



GOVERNMENT OF SIKKIM
DEPARTMENT OF INFORMATION TECHNOLOGY
Government of Sikkim
Gangtok – 737101

Expression of Interest (EOI)
for
Selection of Strategic Implementation Partner(s) for Establishment, Operationalization and Long-Term Management of the Artificial Intelligence Centre of Excellence (AI-CoE)
under the IndiaAI Mission

EOI Reference No. DIT/AI-CoE/EOI/2026-27/376

Date of Issue : 23 /07 / 2026

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Issued By
Department of Information Technology
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Vision Statement

"To establish the Artificial Intelligence Centre of Excellence as a catalyst for responsible, inclusive and sustainable AI-driven governance, innovation, research, capacity building and digital transformation, enabling the Government of Sikkim to leverage Artificial Intelligence for improving public service delivery, enhancing administrative efficiency, fostering entrepreneurship and supporting socio-economic development in alignment with the IndiaAI Mission."

Prepared By
Department of Information Technology
Government of Sikkim
In alignment with the objectives and guidelines of the
IndiaAI Mission
Ministry of Electronics & Information Technology (MeitY)
Government of India

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Section 1 - Notice Inviting Expression of Interest

NOTICE INVITING EXPRESSION OF INTEREST (EOI)
GOVERNMENT OF SIKKIM
DEPARTMENT OF INFORMATION TECHNOLOGY
Gangtok, Sikkim

NOTICE INVITING EXPRESSION OF INTEREST (EOI)
EOI No.: DIT/AI-CoE/2026/376
Date: 23.07.2026
EXPRESSION OF INTEREST (EOI)
FOR

Selection of Implementation Partner(s) for Establishment, Operationalization and Management of Artificial Intelligence Centre of Excellence (AI-CoE) under the IndiaAI Mission

1. INTRODUCTION

The Department of Information Technology (DIT), Government of Sikkim, invites Expressions of Interest (EOI) from eligible organizations for selection of Implementation Partner(s) for establishment, operationalization and management of the Artificial Intelligence Centre of Excellence (AI-CoE) in the State of Sikkim under the IndiaAI Mission of the Ministry of Electronics and Information Technology (MeitY), Government of India.

The Government of Sikkim has received approval under the IndiaAI Mission for establishment of the AI-CoE with the objective of promoting Artificial Intelligence-led innovation, digital governance, research, entrepreneurship, capacity building and sectoral AI adoption across the State.

In accordance with the latest directions issued by MeitY, the proposed AI-CoE shall primarily utilize the IndiaAI Compute Facility and AIKosh ecosystem for AI compute and data requirements while enabling development of AI-driven applications, innovation ecosystem, research collaborations and citizen-centric digital services.

2. OBJECTIVE OF THE EOI

The primary objective of this EOI is to identify technically competent and experienced organizations capable of partnering with the Government of Sikkim for establishment and operationalization of the AI-CoE by providing end-to-end solutions including:

- AI-CoE establishment and operational framework.
- AI innovation ecosystem development.
- AI application development platform.
- Integration with IndiaAI Compute and AIKosh.
- AI skilling and capacity building.
- AI startup incubation.
- Research and innovation partnerships.
- AI governance and responsible AI framework.
- Five-year operations and sustainability model.

3. INVITATION

The Department invites participation from organizations having demonstrated expertise in Artificial Intelligence, Machine Learning, Generative AI, Data Analytics, Digital Transformation and Emerging Technologies.

The EOI is open to:

- AI Technology Companies.
- System Integrators.
- Cloud Service Providers.
- AI Platform Providers.
- Academic Institutions.
- Universities.
- Research Organizations.
- Start-up Ecosystem Enablers.
- Industry Associations.
- Public Sector Organizations.
- Consortiums or Joint Ventures comprising eligible entities.

4. BROAD SCOPE

The selected partner(s) shall be expected to provide comprehensive solutions covering, but not limited to:

- AI Centre of Excellence establishment.
- AI Innovation Lab.
- AI Experience Centre.
- AI Research Centre.
- AI Startup Incubation Centre.
- AI Training Academy.
- AI Command & Analytics Centre.
- Development of AI use cases for Government Departments.
- Capacity Building.
- Research Collaboration.
- Five-year Operations & Maintenance.
- Sustainability Framework.

5. PRIORITY SECTORS

The AI-CoE shall focus on development of Artificial Intelligence solutions for the following sectors:

- Governance and Public Administration
- Tourism
- Healthcare
- Agriculture and Organic Farming
- Education
- Disaster Management
- Climate Change
- Environment and Forest
- Revenue Administration
- Urban Development

- Rural Development
- Transport
- Citizen Services
- Digital Economy

6. KEY SIKKIM AI USE CASES

Respondents shall propose implementation approaches for AI solutions in areas including:

- Landslide Prediction and Early Warning.
- Disaster Risk Analytics.
- Tourism Intelligence Platform.
- Organic Agriculture Advisory.
- Crop Disease Detection.
- Telemedicine Decision Support.
- AI-enabled Citizen Service Assistant.
- Multilingual Digital Assistant (English, Hindi, Nepali, Bhutia and Lepcha).
- Forest and Wildlife Monitoring.
- Climate Risk Analytics.
- Smart Grievance Analytics.
- Government Decision Support Dashboard.
- Intelligent Document Processing.
- Land Records Analytics.
- AI-based Education Platform.

Respondents may also propose additional innovative use cases relevant to the socio-economic priorities of the State of Sikkim.

7. ELIGIBILITY

Detailed eligibility criteria are provided in Section-14 of this EOI document.

Interested organizations/SBUs etc. should possess relevant experience in AI technologies, Government projects, digital transformation, research, innovation, AI platform development, cloud technologies, data analytics, or capacity building.

8. PROCUREMENT PROCESS

The Department intends to identify suitable implementation partner(s) through a transparent evaluation process.

The responses received through this EOI shall be evaluated by a Technical Evaluation Committee constituted by the Government of Sikkim.

The Government may subsequently adopt an appropriate procurement methodology, including issuance of a Request for Proposal (RFP), Quality and Cost Based Selection (QCBS), empanelment, framework agreement, or any other method considered appropriate in accordance with applicable Government rules and guidelines.

Issuance of this EOI does not create any obligation on the Government to award any contract.

9. IMPORTANT DATES

Activity	Date
Publication of EOI	23.07.2026 (Monday)
Availability of EOI Document	27.07.2026 (Monday) at 12:00 PM
Pre-Bid Meeting	05.08.2026 (Wednesday), 11:30 AM For VC Pre-Bid meeting on AICoE Wednesday, 5 August 2026 11:30 - 12:30 (IST) Meeting link: Pre-Bid meeting on AICoE Microsoft Teams Meet-up-Join
Last Date for Submission of Queries	07.08.2026 (Friday) up to 5:00 PM
Clarifications by DIT	12.08.2026
Last Date & Time for Submission	18.08.2026 , 3:00 PM
Technical Presentation by Shortlisted Respondents	26.08.2026 – 27.08.2026 through VC or Physical
Declaration of Shortlisted Organizations (Indicative)	31.08.2026

10. SUBMISSION OF RESPONSES

Interested organizations shall submit their EOI responses in both hard copy and electronic format as prescribed in this document.

The submission shall include all required forms, declarations, supporting documents, technical solution, organizational credentials, experience details, proposed implementation approach and other information specified in this EOI.

Late submissions shall not be considered.

11. RIGHT OF THE GOVERNMENT

The Government of Sikkim reserves the right to:

- Accept or reject any or all responses.
- Modify or cancel the EOI process.
- Seek additional information or clarifications.
- Shortlist one or more respondents.
- Invite presentations or demonstrations.

- Amend the scope of work.
- Proceed with or discontinue the procurement process without assigning any reason.

No claim whatsoever shall lie against the Government of Sikkim on account of such decisions.

12. CONTACT DETAILS

The Secretary
Department of Information Technology
Government of Sikkim
Tashiling Secretariat
Gangtok – 737101
Sikkim
Email: _____
Website: _____

Secretary
Department of Information Technology
Government of Sikkim
Gangtok

EXECUTIVE SUMMARY

Introduction

The Government of Sikkim, through the Department of Information Technology, is committed to leveraging emerging technologies to accelerate digital transformation, improve governance, enhance public service delivery and foster innovation across the State. Recognizing the transformative potential of Artificial Intelligence (AI), the Government has envisioned the establishment of an **Artificial Intelligence Centre of Excellence (AI-CoE)** as a strategic institutional platform to promote responsible, inclusive and sustainable adoption of AI.

The proposal for establishment of the AI-CoE has been approved under the **IndiaAI Mission** of the **Ministry of Electronics & Information Technology (MeitY), Government of India**. The AI-CoE will serve as the State's nodal institution for AI innovation, research, capacity building, startup ecosystem development and AI-enabled governance.

This Expression of Interest (EOI) invites reputed organizations to partner with the Government of Sikkim in establishing, operationalizing and supporting the AI-CoE through a collaborative, future-ready and outcome-oriented implementation model.

Background

Artificial Intelligence is rapidly transforming governments, industries and societies by enabling data-driven decision-making, intelligent automation, predictive analytics and personalized citizen services. Governments worldwide are adopting AI to improve governance, optimize public resources and deliver efficient, transparent and citizen-centric services.

Sikkim, with its strong digital governance initiatives, high literacy rate, environmentally sustainable development model and strategic location in the Himalayan region, is uniquely positioned to become a leader in AI-driven governance and innovation.

The AI-CoE will act as a common platform for Government Departments, educational institutions, startups, industry partners and research organizations to collaboratively design, develop, test and deploy AI solutions addressing State-specific challenges.

Alignment with the IndiaAI Mission

The AI-CoE shall be implemented in alignment with the objectives and guidelines of the IndiaAI Mission, including:

- Leveraging the IndiaAI Compute Facility as the primary AI compute platform.
- Integrating with AIKosh for datasets and AI resources.
- Utilizing Bhashini for multilingual AI capabilities.
- Promoting Responsible and Ethical AI.
- Supporting indigenous AI innovation.
- Building AI capacity across Government and academia.
- Encouraging startup participation and entrepreneurship.
- Facilitating research and development in emerging AI technologies.

The AI-CoE shall complement national AI initiatives while addressing the unique socio-economic and geographical requirements of Sikkim.

Vision

To establish the Artificial Intelligence Centre of Excellence as the premier institution for AI-driven governance, innovation, research, entrepreneurship and capacity building, enabling the Government of Sikkim to harness Artificial Intelligence for inclusive, resilient and sustainable development.

Mission

The mission of the AI-CoE is to create a collaborative ecosystem that:

- Accelerates adoption of AI across Government Departments.
- Promotes AI research and innovation.
- Supports startups and entrepreneurs.
- Develops AI-ready human resources.
- Encourages industry-academia collaboration.
- Establishes Sikkim as a leading AI innovation hub in the Himalayan and North-Eastern Region.

Why Sikkim?

Sikkim presents a unique opportunity for AI-driven innovation due to its distinct geographical, environmental and socio-economic characteristics.

Key factors include:

- Strategic Himalayan location.
- Environmentally sustainable development policies.
- Organic agriculture leadership.
- Rich biodiversity and ecological significance.
- Tourism-driven economy.
- Disaster-prone terrain requiring predictive analytics.
- Strong commitment to digital governance.

- Growing academic and innovation ecosystem.
- Opportunity to create a model AI ecosystem for Himalayan and North-Eastern States.

These characteristics provide an ideal environment for developing AI solutions that can subsequently be replicated in other regions of India.

Objectives of the AI-CoE

The AI-CoE aims to:

- Establish a world-class AI innovation ecosystem.
- Support AI-enabled governance across Government Departments.
- Develop AI solutions for State-specific challenges.
- Promote AI research and development.
- Facilitate collaboration between Government, academia, startups and industry.
- Build AI skills among Government officials, students and professionals.
- Encourage AI entrepreneurship and startup incubation.
- Promote responsible, secure and ethical AI adoption.
- Create reusable AI platforms and digital public assets.

Scope of the AI-CoE

The selected Implementation Partner shall support establishment and operationalization of the following components:

- AI Innovation Lab.
- AI Experience Centre.
- AI Training Academy.
- Startup Incubation Centre.
- AI Research Centre.
- AI Command and Analytics Centre.
- AI Application Development Platform.
- AI Governance Framework.
- AI Knowledge Repository.
- AI Collaboration Platform.

The AI-CoE shall operate as a shared resource for Government Departments, educational institutions, startups and industry partners.

Priority AI Domains

The AI-CoE is expected to develop AI solutions across multiple priority sectors, including:

- Governance and Public Administration.
- Agriculture and Horticulture.
- Healthcare and Telemedicine.
- Tourism and Hospitality.
- Disaster Management and Climate Resilience.
- Environment and Forest Management.
- Education and Skill Development.
- Rural Development.
- Transport and Urban Services.
- Revenue and Land Administration.
- Public Grievance Redressal.

- Financial Inclusion.
- Energy and Utilities.
- Law Enforcement and Public Safety.

The list is indicative and may be expanded based on departmental priorities.

AI Technology Focus Areas

The AI-CoE shall promote adoption of contemporary AI technologies, including:

- Generative AI.
- Large Language Models (LLMs).
- Small Language Models (SLMs).
- Multimodal AI.
- Computer Vision.
- Speech and Language Technologies.
- Natural Language Processing.
- Predictive Analytics.
- Agentic AI.
- Retrieval-Augmented Generation (RAG).
- MLOps and LLMOps.
- AI Governance and Responsible AI.
- Edge AI.
- Digital Twins.
- Federated Learning.
- Explainable AI.

Capacity Building and Innovation

The AI-CoE shall undertake a comprehensive capacity-building programme covering:

- Government officers.
- Technical professionals.
- Educational institutions.
- Faculty members.
- Students.
- Startups.
- Entrepreneurs.
- Women-led innovation initiatives.

Activities may include certification programmes, workshops, hackathons, innovation challenges, internships, mentoring and collaborative research.

Expected Outcomes

The Government expects the AI-CoE to achieve the following outcomes:

- Accelerated AI adoption across Government Departments.
- Development of AI-enabled public services.
- Establishment of a sustainable AI innovation ecosystem.
- Creation of AI-ready human resources.
- Support for AI startups and entrepreneurs.
- Increased collaboration with academia and research institutions.
- Improved efficiency, transparency and citizen service delivery.

- Enhanced resilience through AI-based decision support systems.
- Development of reusable AI assets for the Government.

Why This Expression of Interest?

The Government recognizes that Artificial Intelligence technologies are evolving rapidly and that successful implementation of an AI Centre of Excellence requires collaboration with organizations possessing diverse expertise across AI platforms, cloud technologies, research, innovation, capacity building and startup ecosystem development.

Accordingly, this EOI is intended to:

- Identify technically competent organizations.
- Understand innovative implementation models.
- Assess market capabilities.
- Encourage participation from industry, academia and startups.
- Refine implementation approaches, where necessary.
- Ensure alignment with the IndiaAI Mission and emerging AI technologies.

This EOI is **non-financial in nature** and does not seek commercial quotations. The responses received shall assist the Government in identifying suitable implementation partners and determining the subsequent procurement strategy.

Invitation to Participate

The Government of Sikkim invites leading organizations, system integrators, Artificial Intelligence companies, research institutions, academic organizations, cloud service providers, startups and consortiums with relevant expertise to participate in this Expression of Interest.

The Government looks forward to partnering with organizations that share its vision of building a resilient, inclusive and globally relevant AI ecosystem for the State and contributing to India's broader vision of becoming a global leader in Artificial Intelligence.

Section 2 - Disclaimer

2.1 General

This Expression of Interest (EOI) is issued by the Department of Information Technology (DIT), Government of Sikkim (hereinafter referred to as the "Department") for the purpose of identifying suitable implementation partner(s) for the establishment, operationalization and management of the Artificial Intelligence Centre of Excellence (AI-CoE) under the IndiaAI Mission.

This EOI is intended to invite responses from eligible organizations possessing the requisite technical expertise, experience and capabilities in Artificial Intelligence (AI), Machine Learning (ML), Generative AI, Data Analytics, Cloud Computing, Digital Transformation, Capacity Building, Research and Innovation.

The information contained in this EOI has been prepared in good faith to facilitate submission of responses by interested organizations.

2.2 Purpose of the EOI

The objective of this EOI is to identify capable organizations and obtain comprehensive solution proposals for implementation of the approved AI-CoE in the State of Sikkim.

