

**Request for Expression of Interest
for Selection of Consultant for Technology enablement and Digital Transformation of Assam
Inland Water Transport Development Society (AIWTDS), Assam**

Reference: IN-IWT-561625-CS-CQS

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Letter of Invitation

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES– FIRMS SELECTION) ASSAM INLAND WATER TRANSPORT DEVELOPMENT SOCIETY

Assignment Title: Selection of Consultant for Technology enablement and Digital Transformation of Assam Inland Water Transport Development Society (AIWTDS), Assam

Reference No.: IN-IWT-561625-CS-CQS

The Government of Assam has embarked on transforming the quality of inland water transport services, integrate high quality passenger and vehicle ferry services, and cargo handling infrastructure and augmentation of services with an institutional framework, policy planning and sustainability.

To achieve this mission of development to build and operate effective inland water transport system from the existing Directorate of Inland Waterway Transport, Government of Assam has secured World Bank financing to develop the Assam Inland Water Transport Project. To plan, manage and commission the project, the Assam Inland Water Transport Development Society was established to oversee and complete the project under this mandate.

The World Bank is providing support to Government of Assam (GoA) on the Assam Inland Water Transport Project (AIWTP) which aims at improving the public passenger transport by river ferries in the state of Assam (primarily on the Brahmaputra but also on the Barak River) and the institutional capacity and framework to develop the sector. As part of the Institutional, Regulatory and Safety strengthening component of this project, several reform measures have already been undertaken, such as setting up of the Assam Inland Water Transport Regulatory Authority (AIWTRA), incorporation of the Assam Inland Waterways Company Limited (AIWCL), restructuring of the Directorate of Inland Water Transport Assam (DIWTA).

The Project Development Objectives (PDOs) are to (a) improve passenger ferry infrastructure and services in Assam and (b) improve the institutional capacity and framework for inland water transport in Assam.

Need of the Assignment:

Assam Inland Water Transport Development Society intends to prioritize a range of strategic IT interventions to drive the department's digital transformation. To ensure the successful implementation of these modernization initiatives, AIWT requires the expertise of a dedicated Technical Consultant. The broad scope of work for the Consultant is outlined below, while the detailed scope is provided in the relevant sections of the document

1. Asset Tracking and Monitoring

2. Data Analytics Dashboard

The Assam Inland Water Transport Development Society (AIWTDS) invites eligible consulting "Firms" to indicate their interest in providing the Services. Interested Firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The REOI includes the following documents:

1. ROI Letter
2. Terms of Reference
3. Eligibility Criteria
4. The REOI is available online at <https://assamtenders.gov.in> portal for downloading. The Consultants would be responsible for ensuring that any addenda available on the website is also downloaded and incorporated prior to submission of proposals.
5. Details on the proposal's submission date, time and address are provided in the relevant section- instructions to the bidders & Datasheet

State Project Director

Assam Inland Water Transport Development Society,

Ulubari, Guwahati-781007

TERMS OF REFERENCE

1. About the Project

1.1 Background

The Government of Assam [GoA] is modernizing the Assam Inland Waterways system to make it efficient and sustainable so that the entire eco-system grows. Assam has the largest network of navigable waterways. The Government of Assam (GoA) has taken on the challenge of modernizing the ferries sector which, though vital to the state, remains largely informal and weakly regulated. The challenge is multifaceted: it includes the governance and regulation of the sector; the standards, equipment, and amenity of many vessels; the rudimentary navigational aids currently used; and the condition of many ferry terminals that are no more than improvised moorings needing relocation with changing river conditions, often for substantial distances and to locations with poor last mile connectivity.

Around 31.2 million people live in Assam (census 2011), a population that grew by nearly 17 percent since 2001. GDP per capita in the state is only around two thirds of India's average, ranking 22 among all Indian states. Most of Assam's people live and work in the Brahmaputra Valley or close to it: the river Brahmaputra (also designated as National Waterways 2) flowing east to west bisects the entire state for 891 km between the Bangladesh Border and Sadiya. It generally varies in width from around 1 to 10 km but in parts it is up to 20 km wide. It contains many inhabited islands, including Majuli Island, the world's largest inhabited river island. The river is also a vital transport asset, the majority of Assam's more than 361 ferry routes (including 89 notified routes operated by IWT) to cross the Brahmaputra or serve its islands, providing a crucial means of transport for thousands of communities in both the urban and rural areas of the Brahmaputra Valley.

The GoA is presently implementing AIWT Project with World Bank's financial assistance for improving the public passenger transport river ferries in the state of Assam (primarily on the Brahmaputra) and the institutional capacity and framework to develop the sector.

1.2 Transport Department Government of Assam

The Transport Department, Government of Assam is the governing body for the road and water transport in Assam. It administers (i) Assam State Transport Corporation, (ii) Directorate of Inland

Water Transport and (iii) Commissionerate of Transport. Amongst these, the Directorate of Inland Water Transport (DIWT) operates the water transportation in the State of Assam.

1.3 Inland Water Transport in the State

The Directorate of Inland Water Transport, Assam (DIWTA) was established in the year 1958 at Shillong for promoting inland waterways in the State of Assam. In 1963, it was relocated to Guwahati. As the name suggests, the apex body regulates the water transportation in the State of Assam.

The existing main functions and responsibilities of the Directorate of Inland Water Transport, Assam are:

- Ferry Services: IWT owns 102 number of vessels and operates 89 ferries on river Brahmaputra and Barak
- River Conservancy: It has a river conservancy wing for maintaining proper navigability of the river route.
- Crew Training Centre: DIWTA maintains a Crew Training Centre (CTC) at Guwahati wherein almost 2,000 crew members have passed out.

DIWTA head office is at Guwahati, and it has three divisions viz. