expression of Interest (EOI) is invited from eligible organizations and consortia possessing proven expertise in Artificial Intelligence, data science, machine learning, emerging technologies, research, or solution development for the design, development, deployment, and implementation of AI-based solutions for e-Governance in Himachal Pradesh.

The Government of Himachal Pradesh (GoHP) seeks to harness AI to enable citizen-centric governance, data-driven policymaking, intelligent service delivery, and inclusive socio-economic development. Various departments of the State Government maintain substantial volumes of structured and unstructured datasets across sectors, such as :

- Panchayati Raj – Family Database
- Food, Civil Supply and Consumer Affairs – Ration data
- Health – HIMCARE, SAHARA datasets
- Social Welfare – Social Security Pensioners’ dataset
- Education – Student lifecycle management
- Agriculture – Natural Farming dataset
- Urban Development – Family Database of ULBs
- Revenue & Land Records – HIMBHOO MI database, Revenue Certificates etc
- Transport – Vaahan & Saarthi datasets
- Police Department – Crime & Criminal Tracking Network & Systems (CCTNS) Database
- HRTC – Bus routes, scheduling, and ticketing data
- Document Management System – containing government notifications, office orders, guidelines, acts, rules etc. issued from time to time

These datasets provide a strong foundation for developing scalable AI-enabled governance solutions, predictive analytics, intelligent automation, and real-time decision-support systems.

3. Objectives of the EOI

The key objectives of this Expression of Interest (EOI) are as follows:

- To identify innovative, scalable, and citizen-centric evidence based AI solutions applicable to framing of Government policy, processes, public service delivery, and for administrative decision-making.
- To explore and enable the use of Artificial Intelligence for automation, advanced analytics, and generation of actionable insights from Government data to support efficient governance.
- To obtain indicative implementation strategies, including infrastructure requirements, human resource needs, operational models, integration approach with existing Government platforms, and broad financial considerations for deployment of AI-based e-Governance solutions in the State.
- To strengthen service delivery mechanisms, grievance redressal systems, predictive governance capabilities, and real-time decision-support frameworks through AI-driven technologies.
- To evaluate the technical capability, scalability, accuracy, performance, and usability of proposed AI solutions through Proof of Concept (PoC), implementations, or demonstrations, wherever required.

4. Indicative Scope of Work

The indicative scope under this EOI shall include, but not be limited to, the following:

- Deployment and configuration of AI development platforms, tools, model training environments, including hardware, LLM libraries with licenses etc, required for building, testing, and operationalizing AI solutions within the Government ecosystem.
- Identification, prioritization, and execution of AI use cases relevant to State governance, public administration, and citizen service delivery across departments.
- Exploration and implementation of high-impact AI applications across key sectors such as healthcare, agriculture, education, tourism, disaster management, public grievance redressal, and administrative automation.
- Design and development of pilot implementations, validation through Proof of Concept (PoC) or pilot studies, and preparation of a structured roadmap for scaling successful AI solutions across the State.

- Design and deployment of workflow-driven AI systems to enable end-to-end automation of Government processes, including application processing, document verification, decision support, compliance monitoring, and service delivery tracking.
- Development of AI agent-based or intelligent orchestration frameworks capable of secure interaction with users, databases, and departmental applications for automated task execution, query resolution, and coordinated process management.
- Ongoing identification of emerging AI opportunities aligned with evolving governance requirements, technological advancements, and data availability within Government systems.
- Primary Focus shall be on the following Data sets:
 1. Use of AI in the Document Management System developed by DDT&G
 2. Use of AI models for provision of Evidence based Social Welfare Benefits to the Citizens using HimParivar data
 3. AI enabled CM Dashboard to focus on various aspects of State Government Departments
 4. Use of AI models to identify and analyze Benefits being provided in the HealthCare sector (HIMCARE, 108 Call Centre Services)
 5. Use of AI for optimisation of bus routes in Himachal Pradesh
 6. Use of AI in the Mukhya Mantri Seva Sankalp Helpline.

5. Eligibility Criteria

Bidders must meet the following criteria:

1. Registered legal entity in India under applicable law.
2. Minimum 1 years of experience in Artificial Intelligence, Machine Learning, Data Science, or related emerging technologies..
3. Experience of executing at least 2 AI/ML projects.
4. Financially sound with positive net worth in the last three financial years.
5. No blacklisting by any Government entity.

6. Submission Details

All EOI responses shall be submitted online only through the State e-Procurement portal: <https://hptenders.hp.gov.in>. Bidders are advised to carefully follow the instructions provided on the e-Procurement portal regarding registration, digital signatures, document uploads, and submission timelines.

The Department shall not be responsible for any delay or failure in submission due to technical issues, incomplete registration, or non-compliance with the e-Procurement portal requirements. Bidders are therefore advised to complete the submission process well in advance of the stipulated deadline.

Bidders shall upload the following documents as part of their EOI response:

6.1 Technical Proposal

- Company/Organization profile
- Details of relevant experience in Artificial Intelligence, Machine Learning, data analytics, or similar technology-driven projects.

6.2 Concept Note

A detailed Concept Note covering, at a minimum, the following aspects:

- Proposed AI vision and identification of priority sectors relevant to Himachal Pradesh.
- Approach for utilization of departmental datasets and identifications of specific AI based use cases which shall improve e-Governance in the state of Himachal Pradesh. Based on the indicative list of datasets mentioned at Sr. No. 2 above, each company/ organisation may submit a maximum of 5 use cases in response to this EOI.
- Indicative technical architecture, infrastructure approach, and integration with existing Government systems.
- Strategy for AI use-case identification, workflow automation, and intelligent/agent-based solution deployment.
- Proposed methodology for conducting Proof of Concept (PoC) and roll-out in case the department finds the proposed use case beneficial for implementation in the State of Himachal Pradesh. This proposed methodology should also include the financial model in case, the solution is to be implemented.

6.3 Indicative Financial Estimate

An indicative, non-binding financial estimate covering major cost components such as infrastructure, software, manpower, operations, and maintenance for deployment of AI-based e-Governance solutions.

Additionally, bidders shall provide a separate indicative, non-binding financial proposal specifically for the paid Proof of Concept (PoC) phase and subsequent roll-out phase including lump-sum costs for provisioning hardware, software licenses (including LLM models licenses), manpower, deployment, operations and any other associated expenses for the PoC duration.

6.4 Supporting Documents

- Incorporation certificate
- Financial statements (last 3 years)
- Work orders/completion certificates
- Undertaking regarding non-blacklisting
- NDA compliance declaration

7. Evaluation Methodology

EOI responses shall be evaluated based on:

- Relevant technical experience in AI and emerging technologies.
- Experience in large-scale digital transformation projects.
- Strength of proposed concept and implementation approach.
- Capacity for research, innovation, and training ecosystem development.
- Financial strength and sustainability model.

Shortlisted applicants shall be required to submit a detailed solution document and deliver a formal presentation before the Department/competent committee. Based on the evaluation of the proposed solution, applicants may also be required to undertake a Proof of Concept (PoC) on a paid basis to demonstrate technical feasibility, innovation capability, and suitability for deployment in the State context. However, such presentation shall not make it binding upon the State Government to adopt the PoC as proposed by the company and the department shall be free to select the appropriate implementation agency for the use case based on administrative convenience of the department.

8. Proof of Concept

For any required Proof of Concept (PoC):

- The bidder shall bring, provision, install, and operate complete hardware and software stack in the DDT&G premises at Shimla for the entire duration of the PoC execution and successful demonstration.
- The PoC shall be executed on a paid basis. The bidder must submit a detailed financial proposal for the PoC phase
- Upon selection for PoC execution:
 - An initial payment of 20% of the approved PoC cost shall be released to the bidder upon signing of the necessary agreement/NDA and commencement of work.
 - The balance 80% shall be released after successful completion, demonstration, and acceptance of the PoC by the Department/competent committee.

- Departmental datasets shall be accessed and processed only within the Department's controlled premises/environment. Under no circumstances will datasets be shared, copied, transferred, exported, or processed outside DDT&G premises or control.
- The solution prepared by the agency shall be the copy right of DDT&G and the same would be handed over to the DDT&G after successful completion of PoC.
- The Department may, at its discretion, shortlist and conduct PoCs with multiple bidders, especially if their quoted PoC costs match the lowest rate or are considered equivalent and reasonable, to enable comparative assessment of proposed AI solutions.

8.1 Time Schedule for the PoC

Sl. No.	Activity	Schedule
1	Sign NDA with the Department	T0 = within 1 week from Award of Work
2	Provision of required dataset by the Department after execution of NDA	T1 = T0 + 1 week
3	Submission of identified AI use cases by the bidder	T2 = T1 + 2 weeks
4	Approval of Use Cases by the Department	T3 = T2 + 4 weeks
5	Completion of PoC by the bidder	T4 = T3 + 20 weeks

9. Data Security & Confidentiality

- All datasets shared remain the exclusive property of the Government of Himachal Pradesh and shall not be shared outside the Department's controlled premises or environment under any circumstances
- NDA shall be executed prior to dataset sharing.
- Compliance with applicable IT and data protection laws is mandatory.
- No copying, retention beyond the PoC period, export, or unauthorized sharing/processing of data is permitted.

10. Important Dates

Event	Date
Issue of EOI	05 Mar, 2026
Last Date for Submission of EOI	20 Mar, 2026

Presentation by Shortlisted Applicants	The Date for presentation shall be communicated to shortlisted bidders.
Proof of Concept (PoC), if required	The Date for PoC Demonstration shall be communicated to shortlisted bidders.

11. Instructions to Bidders

- The proposal should be clearly titled: "EXPRESSION OF INTEREST (EOI) For Artificial Intelligence Based Solutions for E-Governance in Himachal Pradesh"
- Late submissions shall not be accepted.
- Submission must reach the designated authority on or before the due date specified in the EOI notice.
- All communications must be addressed to:

Director,
Department of Digital Technologies and Governance,
Government of Himachal Pradesh,
IT Bhawan, Mehli, Shimla – 171013
e-Mail: dirit-hp@nic.in

12. General Terms and Conditions

- This EOI is non-binding and issued solely for information and planning purposes.
- The Government reserves the right to accept or reject any or all responses without assigning reasons.
- Issuance of EOI does not constitute a commitment to issue a Request for Proposal (RFP) or award any contract.
- All costs incurred in preparation and submission of EOI shall be borne by the applicant.