The EOI shall not be construed as:

- an invitation to bid under any procurement law;
- a Request for Proposal (RFP);
- a tender document;
- an offer or commitment to award any contract;
- a commitment to enter into any agreement;
- an assurance of empanelment or selection; or
- a commitment for allocation of funds.

Submission of a response shall not create any legal relationship between the respondent and the Government of Sikkim.

2.3 No Contractual Obligation

Issuance of this EOI shall not impose any contractual obligation upon the Government of Sikkim.

The Department reserves the absolute right to:

- accept or reject any response;
- reject all responses;
- cancel, modify or withdraw this EOI;
- amend any part of this EOI;
- invite additional information;
- seek presentations or demonstrations;
- conduct negotiations;
- shortlist one or more respondents;
- invite fresh Expressions of Interest;
- issue a Request for Proposal (RFP);
- adopt any procurement methodology permitted under applicable Government rules.

The respondents shall not have any right to claim any costs, damages or compensation arising out of such decisions.

2.4 Accuracy of Information

While reasonable care has been taken in preparation of this EOI, the Department does not make any representation or warranty, express or implied, regarding the completeness, reliability or accuracy of the information contained herein.

Respondents are advised to conduct their own independent assessment, investigations and due diligence before submitting their responses.

The Department shall not be liable for any omission, ambiguity, error or interpretation arising from the information provided in this document.

2.5 Right to Amend

The Department reserves the right to amend, modify, supplement or withdraw any part of this EOI at any time before the finalization of the process.

Any amendment, clarification or corrigendum shall be communicated through the same medium used for publication of the EOI and shall form an integral part of this document.

Respondents are responsible for keeping themselves updated with such amendments.

2.6 Cost of Participation

All costs associated with the preparation and submission of the response, including travel, presentations, demonstrations, discussions, documentation or any other activity undertaken by the respondent, shall be borne solely by the respondent.

The Government of Sikkim shall not reimburse any expenses incurred by any respondent under any circumstances.

2.7 Confidentiality

The Department shall endeavour to maintain confidentiality of proprietary information submitted by respondents, subject to the provisions of applicable laws, including the **Right to Information Act, 2005**, and other statutory or judicial requirements.

Respondents shall clearly identify any information that they consider confidential. However, such identification shall not automatically exempt the information from disclosure if disclosure is required under law.

2.8 Verification of Information

The Department reserves the right to verify any information furnished by the respondent, including:

- organizational credentials;
- financial information;
- technical capability;
- project experience;
- certifications;
- staffing details;
- consortium arrangements; and
- any supporting documents.

If any information is found to be false, misleading, incomplete or materially incorrect, the Department may reject the response without further notice.

2.9 Conflict of Interest

Respondents shall disclose any actual, potential or perceived conflict of interest that may affect their participation in this EOI.

Failure to disclose such conflict may result in disqualification at any stage of the process.

2.10 No Commitment for Procurement

The issuance of this EOI shall not be interpreted as a commitment by the Government of Sikkim to procure any goods, services or solutions from any respondent.

Based on the outcome of this EOI, the Government may:

- issue a detailed RFP;
- empanel one or more organizations;
- adopt a phased implementation approach;
- invite selected respondents for further discussions;
- enter into strategic partnerships; or
- decide not to proceed with procurement.

2.11 Compliance with Government Policies

The selected implementation approach shall be required to comply with:

- Guidelines of the Ministry of Electronics and Information Technology (MeitY), Government of India;
- IndiaAI Mission framework and advisories;
- Applicable Government of Sikkim policies and procedures;
- Relevant cybersecurity, data governance and procurement guidelines; and
- Any other applicable laws, rules and regulations in force at the time of implementation.

2.12 Governing Law and Jurisdiction

This EOI shall be governed by the laws of India.

Any dispute arising out of or relating to this EOI shall be subject to the jurisdiction of the competent courts located in Sikkim.

2.13 Acceptance of Terms

Submission of a response to this EOI shall be deemed to constitute unconditional acceptance by the respondent of all terms, conditions and provisions contained in this document, including any amendments or corrigenda issued by the Department.

Section 3 - Definitions & Abbreviations

3.1 Definitions

Unless the context otherwise requires, the following words and expressions shall have the meanings assigned to them below:

Term	Definition
Act	Any applicable Act, Rule, Regulation, Guideline, Notification or Order issued by the Government of India or the Government of Sikkim, as amended from time to time.
AI	Artificial Intelligence, referring to technologies that enable machines and software systems to perform tasks requiring human intelligence, including learning, reasoning, prediction, perception, decision-making and language understanding.
AI Centre of Excellence (AI-CoE)	The Artificial Intelligence Centre of Excellence approved under the IndiaAI Mission for the Government of Sikkim, intended to promote AI research, innovation, governance transformation, capacity building, startup ecosystem development and sectoral AI adoption.
AI Application	Any software application utilizing Artificial Intelligence technologies including Machine Learning, Deep Learning, Natural Language Processing, Computer Vision, Predictive Analytics or Generative AI.
AI Model	A trained computational model developed using AI or Machine Learning techniques for prediction, classification, recommendation, generation or decision support.
AI Innovation Lab	A dedicated facility established under the AI-CoE for development, testing, validation and demonstration of AI solutions.
AI Experience Centre	A demonstration facility showcasing AI technologies, use cases, innovation and citizen-centric AI applications.
AI Training Academy	The training and capacity-building facility established under the AI-CoE for government officials, students, faculty, startups and industry professionals.
AI Research Centre	A collaborative research facility supporting applied AI research, innovation, publications and partnerships with academic and research institutions.

Term	Definition
AI Startup Incubation Centre	A facility established for mentoring, incubating and supporting AI startups and entrepreneurs.
AI Command & Analytics Centre	A centralized monitoring and analytics platform for AI project governance, KPI monitoring, executive dashboards and performance assessment.
AI Governance Framework	Policies, standards, procedures and institutional mechanisms governing responsible development, deployment, monitoring and use of Artificial Intelligence systems.
AIKosh	The national AI data repository and dataset platform under the IndiaAI Mission, enabling access to curated datasets, AI models and data resources.
Applicant / Respondent / Bidder	Any eligible organization, consortium, institution or entity submitting a response to this EOI.
Authorized Signatory	The person duly authorized by the Respondent to sign and submit the EOI response and represent the organization during the evaluation process.
Bhashini	The National Language Translation Mission platform of the Government of India providing AI-based multilingual language technologies, translation, speech recognition and text-to-speech services.
Business Continuity Plan (BCP)	A documented strategy for ensuring continuity of AI-CoE operations during emergencies or disruptions.
Cloud Infrastructure	Computing infrastructure provided through cloud services, including compute, storage, networking and AI platforms.
Consortium	A group of eligible organizations jointly submitting a response under a legally binding consortium agreement.
Data Governance	The framework of policies, processes and standards for managing data quality, security, privacy, ownership and lifecycle.
Department	Department of Information Technology (DIT), Government of Sikkim.
Digital Governance	Application of digital technologies to improve governance, public service delivery, transparency and citizen engagement.
DPR	Detailed Project Report approved for establishment of the AI-CoE under the IndiaAI Mission.
EOI	Expression of Interest issued by the Department for identification of suitable implementation partner(s).
Government	Government of Sikkim unless the context otherwise requires.
Generative AI	Artificial Intelligence capable of generating text, images, audio, video, code or other digital content using foundation models or large language models.
Implementation Partner	The organization or consortium selected by the Government for establishment, operationalization and management of the AI-CoE.

Term	Definition
IndiaAI Compute	The centralized AI compute infrastructure established under the IndiaAI Mission for providing GPU and AI compute resources on an OPEX basis.
Industry Partner	Any eligible private sector organization participating in implementation of the AI-CoE.
Intellectual Property Rights (IPR)	Rights relating to patents, copyrights, trademarks, industrial designs, trade secrets and other proprietary rights.
Machine Learning (ML)	A branch of Artificial Intelligence that enables systems to learn from data and improve performance without explicit programming.
MeitY	Ministry of Electronics and Information Technology, Government of India.
MLOps	Practices, tools and processes for lifecycle management of Machine Learning models including development, deployment, monitoring and maintenance.
Natural Language Processing (NLP)	AI technologies enabling machines to understand, interpret and generate human language.
OEM	Original Equipment Manufacturer.
O&M	Operations and Maintenance of the AI-CoE for the specified contract period.
Project Steering Committee (PSC)	Committee constituted by the Government of Sikkim for overall oversight and strategic guidance of the AI-CoE project.
QCBS	Quality and Cost Based Selection procurement methodology.
Responsible AI	Development and deployment of AI systems in accordance with principles of fairness, transparency, accountability, privacy, security and ethical use.
Respondent	Any eligible organization submitting a response to this EOI.
RFP	Request for Proposal, if subsequently issued by the Government.
SLA	Service Level Agreement defining measurable service performance standards.
Solution	The comprehensive technical, functional and operational proposal submitted by the Respondent for implementation of the AI-CoE.
Startup	An entity recognized under the Startup India initiative or relevant Government policy.
System Integrator (SI)	An organization responsible for integrating hardware, software, cloud services and applications into a unified AI solution.
Technical Evaluation Committee (TEC)	Committee constituted by the Government for evaluation of EOI responses.
Use Case	A practical AI application addressing a specific governance, administrative, social or economic requirement of the State.
User Department	Any Department, Directorate, Board, Corporation or Agency of the Government of Sikkim utilizing services of the AI-CoE.

3.2 Abbreviations

Abbreviation	Expanded Form
AI	Artificial Intelligence
AI-CoE	Artificial Intelligence Centre of Excellence
AIKosh	National AI Data Repository under IndiaAI Mission
API	Application Programming Interface
BCP	Business Continuity Plan
CERT-In	Indian Computer Emergency Response Team
CoE	Centre of Excellence
CPU	Central Processing Unit
CV	Computer Vision
DIT	Department of Information Technology
DPR	Detailed Project Report
DR	Disaster Recovery
EOI	Expression of Interest
GPU	Graphics Processing Unit
GoI	Government of India
GoS	Government of Sikkim
ICT	Information and Communication Technology
IoT	Internet of Things
IPR	Intellectual Property Rights
KPI	Key Performance Indicator
LLM	Large Language Model
MeitY	Ministry of Electronics and Information Technology
ML	Machine Learning
MLOps	Machine Learning Operations
NIC	National Informatics Centre
NLP	Natural Language Processing
O&M	Operations and Maintenance
OPEX	Operational Expenditure

Abbreviation	Expanded Form
OEM	Original Equipment Manufacturer
POC	Proof of Concept
PSC	Project Steering Committee
QCBS	Quality and Cost Based Selection
RAG	Retrieval-Augmented Generation
RFP	Request for Proposal
SLA	Service Level Agreement
SI	System Integrator
SLM	Service Level Management
SOC	Security Operations Centre
TEC	Technical Evaluation Committee
UAT	User Acceptance Testing
UI	User Interface
UX	User Experience
VAPT	Vulnerability Assessment and Penetration Testing

Section 4 - Applicable Policies, Standards and Reference Documents

4.1 Introduction

The Artificial Intelligence Centre of Excellence (AI-CoE) shall be designed, established, implemented, operated and maintained in accordance with the applicable policies, frameworks, standards, advisories and guidelines issued by the Government of India, Ministry of Electronics and Information Technology (MeitY), Government of Sikkim and other statutory authorities, as amended from time to time.

The selected Implementation Partner shall ensure that all proposed solutions, products, platforms and services comply with the applicable legal, regulatory, security, interoperability and governance requirements throughout the project lifecycle.

4.2 Government of India Policies

The implementation of AI-CoE shall align with the following national policies and initiatives.

4.2.1 IndiaAI Mission

The AI-CoE shall be implemented in accordance with the objectives and implementation framework of the IndiaAI Mission, including:

- IndiaAI Compute
- AIKosh
- IndiaAI Innovation Centre
- IndiaAI Startup Financing
- IndiaAI Future Skills
- IndiaAI Application Development
- IndiaAI Safe & Trusted AI

The selected partner shall ensure complete compatibility with future enhancements introduced under the IndiaAI Mission.

4.2.2 Digital India Programme

The AI-CoE shall support the objectives of the Digital India Programme by promoting:

- Digital Governance
- Citizen-centric Service Delivery
- Digital Public Infrastructure
- Inclusive Digital Transformation
- AI-enabled Public Services

4.2.3 National Strategy for Artificial Intelligence

The proposed solution shall align with the National Strategy for Artificial Intelligence issued by NITI Aayog and subsequent Government of India policy directions, with emphasis on:

- Responsible AI
- Inclusive AI
- AI for Social Good
- Explainable AI
- Ethical AI
- Sustainable AI

4.2.4 National Data Governance Framework

The solution shall support:

- Data quality
- Data interoperability
- Metadata management
- Data sharing
- Privacy protection
- Data lifecycle management

4.2.5 Ministry of Electronics & Information Technology (MeitY)

The Implementation Partner shall comply with all applicable advisories, notifications, guidelines and directions issued by MeitY.

Particular emphasis shall be placed on:

- IndiaAI Mission Guidelines
- IndiaAI Compute Framework
- AIKosh Framework
- Bhashini Framework
- Government Cloud (GI Cloud/MeghRaj) Guidelines
- Open API Policy
- Open Government Data Policy

4.2.6 Government of Sikkim Policies

The selected partner shall ensure compliance with:

- Government of Sikkim IT Policy
- State e-Governance Framework
- State Cyber Security Policy (where applicable)
- State Data Centre Guidelines
- Government Procurement Rules
- Finance Department Guidelines
- Any future AI or Digital Governance policies notified by the Government of Sikkim.

4.2.7 Data Protection and Privacy

The AI-CoE shall comply with all applicable provisions relating to protection of personal data and privacy.

The Implementation Partner shall ensure:

- Privacy by Design
- Data Minimization
- Purpose Limitation
- Secure Processing
- Data Retention Policies
- Consent Management (where applicable)
- Secure Disposal of Data

The solution shall support compliance with:

- Digital Personal Data Protection Act, 2023
- Applicable Rules and Notifications issued thereunder
- Government of India data governance requirements

4.2.8 Cyber Security Requirements

The proposed solution shall incorporate security controls throughout the lifecycle.

The Implementation Partner shall comply with:

- CERT-In Directions
- MeitY Cyber Security Guidelines
- Government Security Policies
- Secure Software Development Lifecycle (SSDLC)
- Vulnerability Assessment & Penetration Testing (VAPT)
- Security Incident Reporting

- Log Management
- Identity & Access Management
- Multi-Factor Authentication
- Encryption Standards

4.2.9 IndiaAI Compute Requirements

In accordance with the communication issued by MeitY, the AI-CoE shall primarily utilize the IndiaAI Compute Facility for AI compute requirements.

Accordingly:

- Independent large-scale GPU infrastructure shall not be proposed unless specifically permitted by MeitY.
- AI workloads shall be designed to leverage IndiaAI Compute resources.
- The proposed architecture shall demonstrate seamless integration with the centralized AI compute ecosystem.
- Compute optimization strategies shall be clearly explained.

4.2.10 AIKosh Integration

The Implementation Partner shall propose integration with AIKosh for:

- Access to approved datasets
- Dataset discovery
- Metadata management
- AI model training
- AI model evaluation
- Dataset governance

4.2.11 Bhashini Integration

The proposed solution shall support integration with Bhashini for multilingual AI services including:

- Speech Recognition
- Machine Translation
- Text-to-Speech
- Speech-to-Text
- Multilingual Chatbots
- Citizen Service Assistants

Preference shall be given to solutions supporting English, Hindi, Nepali, Bhutia and Lepcha languages.

4.2.12 Open Standards

The proposed solution shall adhere to open standards and avoid unnecessary vendor lock-in.

Preference shall be given to solutions supporting:

- REST APIs
- OpenAPI Specifications
- JSON/XML Data Exchange

- OAuth 2.0
- OpenID Connect
- Container-based Deployment
- Kubernetes
- Microservices Architecture

4.2.13 Artificial Intelligence Standards

The proposed AI platform should align, wherever applicable, with internationally recognized AI principles and standards covering:

- AI Risk Management
- Responsible AI
- Explainable AI
- Model Governance
- AI Bias Assessment
- Model Monitoring
- AI Auditability

4.2.14 Quality Standards

The Implementation Partner should preferably possess relevant quality certifications, such as:

- ISO 9001 – Quality Management Systems
- ISO/IEC 20000 – IT Service Management
- ISO/IEC 27001 – Information Security Management
- ISO 22301 – Business Continuity Management
- CMMI (where applicable)

Equivalent certifications may also be considered.

4.2.15 Environmental and Sustainability Considerations

The AI-CoE shall adopt environmentally sustainable practices, including:

- Energy-efficient computing
- Green data centre practices
- Resource optimization
- Digital documentation
- Electronic workflows
- Sustainable procurement principles

4.2.16 Interoperability Requirements

The proposed solution shall be capable of interoperating with:

- Existing Government applications
- State Data Centre infrastructure
- National Digital Platforms
- IndiaAI ecosystem
- Digital Public Infrastructure
- Aadhaar-enabled services (where legally applicable)
- DigiLocker integration (where applicable)

- eSign services (where applicable)

4.2.17 Compliance Requirement

The Respondent shall submit a detailed compliance matrix indicating compliance with each of the policies, standards and reference documents specified in this chapter.

Any deviations shall be clearly identified, justified and supported with appropriate documentation.

Failure to comply with mandatory policy or regulatory requirements may result in rejection of the proposal at the discretion of the Government of Sikkim.

Section 5 - About the Government of Sikkim and Digital Ecosystem

5.1 Introduction

The State of Sikkim, located in the Eastern Himalayas, is one of India's most environmentally sensitive and strategically significant states. Despite its challenging mountainous terrain, dispersed population and unique geographical conditions, the Government of Sikkim has consistently leveraged Information and Communication Technology (ICT) to improve governance, enhance public service delivery and promote inclusive socio-economic development.

Over the last decade, the State has implemented several Digital India initiatives and established a robust e-Governance ecosystem that provides a strong foundation for adoption of emerging technologies such as Artificial Intelligence (AI), Machine Learning (ML), Data Analytics, Cloud Computing and Digital Public Infrastructure.

The Government now envisions establishing an Artificial Intelligence Centre of Excellence (AI-CoE) under the IndiaAI Mission to accelerate AI-led digital transformation across Government departments, educational institutions, research organizations, startups and industry.

5.2 About the State of Sikkim

Sikkim became the 22nd State of the Indian Union in 1975 and is renowned for its ecological richness, biodiversity and sustainable development practices. The State is internationally recognized as India's first fully organic state and is committed to balancing economic development with environmental conservation.

The economy of Sikkim is primarily driven by:

- Tourism and Hospitality
- Organic Agriculture and Horticulture
- Healthcare
- Education
- Hydropower
- Pharmaceuticals
- Rural Development

- Small and Medium Enterprises

These sectors present significant opportunities for AI-driven innovation and data-driven decision-making.

5.3 Digital Governance Vision

The Government of Sikkim is committed to creating a transparent, citizen-centric, efficient and data-driven governance ecosystem by leveraging digital technologies.

The State's digital governance vision focuses on:

- Digital-by-Default public services
- Paperless Government
- Data-driven policy formulation
- AI-enabled decision support
- Citizen-centric service delivery
- Digital inclusion
- Cyber-secure digital infrastructure
- Innovation-led governance

The proposed AI-CoE will serve as the strategic platform for realizing this vision.

5.4 Existing Digital Ecosystem

Over the years, the Government of Sikkim has established a comprehensive digital ecosystem comprising:

5.5 Digital Infrastructure

- State Data Centre (SDC)
- State Service Delivery Gateway (SSDG) through Sikkim Go
- Common Service Centres (CSCs)
- National Knowledge Network (NKN) connectivity
- BharatNet connectivity in rural areas
- Secure Government Networks
- Cloud-enabled ICT infrastructure

5.6 Digital Platforms

Various Government departments have adopted online platforms for:

- Citizen Services
- Revenue Administration
- Treasury Management
- Human Resource Management
- Land Records
- Health Services
- Education
- Agriculture
- Tourism
- Municipal Administration
- Grievance Redressal

These platforms generate valuable datasets that can support AI-driven governance.

5.7 Digital Public Infrastructure

The State actively leverages Digital Public Infrastructure (DPI) developed by the Government of India, including:

- Aadhaar-enabled services (where legally applicable)
- DigiLocker
- eSign
- Unified Payments Interface (UPI)
- Bharat Bill Payment System (BBPS), where applicable
- Open APIs
- National e-Governance Service Delivery Platforms

The proposed AI-CoE shall be designed to integrate with these platforms wherever appropriate and legally permissible.

5.8 Emerging Digital Initiatives

The Government has undertaken several initiatives in areas such as:

- Digital Governance
- Cyber Security
- Digital Capacity Building
- Smart Citizen Services
- Digital Health
- Education Technology
- GIS-based Planning
- Digital Agriculture
- Innovation Promotion

The AI-CoE is expected to complement and strengthen these initiatives.

5.9 Why Artificial Intelligence for Sikkim?

Artificial Intelligence presents a significant opportunity for the State to address unique governance and developmental challenges arising from its geography, climate and demographic profile.

Key drivers include:

Geographic Challenges

- Mountainous terrain
- Remote habitations
- Difficult accessibility
- Climate-induced disruptions

Disaster Resilience

- Landslides
- Flash floods
- Earthquakes
- Extreme weather events

Sustainable Development

- Organic agriculture
- Climate resilience
- Environmental monitoring

- Natural resource management

Citizen Services

- Faster decision-making
- Personalized services
- Multilingual digital assistance
- Improved grievance management

Governance

- Predictive analytics
- Data-driven policy making
- Resource optimization
- Performance monitoring

5.10 Strategic Role of AI-CoE

The AI-CoE shall function as the State's nodal institution for Artificial Intelligence by providing:

- AI research and innovation
- AI solution development
- AI skilling and certification
- Startup incubation
- AI project advisory
- AI governance framework
- Departmental AI support
- AI ecosystem development

The Centre shall facilitate adoption of AI across Government departments while fostering collaboration with academia, research institutions, startups and industry.

5.11 Integration with IndiaAI Mission

The AI-CoE shall be fully aligned with the objectives of the IndiaAI Mission and shall leverage:

- IndiaAI Compute Facility as the primary AI compute platform.
- AIKosh for access to datasets and AI resources.
- Bhashini for multilingual AI capabilities.
- National AI innovation ecosystem.
- Future IndiaAI services and platforms introduced by MeitY.

This approach will ensure interoperability, scalability and efficient utilization of national AI infrastructure.

5.12 Opportunities for AI Adoption in Sikkim

Illustrative areas where AI can create measurable impact include:

Governance

- Intelligent file processing
- Decision support systems
- Policy analytics
- Citizen service automation

Tourism

- Tourist demand forecasting
- Visitor analytics

- Smart destination management
- Personalized travel recommendations

Organic Agriculture

- Crop advisory
- Disease detection
- Yield prediction
- Precision farming

Healthcare

- Clinical decision support
- Telemedicine
- Disease surveillance
- Healthcare analytics

Disaster Management

- Landslide prediction
- Early warning systems
- Emergency response planning
- Risk analytics

Forest & Environment

- Wildlife monitoring
- Forest fire detection
- Biodiversity analytics
- Climate monitoring

Education

- AI-enabled learning
- Student performance analytics
- Digital content generation
- Adaptive learning platforms

5.13 AI Ecosystem Development

The AI-CoE will serve as a catalyst for building a vibrant AI ecosystem in the State by promoting:

- Government-Academia Collaboration
- Industry Partnerships
- Startup Innovation
- Research & Development
- Capacity Building
- AI Competitions and Hackathons
- Entrepreneurship Development
- Responsible AI Practices

5.14 Expected Outcomes

The establishment of the AI-CoE is expected to result in:

- Accelerated AI adoption across Government departments.
- Improved efficiency and transparency in governance.
- Enhanced citizen-centric digital services.
- Development of AI solutions addressing local challenges.

- Creation of an AI-ready workforce.
- Strengthened startup and innovation ecosystem.
- Increased collaboration with academic and research institutions.
- Sustainable and responsible use of Artificial Intelligence for inclusive socio-economic development.

5.15 Vision for the Future

The Government of Sikkim envisions the AI-CoE as a Centre of Excellence that will position the State as a leading hub for responsible and inclusive Artificial Intelligence in the Himalayan region.

The Centre will support innovation, research, entrepreneurship, governance transformation and digital capacity building while contributing to the broader objectives of the IndiaAI Mission and the Digital India Programme.

Section 6 - Vision, Objectives and Strategic Outcomes of the AI-CoE

6.1 Introduction

The Government of Sikkim envisions the Artificial Intelligence Centre of Excellence (AI-CoE) as the State's apex institution for Artificial Intelligence, serving as a catalyst for digital transformation, innovation, research, entrepreneurship, capacity building and responsible AI adoption.

The AI-CoE shall function as a collaborative platform connecting Government departments, academic institutions, research organizations, startups, industry and technology partners to accelerate AI-enabled governance and sustainable socio-economic development.

The Centre shall leverage the IndiaAI Mission ecosystem, including IndiaAI Compute, AIKosh and Bhashini, to deliver scalable, secure and future-ready AI solutions.

6.2 Vision

"To establish Sikkim as a leading Himalayan State for Responsible Artificial Intelligence by creating a sustainable AI ecosystem that enhances governance, improves citizen services, promotes innovation, strengthens research, empowers startups, builds AI talent and contributes to inclusive, resilient and sustainable development."

6.3 Mission

The mission of the AI-CoE shall be:

"To enable widespread adoption of Artificial Intelligence across Government, academia, industry and society by developing indigenous AI capabilities, fostering innovation, creating skilled human resources and delivering AI-driven solutions addressing the unique needs of the State of Sikkim."

6.4 Strategic Goals

The AI-CoE shall pursue the following strategic goals:

Goal 1 – AI-Enabled Governance

Leverage Artificial Intelligence to improve efficiency, transparency, responsiveness and evidence-based decision-making across Government departments.

Goal 2 – Citizen-Centric Digital Services

Develop intelligent, multilingual and inclusive digital services that improve accessibility, service quality and citizen satisfaction.

Goal 3 – Innovation Ecosystem

Create an enabling ecosystem for AI innovation through collaboration with startups, academia, research organizations and industry.

Goal 4 – Capacity Building

Develop AI knowledge and skills among Government officials, students, researchers, entrepreneurs and professionals.

Goal 5 – Applied Research

Promote applied AI research addressing local governance, environmental and socio-economic challenges.

Goal 6 – Responsible AI

Ensure ethical, transparent, secure and accountable deployment of Artificial Intelligence.

6.5 Core Objectives

The AI-CoE shall aim to achieve the following objectives:

Institutional Objectives

- Establish a state-of-the-art AI Centre of Excellence.
- Develop a sustainable institutional framework.
- Create an innovation-driven AI ecosystem.
- Promote Government-academia-industry collaboration.

Technology Objectives

- Leverage IndiaAI Compute as the primary AI infrastructure.
- Integrate with AIKosh and Bhashini.
- Develop reusable AI platforms and services.
- Promote cloud-native AI architecture.
- Support open standards and interoperability.

Governance Objectives

- Improve public service delivery.
- Enable predictive governance.
- Support evidence-based policymaking.

- Enhance departmental efficiency.
- Improve decision support systems.

Research Objectives

- Encourage AI research.
- Develop indigenous AI models.
- Promote collaborative research.
- Generate intellectual property.
- Publish high-quality research outputs.

Innovation Objectives

- Foster AI startups.
- Support AI product development.
- Promote innovation challenges.
- Organize hackathons.
- Create AI accelerators.

Human Resource Objectives

- Develop AI-skilled manpower.
- Conduct certification programs.
- Train Government officials.
- Support academic institutions.
- Build AI leadership.

6.6 Guiding Principles

The AI-CoE shall operate based on the following principles:

Responsible AI

AI systems shall be fair, transparent, explainable and accountable.

Citizen First

Technology shall improve quality of life and public service delivery.

Innovation

The Centre shall continuously encourage experimentation and innovation.

Collaboration

Government, academia, industry and startups shall jointly contribute.

Sustainability

Solutions shall be scalable, maintainable and environmentally responsible.

Security

Cybersecurity and privacy shall be integrated by design.

Inclusiveness

AI shall benefit every section of society, including remote and vulnerable communities.

6.7 Strategic Focus Areas

The AI-CoE shall focus on:

Digital Governance

- Intelligent document processing
- AI assistants
- Workflow automation
- Decision support
- Policy analytics

Tourism

- Smart tourism
- Visitor analytics
- Tourism forecasting
- Personalized recommendations

Organic Agriculture

- Crop analytics
- Disease prediction
- Soil intelligence
- Market forecasting

Healthcare

- Telemedicine
- Disease surveillance
- Clinical decision support
- Healthcare resource optimization

Disaster Management

- Landslide prediction
- Weather intelligence
- Emergency response
- Risk analytics

Forest & Environment

- Wildlife monitoring
- Forest fire prediction
- Climate analytics
- Biodiversity conservation

Education

- AI-enabled learning
- Student analytics
- Digital content generation
- Adaptive learning

6.8 Strategic Outcomes

Within five years, the AI-CoE is expected to achieve:

Governance

- AI adoption across major Government departments.
- Faster decision-making.
- Data-driven governance.
- Improved citizen satisfaction.

Technology

- Operational AI platform.
- Integration with IndiaAI ecosystem.
- AI model repository.
- Reusable AI services.

Innovation

- AI startup ecosystem.
- Industry partnerships.
- Innovation challenges.
- Commercialization of research.

Research

- AI publications.
- Patents.
- Research collaborations.
- Indigenous AI models.

Capacity Building

- Government officials trained.
- Students certified.
- Faculty development.
- AI awareness programs.

6.9 Five-Year Strategic Targets

Strategic Area	Five-Year Target
AI Use Cases Developed	25+
Government Departments Onboarded	20
AI Models Deployed	30
Government Officials Trained	2,500
Students & Faculty Trained	10,000
Startups Supported	50
AI Hackathons Conducted	15
Research Publications	40
Patents / IP Generated	15

Industry & Academic Partnerships	25
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6.10 Alignment with IndiaAI Mission

The AI-CoE shall contribute to the objectives of the IndiaAI Mission through:

- Utilization of IndiaAI Compute.
- Integration with AIKosh.
- Adoption of Bhashini for multilingual AI.
- Promotion of Responsible AI.
- AI skilling initiatives.
- AI startup ecosystem development.
- Development of socially impactful AI applications.

6.11 Expected Benefits

The AI-CoE shall deliver measurable benefits including:

Government

- Improved governance efficiency.
- Better policy planning.
- Data-driven administration.
- Enhanced transparency.

Citizens

- Faster services.
- Multilingual access.
- Improved grievance redressal.
- Personalized digital assistance.

Economy

- Startup growth.
- Employment generation.
- Increased innovation.
- Investment attraction.

Academia

- Research opportunities.
- AI laboratories.
- Industry collaboration.
- Student employability.

Environment

- Sustainable development.
- Climate resilience.
- Disaster preparedness.
- Natural resource conservation.

6.12 Long-Term Vision

The Government of Sikkim aims to establish the AI-CoE as a nationally recognized centre for responsible and inclusive Artificial Intelligence, contributing to governance excellence, research, innovation and sustainable development while serving as a model for other Himalayan and North-Eastern States.

The AI-CoE shall evolve into a self-sustaining institution that supports continuous AI innovation, strengthens digital public infrastructure and positions Sikkim as a leading destination for AI-enabled governance and emerging technologies.

Section 7 - Scope of Work and Functional Requirements

7.1 Introduction

The Government of Sikkim intends to establish an **Artificial Intelligence Centre of Excellence (AI-CoE)** as a strategic institution under the IndiaAI Mission to accelerate Artificial Intelligence adoption across Government departments, educational institutions, research organizations, startups and industry.

The selected Implementation Partner shall be responsible for providing an end-to-end solution for establishing, operationalizing and managing the AI-CoE for a period of **five (5) years**, including design, implementation, integration, training, innovation support, operations and maintenance.

The proposed solution shall leverage the **IndiaAI Compute Facility** as the primary AI compute platform and integrate with **AIKosh**, **Bhashini**, and other components of the IndiaAI ecosystem.

7.2 Overall, Scope

The scope of work shall include, but not be limited to:

1. Establishment of the AI-CoE.
2. Development of AI innovation ecosystem.
3. AI platform implementation.
4. AI application development.
5. AI use case implementation.
6. Integration with IndiaAI Mission components.
7. Capacity building.
8. Startup incubation.
9. Research collaboration.
10. AI governance framework.
11. Operations and Maintenance for five years.
12. Knowledge transfer and sustainability planning.

7.3 Establishment of AI Centre of Excellence

The Implementation Partner shall establish a fully functional AI-CoE comprising:

- AI Innovation Lab
- AI Experience Centre
- AI Training Academy
- AI Research Centre
- AI Startup Incubation Centre
- AI Command & Analytics Centre
- Collaboration Spaces
- Meeting & Demonstration Facilities
- AI Development Environment
- AI Knowledge Repository

The partner shall prepare:

- Detailed Design Report
- Layout Plan
- Technology Architecture
- Deployment Plan
- Implementation Roadmap
- Standard Operating Procedures (SOPs)

7.4 AI-CoE Operating Model

The partner shall propose and implement an operating model covering:

- Governance structure
- Organizational framework
- Functional responsibilities
- AI service catalogue
- Stakeholder engagement
- Innovation lifecycle
- Research governance
- Industry participation
- Academic collaboration
- Sustainability framework

7.5 AI Platform

The partner shall establish an enterprise-grade AI platform supporting:

- Generative AI
- Machine Learning
- Deep Learning
- Computer Vision
- Natural Language Processing
- Predictive Analytics
- Recommendation Engines
- AI Model Management
- Model Deployment
- Model Monitoring
- MLOps
- AI Sandbox
- AI Marketplace
- API Gateway
- AI Workflow Automation

The platform shall be scalable, modular and cloud-native.

7.6 Integration with IndiaAI Compute

The proposed solution shall:

- Utilize the IndiaAI Compute Facility as the primary AI compute environment.
- Support secure workload execution.
- Enable GPU scheduling.
- Support distributed AI model training.
- Implement workload optimization.

- Ensure secure authentication and authorization.
- Support future enhancements under the IndiaAI Mission.

The bidder shall clearly describe:

- Compute architecture
- Connectivity model
- AI workload management
- Security controls
- Resource optimization strategy

7.7 AIKosh Integration

The solution shall integrate with AIKosh for:

- Dataset discovery
- Data access
- Metadata management
- AI model training
- Data governance
- Dataset versioning
- Secure data sharing

The proposed solution shall ensure compliance with applicable Government data governance policies.

7.8 Bhashini Integration

The AI-CoE shall support multilingual AI services through integration with Bhashini, including:

- Speech-to-Text
- Text-to-Speech
- Machine Translation
- Voice Assistants
- Multilingual Chatbots
- Citizen Service Assistants

Preference shall be given to solutions supporting:

- English
- Hindi
- Nepali
- Bhutia
- Lepcha

7.9 AI Innovation Lab

The partner shall establish an Innovation Lab equipped for:

- AI experimentation
- Model development
- Prototype creation
- Hackathons
- Innovation challenges
- Proof of Concepts (PoCs)
- Technology demonstrations

7.10 AI Experience Centre

The Experience Centre shall showcase:

- AI use cases
- Government innovation
- Emerging technologies
- Interactive demonstrations
- AI awareness exhibits
- Citizen engagement tools

7.11 AI Research Centre

The Research Centre shall facilitate:

- Applied AI research
- Joint research projects
- Publications
- Patent support
- Research grants
- Collaboration with national and international institutions

7.12 AI Startup Incubation Centre

The partner shall establish a startup ecosystem including:

- Incubation support
- Co-working facilities
- Mentorship
- Investor connect
- Innovation challenges
- Product acceleration
- Market access

7.13 AI Training Academy

The partner shall design and deliver structured training programmes for:

- Ministers and senior administrators
- Government officers
- Technical personnel
- University faculty
- Students
- Startups
- Entrepreneurs

Training shall include:

- AI awareness
- Prompt Engineering
- Generative AI
- Machine Learning
- Responsible AI
- Data Analytics
- AI Governance
- MLOps

- AI Ethics

7.14 Sikkim-Specific AI Use Cases

The bidder shall propose implementation of **at least 20 AI use cases** covering:

Governance

- AI File Assistant
- Intelligent Document Processing
- Decision Support
- Policy Analytics
- Citizen Grievance Intelligence

Tourism

- Tourist Demand Forecasting
- Smart Destination Analytics
- Visitor Behaviour Analysis

Organic Agriculture

- Crop Disease Detection
- Yield Prediction
- Soil Intelligence
- Precision Farming

Healthcare

- Telemedicine
- Clinical Decision Support
- Disease Surveillance
- Hospital Analytics

Disaster Management

- Landslide Prediction
- Flood Risk Analytics
- Emergency Response Intelligence

Environment

- Forest Monitoring
- Wildlife Analytics
- Climate Intelligence
- Glacier Monitoring

Education

- Adaptive Learning
- AI Tutor
- Student Performance Analytics

7.15 AI Governance Framework

The partner shall develop:

- AI Policy
- Responsible AI Framework
- AI Ethics Guidelines
- AI Risk Framework
- AI Audit Framework
- AI Lifecycle Management
- AI Governance Manual

7.16 Capacity Building

The bidder shall prepare a comprehensive capacity-building programme including:

- Certification courses
- Executive workshops
- Faculty Development Programmes
- AI Bootcamps
- AI Hackathons
- Innovation Challenges
- Internship Programmes

7.17 Knowledge Management

The solution shall include:

- AI Knowledge Portal
- Documentation Repository
- Best Practices Library
- Model Repository
- Research Repository
- Video Learning Platform

7.18 Cyber Security

The solution shall incorporate:

- Identity & Access Management
- Encryption
- Security Monitoring
- Audit Logging
- VAPT
- Secure APIs
- Compliance Monitoring
- Incident Response

7.19 Operations & Maintenance (Five Years)

The Implementation Partner shall provide comprehensive O&M services, including:

- Preventive maintenance
- Corrective maintenance
- Platform upgrades
- AI model updates
- Security patching
- Helpdesk support
- SLA monitoring
- Performance optimization
- User support
- Annual health checks

7.20 Deliverables

The Implementation Partner shall submit, at a minimum:

- Project Inception Report

- Detailed Design Report
- Solution Architecture Document
- AI Platform
- AI-CoE Setup
- AI Innovation Lab
- AI Experience Centre
- AI Training Academy
- AI Research Centre
- Startup Incubation Centre
- AI Command Centre
- AI Governance Framework
- AI Policies
- Capacity Building Plan
- Training Materials
- User Manuals
- Operations Manual
- Knowledge Transfer Documentation
- Annual Performance Reports
- Final Project Closure Report

7.21 Service Levels

The bidder shall define Service Level Agreements (SLAs) for:

- Platform availability
- Incident response time
- Issue resolution time
- AI model availability
- User support
- Security incident response
- Training commitments
- Knowledge transfer
- Preventive maintenance

7.22 Sustainability Framework

The bidder shall propose a sustainability model covering:

- Financial sustainability
- Operational sustainability
- AI ecosystem development
- Industry partnerships
- Research collaboration
- Revenue generation opportunities
- Continuous innovation
- Future expansion roadmap

7.23 Expected Outcomes

At the end of the five-year implementation period, the AI-CoE should have achieved:

- A fully operational AI Centre of Excellence.
- Integration with the IndiaAI ecosystem.

- Deployment of at least 20 Sikkim-specific AI solutions.
- AI adoption across major Government departments.
- A skilled AI workforce within the Government.
- A thriving startup and innovation ecosystem.
- Strong academia-industry-government collaboration.
- A sustainable operational model for continued AI innovation and digital transformation.

Section 8 – Technical Architecture and Solution Requirements

8.1 Introduction

- Purpose of the Technical Architecture
- Alignment with IndiaAI Mission
- Design Principles
- Technology Vision
- Architecture Objectives

8.2 Architecture Design Principles

The proposed solution shall be based on the following principles:

- Cloud-First Architecture
- AI-by-Design
- Security-by-Design
- Privacy-by-Design
- API-First
- Microservices Architecture
- Open Standards
- Interoperability
- Scalability
- High Availability
- Vendor Neutrality
- Modular Design
- Reusable Components
- Responsible AI
- Sustainability

8.3 Overall AI-CoE Enterprise Architecture

The bidder shall propose a comprehensive enterprise architecture consisting of:

- Presentation Layer
- Citizen Service Layer
- Government Application Layer
- AI Services Layer
- AI Model Layer
- Data Layer
- Integration Layer

- Security Layer
- Monitoring Layer
- Knowledge Management Layer
- IndiaAI Compute Integration Layer
- AIKosh Integration Layer
- Bhashini Integration Layer

The architecture shall support both existing and future AI initiatives of the Government of Sikkim.

8.4 Logical Architecture

The logical architecture shall include:

- AI Platform
- AI Model Registry
- AI Gateway
- AI Workflow Engine
- Prompt Management
- LLM Gateway
- AI Orchestration
- Dataset Repository
- MLOps Pipeline
- API Management
- Analytics Platform
- Dashboard Framework
- Collaboration Platform

8.5 Physical Architecture

The proposed physical architecture shall describe:

- Government Network Connectivity
- Secure Internet Connectivity
- State Data Centre Integration
- IndiaAI Compute Connectivity
- AIKosh Connectivity
- Secure VPN
- User Access
- Backup Strategy
- Disaster Recovery
- Monitoring Infrastructure

The bidder shall clearly identify which components are hosted within the State ecosystem and which leverage centrally provided IndiaAI resources.

8.6 IndiaAI Compute Integration

The proposed solution shall:

- Utilize the IndiaAI Compute Facility as the primary AI compute environment.
- Describe secure access mechanisms.
- Explain workload scheduling and orchestration.
- Define compute resource optimization strategies.
- Support scalable GPU allocation through the centralized platform.
- Enable monitoring and reporting of compute utilization.

8.7 AIKosh Integration

The solution shall integrate with AIKosh for:

- Discovery of approved datasets.
- Secure dataset access.
- Metadata management.
- Dataset cataloguing.
- Version control.
- Data quality validation.
- AI model training support.

8.8 Bhashini Integration

The solution shall support multilingual AI services through Bhashini, including:

- Speech-to-Text
- Text-to-Speech
- Machine Translation
- Conversational AI
- Voice Interfaces
- Citizen Service Chatbots

The architecture shall support English, Hindi, Nepali, Bhutia and Lepcha.

8.9 AI Platform Requirements

The platform shall support:

- Large Language Models (LLMs)
- Small Language Models (SLMs)
- Retrieval-Augmented Generation (RAG)
- Prompt Engineering
- Vector Databases
- Semantic Search
- AI Agents
- Knowledge Graphs
- Document Intelligence
- Intelligent Automation

8.10 Generative AI Framework

The bidder shall propose a Generative AI framework supporting:

- Text generation
- Document summarization
- Translation
- Question answering
- Content generation
- Report generation
- Image understanding (where applicable)
- Multimodal AI (where applicable)

The framework shall include mechanisms for prompt governance, response filtering, human oversight, and audit logging.

8.11 AI Model Management

The architecture shall include:

- Model Registry
- Version Control
- Model Approval Workflow
- Model Deployment
- Continuous Monitoring
- Drift Detection
- Explainability
- Rollback Mechanism

8.12 MLOps Architecture

The bidder shall propose an end-to-end MLOps pipeline covering:

- Data ingestion
- Data preparation
- Feature engineering
- Model training
- Validation
- Deployment
- Monitoring
- Retraining
- Retirement

8.13 Integration Architecture

The AI-CoE shall integrate with:

- Existing departmental applications
- State Data Centre
- State Wide Area Network (SWAN)
- Service Delivery Platforms
- APIs exposed by Government systems
- National Digital Public Infrastructure, where applicable

Integration shall be standards-based, secure and reusable.

8.14 Data Architecture

The bidder shall describe:

- Data sources
- Data ingestion
- Data governance
- Data cataloguing
- Metadata management
- Data quality
- Data lineage
- Data retention
- Data archival
- Data anonymization
- Master data integration

8.15 Security Architecture

The solution shall incorporate:

- Zero Trust principles
- Identity and Access Management (IAM)
- Role-Based Access Control (RBAC)
- Multi-Factor Authentication (MFA)
- Encryption of data at rest and in transit
- API Security
- Security Information and Event Management (SIEM) integration
- Audit logging
- Vulnerability management
- Incident response

8.16 Privacy and Responsible AI

The architecture shall support:

- Privacy by Design
- Explainable AI
- Fairness assessment
- Bias detection
- Human oversight
- AI ethics
- Accountability
- Transparency
- Compliance with applicable Indian data protection requirements

8.17 High Availability and Disaster Recovery

The bidder shall define:

- High Availability architecture
- Backup strategy
- Recovery Point Objective (RPO)
- Recovery Time Objective (RTO)
- Business Continuity Plan
- Failover mechanisms
- Resilience testing

8.18 Performance Requirements

The proposed solution shall demonstrate:

- Horizontal scalability
- Elastic resource utilization
- Low latency for supported use cases
- High throughput
- Efficient resource management
- Concurrent user support
- Automated monitoring and alerting

8.19 Interoperability Requirements

The solution shall support:

- RESTful APIs
- OpenAPI specifications
- JSON/XML data exchange
- OAuth 2.0 / OpenID Connect
- Containerized deployment
- Kubernetes orchestration
- Event-driven integration
- Standards-based messaging

8.20 Monitoring and Analytics

The bidder shall provide:

- Operational dashboards
- AI workload monitoring
- Platform health monitoring
- Capacity utilization
- SLA dashboards
- Security monitoring
- Executive dashboards
- KPI reporting

8.21 Technical Deliverables

The selected Implementation Partner shall submit, at a minimum:

- Enterprise Architecture Document
- Solution Architecture Document
- Logical Architecture
- Physical Architecture
- Integration Architecture
- Security Architecture
- Data Architecture
- AI Platform Design
- MLOps Design
- Disaster Recovery Plan
- Standard Operating Procedures (SOPs)
- API Documentation
- Configuration Documentation
- Knowledge Transfer Documents

8.22 Compliance Matrix

Respondents shall provide a detailed clause-by-clause compliance matrix against all technical requirements specified in this chapter, clearly indicating:

- **Compliant**
- **Partially Compliant** (with justification)
- **Non-Compliant** (with explanation)

Supporting documentation shall be provided wherever necessary.

Section 9 – Infrastructure, Facilities and AI-CoE Establishment Requirements

9.1 Introduction

The Government of Sikkim proposes to establish a world-class Artificial Intelligence Centre of Excellence (AI-CoE) under the IndiaAI Mission as a strategic institution for AI-driven governance, innovation, research, entrepreneurship, skilling and digital transformation.

The selected Implementation Partner shall be responsible for planning, designing, establishing, commissioning and operationalizing the AI-CoE as a modern, collaborative and technology-enabled facility.

The AI-CoE shall leverage the **IndiaAI Compute Facility** as the primary AI compute platform and shall therefore focus on creating high-quality innovation, research and collaboration infrastructure rather than independent large-scale AI compute infrastructure.

9.2 Objectives

The infrastructure shall enable:

- AI research and innovation.
- Government AI solution development.
- AI demonstrations.
- Startup incubation.
- Capacity building.
- Collaborative research.
- Hackathons and innovation challenges.
- Citizen engagement.
- AI governance and decision support.

9.3 Design Principles

The AI-CoE shall be designed based on the following principles:

- Smart and sustainable infrastructure.
- Flexible and modular design.
- Digital collaboration.
- Universal accessibility.
- Energy efficiency.
- Secure working environment.
- Technology-enabled learning.
- Future scalability.
- Green building practices (where feasible).

9.4 Functional Areas

The AI-CoE shall comprise the following functional facilities:

Administrative Block

- Reception and visitor management.
- Administrative offices.
- Director's office.

- Meeting rooms.
- Conference room.
- Documentation centre.

AI Innovation Lab

The Innovation Lab shall provide facilities for:

- AI solution development.
- AI prototyping.
- Machine Learning experimentation.
- Generative AI development.
- Proof of Concept (PoC) development.
- AI model validation.
- Technology demonstrations.

The lab shall support collaborative development by Government departments, startups, academia and industry.

AI Experience Centre

The Experience Centre shall serve as a showcase of AI technologies.

It shall include:

- Interactive demonstrations.
- AI-enabled governance showcases.
- Emerging technology exhibits.
- Smart city and digital governance demonstrations.
- Citizen engagement kiosks.
- Digital exhibition systems.
- Interactive touch displays.

The Centre shall also serve as a venue for visiting delegations, policymakers, investors, educational institutions and industry representatives.

AI Training Academy

The AI Training Academy shall include:

- Smart classrooms.
- Computer-based training facilities.
- Hybrid learning capability.
- Interactive presentation systems.
- Digital whiteboards.
- Video conferencing.
- Recording facilities.
- Examination facilities.
- Practical AI learning environment.

The academy shall support regular training for:

- Government officials.
- Technical officers.
- Students.
- Faculty members.
- Entrepreneurs.
- Startups.

AI Research Centre

The Research Centre shall support:

- Collaborative research.
- Joint innovation projects.
- Research publications.
- AI experimentation.
- Academic collaboration.
- International cooperation.

Dedicated spaces shall be provided for researchers, visiting faculty and collaborative project teams.

AI Startup Incubation Centre

The Incubation Centre shall include:

- Co-working spaces.
- Startup cabins.
- Mentoring rooms.
- Innovation discussion areas.
- Collaboration spaces.
- Investor interaction rooms.
- Product demonstration areas.

The facility shall support incubation, mentoring, networking and commercialization of AI innovations.

AI Command & Analytics Centre

The AI Command Centre shall provide:

- Executive dashboards.
- Project monitoring.
- AI adoption monitoring.
- Departmental performance analytics.
- AI programme governance.
- KPI tracking.
- Decision support.

The Centre shall support real-time monitoring of AI initiatives implemented across Government departments.

Collaboration Hub

The Collaboration Hub shall provide:

- Open innovation spaces.
- Brainstorming rooms.
- Industry interaction facilities.
- University collaboration rooms.
- Virtual collaboration systems.
- Multi-agency meeting facilities.

9.5 Common Infrastructure

The AI-CoE shall include:

- Reception.
- Waiting lounge.

- Visitor management.
- Meeting rooms.
- Conference halls.
- Cafeteria/pantry.
- Discussion rooms.
- Documentation centre.
- Library.
- Resource centre.
- Storage areas.
- Utility rooms.
- Parking (where applicable).

9.6 ICT Infrastructure

The selected partner shall establish ICT infrastructure including:

- High-speed LAN.
- Secure Wi-Fi.
- Network segmentation.
- Internet connectivity.
- Video conferencing.
- Unified communications.
- Secure remote access.
- Centralized authentication.
- Endpoint management.

The design shall support seamless integration with the Government network and the IndiaAI ecosystem.

9.7 Audio-Visual Infrastructure

The AI-CoE shall include modern AV facilities such as:

- Interactive displays.
- LED display walls.
- Projectors.
- Digital signage.
- Smart podiums.
- Video conferencing systems.
- Recording and streaming facilities.
- Public address systems.

9.8 Collaboration Technologies

The facility shall support:

- Hybrid meetings.
- Virtual workshops.
- Remote mentoring.
- Online training.
- Multi-location collaboration.
- Digital whiteboards.
- Shared workspaces.

9.9 Furniture and Interior Requirements

The Implementation Partner shall propose ergonomic and modular furniture suitable for:

- Innovation labs.
- Offices.
- Classrooms.
- Incubation spaces.
- Collaboration areas.
- Meeting rooms.
- Experience Centre.

The design shall maximize flexibility and future expansion.

9.10 Cyber Security Infrastructure

The infrastructure shall include:

- Secure access control.
- Identity management.
- Network security.
- Endpoint security.
- Security monitoring.
- CCTV surveillance.
- Visitor authentication.
- Secure document storage.
- Audit logging.

9.11 Safety and Security

The AI-CoE shall provide:

- Fire detection and suppression.
- Emergency exits.
- Access control systems.
- CCTV monitoring.
- Physical security.
- Environmental monitoring.
- Emergency response procedures.

9.12 Accessibility Requirements

The facility shall comply with applicable accessibility standards and provide:

- Barrier-free access.
- Accessible entrances.
- Accessible workstations.
- Accessible training facilities.
- Signage and wayfinding.
- Inclusive digital systems.

9.13 Sustainability Requirements

The AI-CoE shall promote environmentally responsible practices through:

- Energy-efficient lighting.
- Low-power ICT equipment.

- Digital documentation.
- Waste reduction.
- Water conservation.
- Sustainable procurement.
- Paperless workflows.

9.14 Innovation Ecosystem

The AI-CoE shall support continuous innovation through:

- AI Hackathons.
- Innovation Challenges.
- AI Demonstration Days.
- Startup Pitch Events.
- Industry Connect Programmes.
- Faculty Development Programmes.
- Student Innovation Competitions.

9.15 Operational Readiness

Before Go-Live, the selected partner shall ensure:

- Installation of all facilities.
- Functional testing.
- User Acceptance Testing (UAT).
- Operational readiness assessment.
- Documentation.
- Staff orientation.
- Knowledge transfer.
- Standard Operating Procedures (SOPs).

9.16 Infrastructure Deliverables

The selected Implementation Partner shall submit:

- Infrastructure Design Report.
- Facility Layout Plans.
- Interior Design Drawings.
- ICT Network Design.
- Audio-Visual Design.
- Security Design.
- Furniture Layout.
- Installation Plan.
- Testing & Commissioning Report.
- UAT Report.
- Asset Register.
- Operations Manual.
- Maintenance Manual.
- Warranty Documentation.

9.17 Minimum Functional Requirements

The bidder shall ensure that the proposed AI-CoE provides:

- A fully operational AI Innovation Lab.

- A modern AI Experience Centre.
- A digital AI Training Academy.
- A collaborative AI Research Centre.
- A functional Startup Incubation Centre.
- An AI Command & Analytics Centre.
- Hybrid collaboration facilities.
- Secure ICT infrastructure.
- High-speed network connectivity.
- Integrated audio-visual systems.
- Accessible and inclusive facilities.
- A scalable and future-ready environment aligned with the objectives of the IndiaAI Mission.

9.18 Acceptance Criteria

The infrastructure shall be considered complete only after:

- Physical verification of facilities.
- Successful testing and commissioning.
- Compliance with approved designs.
- Demonstration of all functional areas.
- Submission of required documentation.
- Successful User Acceptance Testing.
- Approval by the Department of Information Technology, Government of Sikkim.

The selected Implementation Partner shall remain responsible for rectification of deficiencies identified during the acceptance process and throughout the Operations & Maintenance period, in accordance with the agreed Service Level Agreements (SLAs).

Section 10 – AI Innovation, Research, Capacity Building and Startup Ecosystem Framework

10.1 Introduction

The Artificial Intelligence Centre of Excellence (AI-CoE) shall function as the State's premier institution for Artificial Intelligence innovation, research, skill development, entrepreneurship and digital transformation.

The selected Implementation Partner shall establish a sustainable ecosystem that promotes collaboration among Government Departments, Academic Institutions, Research Organizations, Industry, Startups, Entrepreneurs and Technology Partners.

The framework shall facilitate AI-driven governance, encourage responsible innovation, develop indigenous AI solutions, build AI talent and position Sikkim as a leading AI innovation hub for the Himalayan and North-Eastern Region.

10.2 Objectives

The AI Innovation and Capacity Building Framework shall aim to:

- Promote AI research and innovation.
- Accelerate AI adoption across Government Departments.
- Strengthen collaboration with academia and industry.
- Build a skilled AI workforce.
- Support AI startups and entrepreneurs.
- Develop Sikkim-specific AI solutions.
- Encourage responsible and ethical AI.
- Create sustainable AI innovation ecosystems.
- Facilitate technology transfer and commercialization.

10.3 AI Innovation Framework

The AI-CoE shall establish a structured innovation framework comprising:

AI Innovation Lab

- AI prototype development
- Rapid Proof of Concept (PoC)
- AI experimentation
- Emerging technology demonstrations
- AI product development
- Cross-department innovation initiatives

Innovation Accelerator

The CoE shall operate an Innovation Accelerator to:

- Identify innovative AI ideas.
- Support prototype development.
- Mentor innovators.
- Validate AI solutions.
- Prepare solutions for deployment.

10.4 Research Framework

The AI-CoE shall establish a dedicated Applied AI Research Programme covering:

Governance Research

- Digital Governance
- Predictive Governance
- Policy Analytics
- Intelligent Decision Support
- Citizen Service Optimization

Agriculture Research

- Organic Farming Analytics
- Precision Agriculture
- Crop Disease Prediction
- Climate Smart Agriculture
- Yield Forecasting

Healthcare Research

- AI Diagnostics
- Telemedicine
- Disease Surveillance
- Public Health Analytics
- Healthcare Resource Planning

Disaster Management Research

- Landslide Prediction
- Flood Forecasting
- Early Warning Systems
- Climate Risk Analytics
- Emergency Response Intelligence

Tourism Research

- Smart Tourism
- Visitor Behaviour Analytics
- Tourism Demand Forecasting
- Destination Intelligence

Environment Research

- Biodiversity Monitoring
- Forest Intelligence
- Wildlife Analytics
- Glacier Monitoring
- Climate Intelligence

10.5 Research Collaboration

The selected partner shall establish partnerships with:

- Universities
- Engineering Colleges
- Medical Institutions
- Agricultural Universities
- National Institutes
- Research Organizations
- Industry Research Centres
- International Institutions (where appropriate)

The collaboration framework shall include:

- Joint Research Projects
- Student Research
- Faculty Exchange
- Visiting Scientists
- Collaborative Publications
- Patent Development
- Research Fellowships

10.6 AI Fellowship Programme

The AI-CoE shall introduce Fellowship Programmes for:

- Researchers
- Ph.D. Scholars
- Government Officers
- Faculty Members
- Startup Founders
- Young Innovators

The programme shall encourage applied AI research addressing State priorities.

10.7 AI Innovation Challenge Programme

The AI-CoE shall organize periodic innovation programmes including:

- AI Grand Challenge
- AI Hackathons
- Departmental Innovation Challenges
- Student Innovation Competitions
- Startup Innovation Challenges
- AI for Governance Challenge
- AI for Social Good Challenge

Winning solutions may be considered for pilot implementation by the Government.

10.8 AI Startup Ecosystem

The AI-CoE shall establish a structured Startup Support Programme.

The programme shall include:

- Startup Incubation
- Technology Mentoring
- Business Mentoring
- Product Development Support
- Investor Connect
- Industry Connect
- Pilot Deployment Support
- Market Access Support
- Intellectual Property Support
- Business Advisory Services

10.9 Startup Incubation Framework

The selected partner shall provide:

- Co-working Space
- Innovation Labs
- Technical Mentors
- Domain Experts
- Legal Support
- Financial Advisory
- Product Validation
- Customer Discovery
- Demonstration Opportunities

Preference shall be given to startups developing AI solutions relevant to Sikkim.

10.10 Academia Partnership Programme

The AI-CoE shall collaborate with educational institutions for:

- Curriculum Development
- AI Laboratories
- Joint Research
- Faculty Development
- Student Internships
- AI Clubs
- Innovation Cells
- Project Mentoring

10.11 Government Capacity Building Framework

The selected partner shall prepare a comprehensive Government AI Capacity Building Programme. Training shall be conducted at different levels.

Executive Leadership Programme

Target Participants:

- Ministers
- Secretaries
- Heads of Departments
- Senior Officers

Coverage:

- AI Strategy
- AI Governance
- Responsible AI
- Policy Formulation
- AI Adoption Roadmap

Department Officer Programme

Training shall include:

- AI Fundamentals
- Prompt Engineering
- AI Tools
- Data Analytics
- AI-enabled Governance
- AI Project Management

Technical Officer Programme

Training modules shall include:

- Machine Learning
- Deep Learning
- NLP
- Computer Vision
- Generative AI
- MLOps
- API Integration
- AI Deployment

10.12 Student Capacity Building

The AI-CoE shall conduct:

- AI Awareness Programmes
- AI Foundation Courses
- Certification Programmes
- AI Bootcamps
- AI Summer Schools
- Coding Challenges
- Innovation Camps

10.13 Faculty Development Programme

The selected partner shall organize:

- Faculty Development Programmes (FDPs)
- AI Curriculum Workshops
- AI Research Methodology
- AI Lab Development
- Research Collaboration Workshops

10.14 AI Certification Programme

The AI-CoE shall offer certification programmes in areas such as:

- Artificial Intelligence Fundamentals
- Machine Learning
- Deep Learning
- Generative AI
- Prompt Engineering
- Responsible AI
- Data Analytics
- Computer Vision
- NLP
- AI Governance
- AI Project Management
- MLOps

Industry-recognized certifications and co-branded programmes with academic or technology partners are desirable.

10.15 AI Knowledge Repository

The selected partner shall establish a digital knowledge repository containing:

- AI Learning Materials
- Case Studies
- Best Practices
- AI Policies
- AI Standards
- Research Papers
- Training Videos
- Recorded Lectures
- AI Models
- Datasets
- Technical Documentation

10.16 Innovation Portal

The AI-CoE shall develop an online Innovation Portal supporting:

- Idea Submission
- Innovation Challenges
- Startup Registration
- Mentor Registration
- Event Calendar
- Knowledge Repository

- AI Learning Resources
- Collaboration Platform
- Project Tracking

10.17 AI Demonstration Programme

The AI-CoE shall periodically organize:

- AI Demonstration Days
- AI Innovation Expo
- Startup Showcase
- Technology Exhibition
- AI Industry Meet
- AI Investor Summit
- Research Symposium

10.18 Industry Partnership Framework

The selected partner shall establish strategic partnerships with:

- Technology Companies
- Cloud Service Providers
- AI Platform Providers
- Industry Associations
- Startup Networks
- Centres of Excellence
- Research Laboratories

The objective shall be to facilitate knowledge exchange, pilot projects, internships and commercialization opportunities.

10.19 Intellectual Property (IP) and Commercialization

The AI-CoE shall support:

- Patent Identification
- Patent Filing Assistance
- Copyright Registration
- Technology Licensing
- Open-Source Contributions (where appropriate)
- Technology Transfer
- Commercialization of Research Outputs

Any ownership of intellectual property created under Government-funded projects shall be governed by the terms specified in the subsequent Request for Proposal (RFP) and applicable Government policies.

10.20 Annual Innovation Calendar

The selected partner shall prepare and execute an Annual Innovation Calendar covering:

- AI Conferences
- Workshops
- Seminars
- Hackathons
- Bootcamps
- Startup Demo Days
- Faculty Development Programmes

- Government Training Programmes
- Research Symposiums
- AI Awareness Campaigns

10.21 Five-Year Capacity Building Targets

The bidder shall propose measurable outcomes. Indicative targets are:

Activity	Indicative 5-Year Target
Government Officers Trained	2,500
Technical Officers Certified	500
Students Trained	10,000
Faculty Members Trained	500
AI Certification Programmes Conducted	100
Hackathons & Innovation Challenges	20
Startups Incubated	50
Research Projects Initiated	30
Research Publications	40
Patents / IP Filings Supported	15
Industry Partnerships	25
Academic Partnerships	20

10.22 Monitoring and Performance Evaluation

The selected partner shall establish mechanisms to monitor:

- Innovation outcomes.
- Startup growth.
- Research progress.
- Training completion.
- Certification achievements.
- AI adoption across departments.
- Collaboration outcomes.
- Patent and publication metrics.
- Stakeholder satisfaction.

Quarterly and annual reports shall be submitted to the Department of Information Technology, Government of Sikkim.

10.23 Expected Outcomes

By the end of the five-year implementation period, the AI-CoE shall have:

- Established a sustainable AI innovation ecosystem.
- Enabled AI adoption across Government Departments.
- Created a pool of AI-skilled professionals within the State.
- Supported a vibrant AI startup ecosystem.
- Strengthened academia-industry-government collaboration.
- Delivered impactful AI solutions addressing Sikkim's governance and development priorities.
- Positioned Sikkim as a leading AI innovation destination in the Himalayan and North-Eastern region.

Section 11 – AI Use Cases, Pilot Projects and Departmental AI Adoption Framework

11.1 Introduction

The Government of Sikkim intends to leverage Artificial Intelligence to transform governance, improve citizen service delivery, strengthen evidence-based decision-making, and accelerate socio-economic development. The AI Centre of Excellence (AI-CoE) shall act as the nodal institution for identifying, designing, piloting, implementing and scaling AI solutions across Government Departments.

The selected Implementation Partner shall establish a structured framework for AI adoption that enables departments to identify business problems, prioritize high-impact use cases, execute pilot projects and scale successful solutions across the State.

11.2 Objectives

The objectives of this framework are to:

- Accelerate AI adoption across Government Departments.
- Identify and prioritize high-value AI use cases.
- Demonstrate measurable outcomes through pilot implementations.
- Develop reusable AI components and platforms.
- Promote responsible and ethical AI.
- Improve public service delivery.
- Enable data-driven governance.
- Build institutional AI capabilities within departments.

11.3 AI Adoption Lifecycle

The bidder shall propose a structured AI adoption lifecycle comprising:

Stage 1 – Departmental Consultation

- Stakeholder consultations.
- Business process assessment.
- Data availability assessment.
- Pain-point identification.
- AI opportunity mapping.

Stage 2 – Use Case Identification

Each participating department shall identify potential AI opportunities based on:

- Service delivery challenges.
- Administrative inefficiencies.
- Decision support requirements.
- Data availability.
- Citizen impact.
- Feasibility.

Stage 3 – Prioritization

Use cases shall be evaluated using criteria such as:

- Strategic importance.
- Citizen impact.
- Ease of implementation.
- Data readiness.
- Technical feasibility.
- Cost-benefit.
- Scalability.
- Sustainability.

Stage 4 – Proof of Concept (PoC)

Selected use cases shall undergo:

- Solution design.
- Prototype development.
- Functional testing.
- Stakeholder validation.
- Performance assessment.

Stage 5 – Pilot Implementation

Pilot projects shall include:

- Departmental deployment.
- User training.
- Performance monitoring.
- Feedback collection.
- Impact assessment.

Stage 6 – Scale-up

Successful pilots shall be:

- Optimized.
- Standardized.
- Documented.
- Integrated with departmental systems.
- Rolled out across the State.

11.4 Priority Sectors

The bidder shall propose AI solutions across, at a minimum, the following sectors:

- Governance & Administration
- Tourism
- Organic Agriculture
- Healthcare
- Disaster Management
- Forest & Environment
- Education
- Revenue & Land Administration
- Urban Development
- Rural Development
- Transport
- Police & Public Safety

- Energy
- Water Resources
- Finance & Treasury

11.5 Indicative AI Use Cases

The bidder shall propose **at least 20 AI use cases**. Illustrative examples are provided below.

A. Governance & Administration

1. Intelligent File Processing
2. AI-based Document Summarization
3. Government Knowledge Assistant
4. Policy Impact Analytics
5. AI-enabled Grievance Management

B. Tourism

6. Smart Tourist Assistant
7. Tourism Demand Forecasting
8. Visitor Flow Analytics
9. Destination Recommendation Engine

C. Organic Agriculture

10. Crop Disease Detection
11. Precision Farming Advisory
12. Yield Prediction
13. Soil Health Analytics

D. Healthcare

14. AI Clinical Decision Support
15. Disease Surveillance
16. Telemedicine Assistant
17. Hospital Resource Optimization

E. Disaster Management

18. Landslide Risk Prediction
19. Flood Early Warning Analytics
20. Emergency Resource Allocation

F. Forest & Environment

21. Forest Fire Detection
22. Wildlife Movement Analytics
23. Glacier & Climate Monitoring
24. Biodiversity Intelligence

G. Education

25. AI Tutor
26. Adaptive Learning Platform
27. Student Performance Analytics

H. Revenue & Land Administration

28. Land Record Intelligence
29. Property Analytics
30. GIS-enabled Decision Support

11.6 Departmental AI Adoption Framework

The selected partner shall establish a structured engagement model for every participating department.

Each department shall receive support for:

- AI awareness workshops.
- Opportunity assessment.
- Data readiness assessment.
- AI roadmap preparation.
- Pilot project design.
- Solution implementation.
- User training.
- Change management.
- Performance monitoring.

11.7 AI Readiness Assessment

The bidder shall conduct AI readiness assessments covering:

- Leadership commitment.
- Business processes.
- Digital maturity.
- Data availability.
- ICT infrastructure.
- Workforce capability.
- Security readiness.
- Regulatory considerations.

The assessment shall identify gaps and recommend an adoption roadmap.

11.8 Pilot Project Methodology

For each pilot, the Implementation Partner shall prepare:

- Problem statement.
- Business objectives.
- Technical approach.
- Data requirements.
- AI model selection.
- Integration approach.
- Success metrics.
- Implementation timeline.
- Risk assessment.
- Exit criteria.

11.9 Pilot Evaluation

Pilot projects shall be evaluated against:

- Accuracy and effectiveness.
- Operational efficiency gains.
- Citizen impact.
- User acceptance.
- Scalability.

- Cost-effectiveness.
- Security and privacy compliance.

The bidder shall recommend whether each pilot should be scaled, refined or discontinued.

11.10 Departmental AI Roadmaps

For every participating department, the Implementation Partner shall prepare a Departmental AI Roadmap that includes:

- Vision and objectives.
- Priority use cases.
- Data strategy.
- Integration requirements.
- Capacity building plan.
- Implementation timeline.
- Resource requirements.
- Performance indicators.

11.11 AI Centre of Excellence Support Model

The AI-CoE shall provide departments with:

- AI consulting.
- Technical advisory services.
- AI solution development.
- Model validation.
- Integration support.
- Training.
- Change management.
- Operational support.

11.12 AI Change Management

The selected partner shall implement a structured change management programme that includes:

- Stakeholder engagement.
- Communication strategy.
- User awareness.
- Executive briefings.
- Departmental champions.
- Capacity building.
- Adoption monitoring.

11.13 Reusable AI Components

The bidder shall maximize reuse by developing:

- AI APIs.
- Prompt libraries.
- Model repositories.
- Data connectors.
- Integration services.
- Workflow templates.
- Knowledge repositories.

11.14 Responsible AI

All AI solutions shall adhere to Responsible AI principles, including:

- Transparency.
- Explainability.
- Fairness.
- Accountability.
- Human oversight.
- Privacy protection.
- Bias mitigation.
- Security by design.

11.15 Monitoring & Reporting

The AI-CoE shall monitor:

- Department-wise AI adoption.
- Number of use cases deployed.
- Pilot success rates.
- User adoption.
- Citizen satisfaction.
- Productivity improvements.
- Cost savings.
- Training outcomes.

Quarterly dashboards shall be submitted to the Department of Information Technology.

11.16 Five-Year AI Adoption Targets

Indicative targets are provided below. Bidders may propose enhanced targets with supporting justification.

Performance Indicator	Indicative Target
Departments onboarded	20
AI readiness assessments completed	25
AI roadmaps prepared	20
Proofs of Concept (PoCs) completed	30
Pilot projects implemented	20
AI solutions scaled	15
Reusable AI components developed	50
Government users trained	2,500
Citizens benefiting from AI-enabled services	5,00,000+
Annual AI performance reviews	5

11.17 Deliverables

The selected Implementation Partner shall deliver:

- AI Opportunity Assessment Reports.
- Departmental AI Readiness Assessment Reports.
- AI Use Case Catalogue.
- Departmental AI Roadmaps.
- Proof of Concept Reports.

- Pilot Implementation Reports.
- Impact Assessment Reports.
- AI Adoption Dashboards.
- Standard Operating Procedures.
- Change Management Plan.
- Knowledge Transfer Documentation.
- Annual AI Adoption Report.

11.18 Expected Outcomes

By the end of the project period, the AI-CoE shall have:

- Established AI as a strategic enabler across Government.
- Implemented high-impact AI solutions tailored to Sikkim's needs.
- Developed reusable AI assets for cross-departmental use.
- Enhanced governance efficiency and citizen service delivery.
- Built institutional AI capabilities within Government Departments.
- Created a scalable and sustainable AI adoption framework aligned with the IndiaAI Mission and the Government of Sikkim's digital transformation objectives.

Section 12 – Operations, Maintenance, Governance and Performance Management Framework

12.1 Introduction

The Artificial Intelligence Centre of Excellence (AI-CoE) shall function as a permanent institutional mechanism for enabling Artificial Intelligence adoption across the Government of Sikkim. The selected Implementation Partner shall establish, operate and maintain the AI-CoE for a period of **five (5) years** from the date of commissioning.

The partner shall ensure uninterrupted operations, continuous innovation, knowledge transfer, stakeholder engagement and sustainable growth of the AI ecosystem while leveraging the IndiaAI Mission infrastructure and platforms.

12.2 12.2 Objectives

The Operations and Maintenance (O&M) framework shall:

- Ensure uninterrupted functioning of the AI-CoE.
- Provide reliable AI platform services.
- Support Government Departments throughout the AI adoption lifecycle.
- Maintain security, availability and performance of AI solutions.
- Continuously enhance AI models and applications.
- Build institutional capacity within the Government.
- Ensure long-term sustainability of the AI-CoE.

12.3 Five-Year Operational Model

The Implementation Partner shall provide comprehensive O&M services covering:

- AI Platform Operations.
- AI-CoE Facility Management.
- Innovation Lab Operations.
- AI Experience Centre Management.
- AI Training Academy Operations.
- Startup Incubation Support.
- AI Research Coordination.
- Helpdesk Services.
- Security Operations.
- Preventive and Corrective Maintenance.
- Performance Monitoring.
- Reporting and Governance.

12.4 Governance Structure

The AI-CoE shall operate under a multi-tier governance framework.

Level 1 – Apex Steering Committee

Chairperson:

- Chief Secretary, Government of Sikkim (or nominee)

Members:

- Secretary, Department of Information Technology
- Representatives from Finance Department
- Planning & Development Department
- Line Departments
- Academic Institutions
- Industry Experts
- MeitY/IndiaAI Mission (where nominated)

Responsibilities:

- Strategic guidance.
- Annual review.
- Policy direction.
- Approval of annual work plans.
- Monitoring outcomes.
- Resolution of major issues.

Level 2 – Project Steering Committee (PSC)

Chairperson:

- Secretary, Department of Information Technology

Responsibilities:

- Quarterly project review.
- Budget monitoring.
- Department coordination.
- AI roadmap approval.
- Monitoring KPIs.
- Risk management.
- Approval of pilot projects.

Level 3 – Technical Advisory Committee (TAC)

The TAC may comprise AI experts from Government, academia, industry and research institutions.

Responsibilities:

- Technical review.
- AI architecture guidance.
- Model validation.
- Technology roadmap.
- AI ethics oversight.
- Innovation review.

Level 4 – AI-CoE Management Committee

Led by the AI-CoE Director/Programme Head.

Responsibilities:

- Day-to-day operations.
- Resource management.
- AI project monitoring.
- Department coordination.
- Training management.
- Startup engagement.
- Research coordination.

12.5 Staffing Model

The bidder shall propose a suitable staffing model. Indicative key positions include:

Leadership

- Programme Director
- AI-CoE Director
- Operations Manager

Technical Team

- AI Solution Architect
- AI Platform Lead
- Data Scientist
- Machine Learning Engineer
- Generative AI Specialist
- MLOps Engineer
- Data Engineer
- DevSecOps Engineer
- Cloud Engineer
- Integration Specialist
- Cyber Security Specialist

Functional Team

- AI Business Consultant
- Government Domain Expert
- Change Management Expert
- Training Lead
- Research Coordinator
- Startup Incubation Manager
- Innovation Manager
- Documentation Specialist

Support Team

- Helpdesk Executive
- System Administrator
- Network Administrator
- Administrative Support Staff

The bidder shall indicate minimum qualifications, relevant experience and deployment plan for all key personnel.

12.6 Service Desk and User Support

A centralized Helpdesk shall be established to provide:

- Incident Management.
- Service Requests.
- User Assistance.
- AI Application Support.
- Technical Troubleshooting.
- Knowledge Base Access.
- Escalation Management.

Support channels should include:

- Telephone.
- Email.
- Web Portal.
- Service Ticketing System.
- Remote Support.

12.7 Operations & Maintenance Services

The Implementation Partner shall provide:

Preventive Maintenance

- Platform health checks.
- Security patching.
- Configuration review.
- Backup verification.
- Performance optimization.
- Database maintenance.

Corrective Maintenance

- Bug fixes.
- Incident resolution.
- Root cause analysis.
- Emergency fixes.
- Service restoration.

Adaptive Maintenance

- Integration with new Government systems.
- AI model enhancement.
- API updates.
- Compliance updates.

Perfective Maintenance

- Performance tuning.
- User interface improvements.
- Feature enhancements.
- Optimization based on user feedback.

12.8 AI Model Lifecycle Management

The selected partner shall establish a structured lifecycle management framework for all AI models, including:

- Data preparation.
- Model development.
- Validation.
- Approval.
- Deployment.
- Performance monitoring.
- Drift detection.
- Retraining.
- Version control.
- Retirement.

Comprehensive audit logs and documentation shall be maintained for every model.

12.9 Change Management

The partner shall prepare and implement a Change Management Plan covering:

- Stakeholder communication.
- Department engagement.
- User awareness.
- Change impact assessment.
- Training.
- Adoption monitoring.
- Feedback mechanisms.

12.10 Service Level Agreements (SLAs)

Indicative minimum SLAs are:

Parameter	Target
AI Platform Availability	≥ 99.5%
Critical Incident Response	Within 30 minutes
High Priority Incident Resolution	Within 4 hours
Medium Priority Incident Resolution	Within 1 business day
Low Priority Incident Resolution	Within 3 business days
Security Patch Deployment	Within 7 days of approval
Preventive Maintenance	Monthly
User Support Availability	8x6 (minimum), with emergency support for critical incidents

The bidder may propose enhanced SLA commitments.

12.11 Performance Management Framework

The AI-CoE shall implement a performance management framework with measurable Key Performance Indicators (KPIs).

Indicative KPIs include:

- AI projects completed.
- Departments onboarded.
- AI models deployed.
- AI solutions in production.
- Government officers trained.
- Startups incubated.
- Research publications.
- Citizen satisfaction.
- Platform uptime.
- Helpdesk response performance.
- Innovation events conducted.

12.12 Monitoring and Reporting

The Implementation Partner shall submit:

Monthly Reports

- Operational performance.
- Incident summary.
- SLA compliance.
- Platform utilization.
- AI model performance.

Quarterly Reports

- Department-wise progress.
- Training activities.
- Research initiatives.
- Startup ecosystem activities.
- Financial utilization.
- Risk register.

Annual Reports

- AI adoption status.
- KPI achievement.
- Innovation outcomes.
- Sustainability assessment.
- Recommendations for the following year.

12.13 Risk Management Framework

The bidder shall prepare and maintain a Risk Register covering:

- Technology risks.
- Cyber security risks.
- Data quality risks.
- Operational risks.
- Human resource risks.
- Vendor risks.

- Compliance risks.
- Business continuity risks.

Each identified risk shall include mitigation measures, ownership and review frequency.

12.14 Information Security and Compliance

The selected partner shall ensure compliance with:

- Applicable MeitY advisories.
- CERT-In directions.
- Government of Sikkim security policies.
- Digital Personal Data Protection Act, 2023 and applicable Rules.
- Secure software development practices.
- Vulnerability Assessment and Penetration Testing (VAPT).
- Regular security audits.

12.15 Knowledge Management and Transfer

The partner shall establish a structured Knowledge Management Programme that includes:

- Standard Operating Procedures (SOPs).
- Technical documentation.
- User manuals.
- Administrator manuals.
- Training material.
- Video tutorials.
- Knowledge repository.
- Lessons learned.

A formal Knowledge Transfer Plan shall be executed before project closure to enable long-term sustainability.

12.16 Exit Management

The selected partner shall prepare an Exit Management Plan at least six months prior to contract completion, ensuring:

- Smooth transition of operations.
- Transfer of documentation, source code and configuration (as applicable).
- Handover of project assets.
- Migration of operational knowledge.
- Continuity of AI services without disruption.

12.17 Sustainability Framework

The bidder shall propose a long-term sustainability plan addressing:

- Institutional sustainability.
- Financial sustainability.
- Human resource development.
- Technology refresh.
- Expansion of AI services.
- Collaboration with academia and industry.
- Revenue opportunities through training, research and innovation (subject to Government approval).

12.18 Deliverables

The selected Implementation Partner shall deliver:

- O&M Manual.
- Governance Manual.
- Staffing and Resource Deployment Plan.
- SLA Management Framework.
- Helpdesk System.
- Performance Dashboard.
- Risk Register.
- Change Management Plan.
- Knowledge Management Portal.
- Knowledge Transfer Plan.
- Annual Performance Reports.
- Exit Management Plan.

12.19 Expected Outcomes

At the end of the five-year O&M period, the AI-CoE shall have:

- Established a sustainable institutional framework for AI adoption.
- Achieved measurable AI adoption across Government Departments.
- Maintained high service availability and security.
- Built a skilled AI workforce within the Government of Sikkim.
- Fostered a vibrant ecosystem of startups, academia and industry collaboration.
- Created reusable AI assets and governance frameworks aligned with the IndiaAI Mission.
- Positioned the AI-CoE as a model for responsible and scalable AI implementation in the Himalayan and North-Eastern region.

Section 13 – Implementation Strategy, Project Phasing and Deliverables

13.1 Introduction

The Government of Sikkim has received approval under the IndiaAI Mission for the establishment of an Artificial Intelligence Centre of Excellence (AI-CoE). The selected Implementation Partner shall be responsible for establishing, operationalizing and supporting the AI-CoE in accordance with the approved Detailed Project Report (DPR), applicable guidelines of the Ministry of Electronics and Information Technology (MeitY), Government of India, and the objectives of the IndiaAI Mission. The implementation strategy shall adopt a phased approach to ensure timely establishment of the AI-CoE, structured adoption of Artificial Intelligence across Government Departments, development of an innovation ecosystem, and sustainable operations over the project lifecycle.

13.2 Implementation Objectives

The implementation strategy shall aim to:

- Establish a world-class AI Centre of Excellence for the Government of Sikkim.
- Leverage the IndiaAI Compute Facility as the primary AI compute infrastructure.
- Integrate with AIKosh, Bhashini and other approved national AI platforms.
- Develop AI solutions addressing the State's governance and development priorities.

- Build AI capabilities within Government, academia and industry.
- Create a sustainable AI innovation ecosystem.
- Ensure measurable outcomes through phased implementation and continuous monitoring.

13.3 Guiding Principles

Implementation shall be guided by the following principles:

- Phased and milestone-based execution.
- Cloud-first and API-first architecture.
- Security and Privacy by Design.
- Responsible and Ethical AI.
- Reuse of Digital Public Infrastructure.
- Open Standards and Interoperability.
- Outcome-based implementation.
- Collaboration among Government, academia, industry and startups.
- Knowledge transfer and long-term sustainability.

13.4 Overall Implementation Approach

The selected Implementation Partner shall adopt the following implementation methodology:

1. Project Initiation and Planning
2. Requirement Validation and Baseline Assessment
3. Detailed Solution Design
4. AI-CoE Infrastructure Establishment
5. Platform Development and Integration
6. AI Use Case Identification and Prioritization
7. Proof of Concept (PoC) Development
8. Pilot Deployment
9. Capacity Building and Change Management
10. Statewide Roll-out of Approved AI Solutions
11. Operations and Maintenance
12. Continuous Innovation and Improvement

13.5 Project Phasing

Phase I – Project Initiation and Planning (Months 1–2)

Activities:

- Project Kick-off Meeting
- Constitution of Project Governance Committees
- Appointment of Key Personnel
- Requirement Validation Workshops
- Site Assessment
- Baseline Study
- Stakeholder Consultations
- Risk Assessment
- Preparation of Detailed Project Implementation Plan (DPIP)

Deliverables

- Project Charter
- Detailed Project Implementation Plan
- Governance Framework
- Risk Register

- Communication Plan
- Resource Deployment Plan
- Quality Assurance Plan

Phase II – AI-CoE Establishment (Months 3–6)

Activities:

- Establishment of AI Innovation Lab
- AI Experience Centre
- AI Training Academy
- Startup Incubation Centre
- AI Research Centre
- AI Command & Analytics Centre
- ICT and Network Infrastructure
- Collaboration Facilities
- Security Infrastructure
- Testing and Commissioning

Deliverables

- Facility Layout
- Infrastructure Installation Report
- Network Architecture
- Security Architecture
- Commissioning Report
- User Acceptance Testing (UAT) Report

Phase III – AI Platform Deployment (Months 5–8)

Activities:

- AI Platform Installation
- AI Model Management Platform
- MLOps Environment
- API Gateway
- Data Integration Framework
- AI Portal
- Dashboard Framework
- Identity and Access Management
- Monitoring Tools

Integration Requirements

- IndiaAI Compute
- AIKosh
- Bhashini
- State Data Centre
- SWAN
- Existing Government Applications
- API-based Departmental Systems

Deliverables

- AI Platform
- Integration Reports
- Security Testing Report
- Performance Testing Report

- Technical Documentation

Phase IV – AI Use Cases and Pilot Projects (Months 7–12)

Activities:

- Departmental Consultations
- AI Readiness Assessments
- AI Opportunity Identification
- Selection of Priority Use Cases
- PoC Development
- Pilot Deployment
- User Training
- Pilot Evaluation
- Impact Assessment

Minimum Expectations

- AI Readiness Assessment for at least 20 Departments
- Minimum 20 AI Use Cases identified
- Minimum 10 Proofs of Concept (PoCs)
- Minimum 5 Pilot Implementations during the first year

Deliverables

- AI Readiness Reports
- Departmental AI Roadmaps
- PoC Reports
- Pilot Implementation Reports
- Impact Assessment Reports

Phase V – Capacity Building and Ecosystem Development (Throughout the Project)

Activities:

- Executive Awareness Programmes
- Government Officer Training
- Technical Certification Programmes
- Student and Faculty Skilling
- Startup Mentoring
- Hackathons
- AI Innovation Challenges
- Research Collaboration
- Industry Engagement

Deliverables

- Annual Training Calendar
- Training Materials
- Certification Reports
- Startup Incubation Reports
- Innovation Event Reports

Phase VI – Operations and Maintenance (Five Years)

Activities:

- Platform Operations
- AI Model Monitoring
- Preventive Maintenance

- Corrective Maintenance
- Helpdesk Support
- Security Monitoring
- Performance Reporting
- Continuous Improvement
- Knowledge Management
- Technology Refresh Planning

Deliverables

- Monthly O&M Reports
- SLA Compliance Reports
- Annual Performance Reports
- Knowledge Transfer Documentation
- Exit Management Plan

13.6 Milestones

Milestone	Indicative Timeline
Project Kick-off	T0
Approval of Detailed Implementation Plan	T + 2 Months
AI-CoE Infrastructure Ready	T + 6 Months
AI Platform Operational	T + 8 Months
Integration with IndiaAI Compute, AIKosh and Bhashini Completed	T + 8 Months
First AI PoC Completed	T + 9 Months
First Pilot AI Solutions Deployed	T + 12 Months
AI-CoE Fully Operational	T + 12 Months
O&M Period	Five Years

13.7 Major Deliverables

The selected Implementation Partner shall provide, at a minimum:

- Project Charter
- Detailed Project Implementation Plan
- Enterprise Architecture
- Solution Architecture
- Security Architecture
- Data Architecture
- Integration Architecture
- AI-CoE Facility Establishment
- AI Innovation Lab
- AI Experience Centre
- AI Training Academy
- Startup Incubation Centre
- AI Research Centre
- AI Command & Analytics Centre
- AI Platform
- AI Portal
- AI Knowledge Repository
- AI Readiness Assessment Reports

- Departmental AI Roadmaps
- AI Use Case Catalogue
- PoC Reports
- Pilot Implementation Reports
- Training Curriculum and Materials
- Standard Operating Procedures (SOPs)
- User Manuals
- Administrator Manuals
- Helpdesk System
- Performance Dashboards
- Monthly and Annual Reports
- Knowledge Transfer Documents
- Exit Management Plan

13.8 Acceptance Criteria

The deliverables shall be accepted based on:

- Compliance with approved designs.
- Successful installation and configuration.
- Completion of Functional Testing.
- User Acceptance Testing (UAT).
- Security Assessment.
- Performance Benchmarking.
- Demonstration of required functionality.
- Submission of all documentation.
- Approval by the Department of Information Technology, Government of Sikkim.

13.9 Quality Assurance

The Implementation Partner shall establish a Quality Assurance (QA) framework covering:

- Project Management Quality
- Technical Quality Reviews
- Code Reviews
- Security Reviews
- Documentation Reviews
- Testing and Validation
- Configuration Management
- Continuous Improvement

13.10 Reporting Framework

The Implementation Partner shall submit:

Weekly Reports

- Progress against plan
- Risks and issues
- Activities completed
- Activities planned

Monthly Reports

- Milestone status
- Resource deployment
- AI platform status

- Departmental engagement
- SLA compliance
- Financial progress (where applicable)

Quarterly Reports

- Steering Committee updates
- KPI achievement
- Innovation ecosystem progress
- Capacity building activities
- AI adoption status

Annual Reports

- Overall project performance
- AI adoption outcomes
- Research and innovation achievements
- Startup ecosystem development
- Recommendations for the following year

13.11 Risk and Issue Management

The selected partner shall maintain a Project Risk Register identifying:

- Technical Risks
- Operational Risks
- Cyber Security Risks
- Data Risks
- Regulatory Risks
- Human Resource Risks
- Vendor Risks
- Business Continuity Risks

Each risk shall include:

- Probability
- Impact
- Mitigation Strategy
- Risk Owner
- Review Frequency

13.12 Change Control

Any changes to the approved implementation scope, architecture, timelines or deliverables shall be governed through a formal Change Control Process, subject to review and approval by the Department of Information Technology, Government of Sikkim.

13.13 Knowledge Transfer and Exit Management

The Implementation Partner shall prepare and execute a comprehensive Knowledge Transfer Plan to ensure operational continuity beyond the contract period.

The Exit Management Plan shall include:

- Transfer of technical documentation.
- Handover of configurations and repositories (where applicable).
- Transfer of operational knowledge.
- Transition support to Government or successor agency.
- Asset inventory and handover.
- Final project closure report.

13.14 Expected Outcomes

Upon completion of the implementation phase, the AI-CoE shall:

- Be fully operational and integrated with the IndiaAI ecosystem.
- Function as the nodal AI innovation institution for the Government of Sikkim.
- Support AI-enabled governance across multiple departments.
- Deliver scalable AI solutions addressing State priorities.
- Build AI capacity within Government, academia and industry.
- Foster a sustainable ecosystem for AI research, innovation and entrepreneurship.
- Provide a robust operational and governance framework capable of supporting long-term AI adoption and continuous innovation across the State.

Section 14 – Eligibility Criteria and Evaluation Methodology

14.1 Introduction

The Government of Sikkim intends to identify competent and experienced organizations for partnering in the establishment, operationalization and long-term sustainability of the Artificial Intelligence Centre of Excellence (AI-CoE).

The purpose of this Expression of Interest (EOI) is to identify organizations possessing proven capabilities in Artificial Intelligence, Digital Transformation, Research & Development, Capacity Building, Innovation Management and Government Technology Projects.

The evaluation process shall be transparent, objective and based on the criteria specified in this chapter.

14.2 Eligible Organizations

The following organizations may participate individually or as a Consortium/Joint Venture (JV):

- AI Solution Providers
- System Integrators
- IT Consulting Organizations
- Cloud Service Providers
- Technology Companies
- Academic Institutions
- Universities
- Research Organizations
- Public Sector Undertakings (PSUs)
- Government Organizations
- Start-up India Recognized Companies (as consortium members)
- Industry Associations
- Innovation Organizations

The Lead Member shall be solely responsible for overall project coordination and contractual obligations.

14.3 Consortium Requirements

Where proposals are submitted by a Consortium:

- Maximum **three (3)** members shall be permitted.
- One member shall be designated as the **Lead Member**.
- The Lead Member shall hold a minimum **51% stake** in the consortium.
- Consortium Agreement/Memorandum of Understanding (MoU) shall be submitted.
- Each consortium member shall clearly define its scope and responsibilities.
- No organization shall participate in more than one proposal, either individually or as a consortium member.
- The Lead Member of the applying consortium shall remain responsible for overall project delivery.

14.4 Pre-Qualification (Mandatory Eligibility Criteria)

The Respondent must satisfy all of the following mandatory requirements.

Sl. No.	Eligibility Requirement	Documentary Evidence
1	Organization registered in India under the applicable law	Certificate of Incorporation/Registration
2	Minimum 5 years of operations in India	Incorporation Certificate
3	Valid PAN and GST Registration	PAN & GST Certificates
4	Not blacklisted/debarred by any Central/State Government or PSU during the last five years	Self-declaration
5	Positive Net Worth during the last three financial years	CA Certificate/Audited Financial Statements
6	Average annual turnover of at least ₹50 Crore during the last three financial years (Lead Member in case of Consortium) <i>(Government may modify as appropriate)</i>	Audited Financial Statements
7	Experience in implementation of AI/Digital Transformation/ICT projects	Work Orders/Completion Certificates
8	Valid ISO 9001 certification	Certificate
9	Valid ISO/IEC 27001 certification	Certificate
10	Submission of all required forms and declarations	Annexures

Failure to satisfy any mandatory criterion may result in rejection of the proposal.

14.5 Desired Qualifications

Respondents are encouraged to demonstrate experience in:

- AI Centre of Excellence establishment.
- Generative AI solutions.
- Machine Learning platforms.
- Government AI initiatives.
- Large Digital Transformation projects.
- AI Innovation Labs.
- AI Research.
- AI Capacity Building.
- Startup Incubation.
- Cloud-native AI platforms.
- Responsible AI implementation.
- Integration with Digital Public Infrastructure.

14.6 Technical Evaluation Methodology

Only proposals meeting the mandatory eligibility criteria shall be considered for technical evaluation. The technical evaluation shall be conducted out of **100 Marks**. A minimum score of **70 Marks** shall be required to qualify.

14.7 Technical Evaluation Matrix

Evaluation Parameter	Maximum Marks
A. Organizational Experience and Credentials	25
B. Government Project Experience	20
C. Proposed AI-CoE Vision, Technical Approach and Innovation	25
D. Team Strength and Key Experts	15
E. Innovation, Sustainability and Ecosystem Development	15
Total	100

A. Organizational Experience and Credentials (25 Marks)

Criteria	Marks
Experience in AI projects	10
Experience in AI Centres of Excellence	5
Experience in AI Innovation/Research	5
Partnerships with global AI technology providers, universities or research institutions	5

Supporting Documents:

- Work Orders
- Completion Certificates
- Client Certificates
- MoUs
- Partnership Certificates

B. Government Project Experience (20 Marks)

Marks shall be awarded based on:

- AI projects executed for Government.
- Digital Transformation programmes.
- Smart Governance initiatives.
- e-Governance implementation.
- AI-based decision support systems.
- Projects implemented for Central/State Governments or PSUs.

C. Proposed AI-CoE Vision and Technical Approach (25 Marks)

The evaluation shall consider:

- Understanding of Sikkim's requirements.
- AI-CoE operating model.
- Integration with IndiaAI Compute.
- AIKosh integration.
- Bhashini integration.
- Proposed AI Platform.
- Innovation ecosystem.

- Technical architecture.
- Scalability.
- Security.
- Responsible AI framework.

D. Team Strength and Key Experts (15 Marks)

Marks shall be awarded based on:

- Programme Director.
- AI Architect.
- Data Scientists.
- ML Engineers.
- Generative AI Experts.
- MLOps Specialists.
- Skilled AI Trainers.
- Government Domain Experts.
- Cyber Security Specialists.
- Change Management Experts.

The evaluation shall consider qualifications, certifications and relevant experience.

E. Innovation, Sustainability and Ecosystem Development (15 Marks)

The evaluation shall consider:

- Startup ecosystem development.
- Research collaboration.
- Academia partnerships.
- AI innovation programmes.
- Capacity building.
- Financial sustainability.
- Revenue generation strategy.
- Future roadmap.

14.8 Presentation Evaluation

Shortlisted Respondents may be invited to make a technical presentation before the Technical Evaluation Committee.

The presentation shall cover:

- Organization profile.
- AI experience.
- AI-CoE vision.
- Technical architecture.
- Proposed AI platform.
- AI use cases for Sikkim.
- Innovation strategy.
- Capacity building framework.
- O&M strategy.
- Sustainability roadmap.

Presentation Evaluation Matrix (50 Marks)

Criteria	Marks
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Understanding of the AI-CoE Vision	10
Technical Architecture and Innovation	10
Sikkim-specific AI Use Cases	10
Implementation & O&M Strategy	10
Question & Answer Session	10
Total	50

The Technical Evaluation Committee may normalize presentation scores, if required.

14.9 Technical Evaluation Committee (TEC)

The Government of Sikkim shall constitute a Technical Evaluation Committee comprising representatives from:

- Department of Information Technology (Chair)
- Finance Department
- Planning & Development Department
- Academic/Research Institutions
- Subject Matter Experts in Artificial Intelligence
- Invited Experts from MeitY/IndiaAI Mission (if considered appropriate)

The Committee shall evaluate all proposals and make recommendations to the Competent Authority.

14.10 Clarifications

The Technical Evaluation Committee may:

- Seek written clarifications.
- Request additional information.
- Conduct technical discussions.
- Verify project credentials.
- Contact client references.
- Seek demonstrations of AI solutions.

Submission of clarifications shall not confer any right upon the Respondent.

14.11 Due Diligence

The Government reserves the right to:

- Verify any information submitted.
- Conduct site visits.
- Verify client references.
- Validate financial credentials.
- Assess technical capabilities.
- Examine research facilities.
- Review AI platforms.

Any incorrect or misleading information may result in disqualification.

14.12 Selection Process

The EOI is intended to identify suitable organizations for partnering with the Government of Sikkim. Based on the evaluation:

- One or more Respondents may be shortlisted.

- The Government may invite shortlisted organizations for detailed discussions, Proof of Concept (PoC), workshops or presentations.
- The Government may subsequently issue a Request for Proposal (RFP), initiate empanelment or adopt any other procurement method, as permitted under applicable rules.
- Participation in the EOI shall not confer any right to award of work.

14.13 Tie-Breaking Criteria

In the event of a tie, preference shall be given in the following order:

1. Higher score under "Proposed AI-CoE Vision and Technical Approach".
2. Higher score under "Government Project Experience".
3. Higher score under "Organizational Experience and Credentials".
4. Greater number of successfully completed AI projects for Government.
5. Decision of the Competent Authority shall be final.

14.14 Disqualification

A proposal may be rejected if:

- Mandatory eligibility criteria are not met.
- Required documents are not submitted.
- Material misrepresentation or false information is detected.
- The Respondent has been blacklisted or debarred.
- There is a conflict of interest.
- The proposal is incomplete or submitted after the due date.
- The Respondent attempts to influence the evaluation process.

14.15 Reservation of Rights

The Government of Sikkim reserves the right to:

- Accept or reject any or all proposals.
- Amend, modify or cancel the EOI.
- Seek additional information or clarifications.
- Shortlist one or more organizations.
- Conduct presentations, workshops or demonstrations.
- Issue an RFP or adopt any other procurement process without assigning any reason.

The decision of the Government shall be final and binding.

Section 15 - Submission Instructions and Bid Process

15.1 Introduction

The Government of Sikkim invites Expressions of Interest (EOIs) from eligible organizations for partnering in the establishment, operationalization and long-term sustainability of the Artificial Intelligence Centre of Excellence (AI-CoE).

This EOI is intended to identify technically competent organizations possessing expertise in Artificial Intelligence, Digital Transformation, Research, Capacity Building and Innovation Ecosystem Development. It is **not a request for financial quotations, nor does it constitute a commitment by the Government to award any contract.**

The information received through this EOI may be used by the Government to finalize the implementation strategy, shortlist suitable organizations and determine the most appropriate procurement methodology in accordance with applicable Government rules.

15.2 Availability of EOI Document

The EOI document shall be made available through:

- Government of Sikkim official website.
- Department of Information Technology website.
- State e-Procurement Portal (if applicable).
- Publication in leading national and regional newspapers.
- Any other platform considered appropriate by the Government.

Respondents shall regularly monitor the official websites for corrigenda, addenda or other notifications.

15.3 Important Dates

The schedule of the EOI shall be notified in the Notice Inviting Expression of Interest.

Indicative activities include:

- Publication of EOI.
- Start date for submission of queries.
- Last date for submission of queries.
- Publication of responses to queries.
- Last date and time for submission of EOI.
- Opening of EOI responses.
- Technical evaluation.
- Technical presentations (if required).
- Shortlisting of respondents.
- Approval by the Competent Authority.

The Government reserves the right to modify the schedule by issuing a corrigendum.

15.4 Clarifications and Pre-Bid Queries

Respondents may seek clarification on the EOI by submitting queries in writing within the prescribed timeline.

Queries shall clearly indicate:

- Section Number.
- Page Number.
- Clause Reference.
- Description of Query.
- Suggested Clarification (if any).

The Department may organize a Pre-Bid Meeting to clarify issues raised by prospective respondents. Minutes of the meeting and responses to queries shall form part of the EOI.

15.5 Corrigendum and Amendments

The Government may amend the EOI at any time prior to the submission deadline through corrigenda or addenda.

Such amendments shall be published on the official website(s) and shall be binding on all respondents.

15.6 Language of Submission

All proposals, correspondence and supporting documents shall be submitted in English. Any supporting documents in another language shall be accompanied by an authenticated English translation.

15.7 Proposal Submission

The proposal shall contain, at a minimum:

Part A – Administrative Documents

- Letter of Intent.
- Organization Profile.
- Certificate of Incorporation.
- PAN.
- GST Registration.
- Authorized Signatory Authorization.
- Consortium Agreement (if applicable).
- Self-Declaration regarding non-blacklisting.
- Financial Statements.
- Mandatory Certifications.

Part B – Technical Proposal

- Understanding of the AI-CoE vision.
- Proposed implementation strategy.
- Technical architecture.
- AI platform approach.
- Integration with IndiaAI Compute.
- AIKosh integration.
- Bhashini integration.
- AI use cases.
- Capacity building framework.
- Startup ecosystem strategy.
- O&M approach.
- Risk management.
- Innovation roadmap.

Part C – Supporting Documents

- AI project experience.
- Government project references.
- Completion certificates.
- Client testimonials (if available).
- Case studies.
- Research publications.
- Academic or industry partnership details.
- Relevant certifications.

No financial quotation or commercial proposal shall be submitted as part of this EOI.

15.8 Mode of Submission

The proposal shall be submitted in the manner specified in the Notice Inviting EOI. Where physical submission is required:

- The proposal shall be submitted in sealed envelopes clearly superscribed:

"Expression of Interest for Partnering in Establishment of Artificial Intelligence Centre of Excellence (AI-CoE) for the Government of Sikkim"

Where electronic submission is permitted, proposals shall be uploaded through the designated portal within the prescribed timeline.

Late submissions shall not be accepted.

15.9 Proposal Validity

The proposal shall remain valid for a period of **180 days** from the last date of submission, unless otherwise specified by the Government.

15.10 Proposal Opening

EOI responses shall be opened by a committee constituted by the Government of Sikkim.

Only the administrative and technical documents shall be examined.

As this is an EOI, no financial bids shall be opened.

15.11 Evaluation Process

The evaluation shall broadly comprise the following stages:

Stage 1 – Preliminary Scrutiny

Verification of:

- Submission completeness.
- Eligibility documents.
- Mandatory declarations.
- Consortium documents.
- Compliance with submission requirements.

Stage 2 – Eligibility Evaluation

Assessment of:

- Legal status.
- Financial eligibility.
- Technical eligibility.
- Certifications.
- AI project experience.
- Government project experience.

Stage 3 – Technical Evaluation

Assessment based on the approved Technical Evaluation Matrix, including:

- Organizational experience.
- Government AI project experience.
- Proposed AI-CoE approach.
- Team strength.
- Innovation and sustainability.

Stage 4 – Technical Presentation (if required)

Shortlisted respondents may be invited to present:

- AI-CoE vision.
- Technical solution.

- Demonstration of AI capabilities.
- Innovation framework.
- Sikkim-specific AI use cases.
- Implementation methodology.

Stage 5 – Due Diligence

The Government may:

- Verify project credentials.
- Contact client references.
- Conduct site visits.
- Review AI platforms.
- Seek demonstrations.
- Request additional information.

15.12 Stage 6 – Shortlisting

Based on the evaluation, one or more organizations may be shortlisted.

The Government of Sikkim may subsequently issue an RFP, invite detailed technical and financial proposals, empanel organizations or adopt any other procurement method permitted under applicable rules.

15.13 Rejection of Proposals

A proposal may be rejected if:

- It is received after the prescribed deadline.
- It is incomplete.
- Mandatory documents are missing.
- False or misleading information is submitted.
- Eligibility criteria are not met.
- There is a conflict of interest.
- The respondent has been blacklisted or debarred.
- The proposal attempts to influence the evaluation process.

The decision of the Government of Sikkim shall be final.

15.14 Confidentiality

Respondents shall maintain confidentiality of all information provided by the Government. Similarly, the Government of Sikkim shall maintain confidentiality of proprietary information submitted by respondents, except where disclosure is required under applicable laws or Government of Sikkim procedures.

15.15 Ownership of Documents

All proposals and supporting documents submitted in response to this EOI shall become the property of the Government of Sikkim.

The Government of Sikkim shall not be obliged to return submitted documents.

15.16 Cost of Participation

All costs associated with the preparation and submission of the EOI, participation in meetings, presentations, demonstrations or discussions shall be borne entirely by the respondent. The Government of Sikkim shall not be liable for any such costs irrespective of the outcome of the EOI.

15.17 Right to Accept or Reject

The Government of Sikkim reserves the right to:

- Accept or reject any or all EOIs.
- Cancel or withdraw the EOI.
- Modify the scope of work.
- Amend the evaluation process.
- Seek additional information.
- Invite presentations or demonstrations.
- Shortlist one or more respondents.
- Issue an RFP or adopt any other procurement methodology without assigning any reason.

No respondent shall have any claim against the Government of Sikkim arising from the exercise of these rights.

15.18 Conflict of Interest

Respondents shall disclose any actual, potential or perceived conflict of interest that may affect their participation.

Failure to disclose such conflict may result in rejection of the proposal or disqualification at any stage of the process.

15.19 Fraudulent and Corrupt Practices

Respondents shall observe the highest standards of ethics during the EOI process.

Any attempt to influence the evaluation process through fraudulent, corrupt, collusive or coercive practices shall result in immediate disqualification and may attract further action under applicable laws.

15.20 Governing Law and Jurisdiction

The EOI and all subsequent proceedings shall be governed by the laws of India.

Any disputes arising from this EOI shall be subject to the exclusive jurisdiction of the competent courts at Gangtok, Sikkim.

15.21 Contact Details

All communications relating to this EOI shall be addressed to:

The Director

Department of Information Technology

Government of Sikkim

Gangtok, Sikkim

Email: _____

Telephone: _____

Website: _____

15.22 Disclaimer

Participation in this EOI shall not confer any right upon any respondent for award of work.

The Government of Sikkim reserves the absolute right to determine the future procurement strategy, including issuance of a Request for Proposal (RFP), empanelment, nomination of one or more implementation partners or adoption of any other procurement method in accordance with applicable Government of Sikkim rules and approvals.

Submission of an EOI shall be deemed as acceptance of all terms and conditions contained in this document.

Section 16 – Annexures and Standard Forms

Annexure-I

Letter of Submission / Expression of Interest

(To be submitted on the Respondent's Letterhead)

Contents:

- Date
- EOI Reference Number
- Name of Respondent
- Address
- Contact Details
- Declaration of Interest
- Acceptance of Terms & Conditions
- Confirmation of Proposal Validity (180 Days)
- Authorized Signatory

Annexure-II

Organization Profile

- Name of Organization
- Year of Incorporation
- Legal Status
- CIN
- PAN
- GST
- Registered Office
- Corporate Office
- Website
- Contact Person
- Email
- Phone
- Nature of Business
- Total Employees
- AI Professionals
- Data Scientists

- AI Researchers
- Offices in India
- International Presence

Annexure-III

Consortium Details (If Applicable)

Include:

Lead Member

Partner-1

Partner-2

Responsibilities of each member

Percentage Share

Areas of Expertise

Authorized Representative

Consortium Agreement

Annexure-IV

Power of Attorney / Authorization Letter

Authorize

Name

Designation

Organization

Authority to sign

Authority to represent

Authority to negotiate

Annexure-V

Financial Information

Provide

Annual Turnover

Net Worth

Profit/Loss

Audited Financial Statements

CA Certificate

Last Three Financial Years

Annexure-VI

AI Project Experience

Table:

Project Name

Client

Sector

Country

Duration

Contract Value

AI Technologies Used
Scope
Status
Reference
Completion Certificate

Annexure-VII

Government Project Experience

Include
Government Department
State/Central Government
Project Value
Duration
Technology
Role
Completion Status
Reference Details

Annexure-VIII

AI Centre of Excellence Experience

Provide details of:
AI Labs
Innovation Centres
Research Centres
Command Centres
Experience Centres
Training Academies
Startup Incubators

Annexure-IX

Proposed Technical Solution

The bidder shall explain:
AI Vision
Architecture
AI Platform
IndiaAI Compute Integration
AIKosh Integration
Bhashini Integration
Data Architecture
Security
Responsible AI
MLOps
Innovation Framework
Scalability
High Availability

Annexure-X

Proposed AI Use Cases for Sikkim

Minimum 20 Use Cases

Department

Problem Statement

AI Solution

Benefits

Expected Outcome

Implementation Timeline

Technology

Annexure-XI

Proposed Implementation Methodology

Include:

Project Plan

Milestones

Implementation Strategy

Resource Plan

Risk Plan

Quality Assurance

Testing Strategy

Knowledge Transfer

Exit Management

Annexure-XII

Proposed Team Composition

For each expert provide

Name

Qualification

Experience

Role

Certifications

Relevant AI Projects

Availability

CV

Key Personnel may include

Programme Director

AI Architect

ML Engineer

Data Scientist

AI Trainer

Startup Lead

Cyber Security Expert

DevSecOps Engineer

Cloud Architect

Project Manager

Annexure-XIII

Capacity Building Framework

Provide
Training Calendar
Certification Programmes
Government Training
Faculty Development
Student Training
Hackathons
Innovation Challenges
AI Awareness
Annual Targets

Annexure-XIV

Startup and Innovation Ecosystem Plan

Describe
Incubation
Acceleration
Mentoring
Funding Support
Investor Connect
Research Collaboration
Industry Partnership
University Partnership
Commercialization

Annexure-XV

Compliance Matrix

Provide clause-wise compliance
| Clause | Requirement | Compliance (Yes/No) | Remarks |
Every clause of the EOI should be covered.

Annexure-XVI

Declaration of Non-Blacklisting

Declare
Not blacklisted
No pending debarment
No fraud
No corruption
No conviction
Authorized Signature

Annexure-XVII

Conflict of Interest Declaration

Declare
No Conflict

Potential Conflict
Associated Organizations
Joint Ventures
Sub-contractors
Related Parties

Annexure-XVIII

Integrity and Ethical Practices Declaration

Declare compliance with:

GFR 2017
CVC Guidelines
MeitY Guidelines
Applicable Procurement Rules
Anti-Corruption Laws
Fair Competition
Confidentiality
Responsible AI
Ethical AI

Annexure-XIX – Technical Presentation Format

- Organization Overview
- AI Vision
- Architecture
- AI Platform
- AI Use Cases
- O&M
- Innovation Ecosystem
- Capacity Building
- Demonstration (if applicable)

Annexure-XX – Technical Presentation Evaluation Sheet

Evaluation Parameter	Marks
Understanding of Requirements	10
AI Technical Architecture	10
Innovation & AI Vision	10
Sikkim-Specific Use Cases	10
Implementation Methodology	10
O&M & Sustainability	5
Team Capability	5
Total	60

Annexure-XXI – Technical Evaluation Sheet (For Evaluation Committee)

Criteria	Maximum Marks
AI Experience	25
Government Project Experience	20
AI-CoE Technical Approach	25
Team Strength	15
Innovation & Sustainability	15
Total	100

Annexure-XXII – Document Checklist

Sl. No.	Document	Submitted (Yes/No)
1	Letter of Submission	
2	Organization Profile	
3	Consortium Details	
4	Power of Attorney	
5	Financial Information	
6	AI Project Experience	
7	Government Project Experience	
8	AI-CoE Experience	
9	Technical Solution	
10	AI Use Cases	
11	Team Details	
12	Capacity Building Plan	
13	Innovation Ecosystem Plan	
14	Compliance Matrix	
15	Non-Blacklisting Declaration	
16	Conflict of Interest Declaration	
17	Integrity Declaration	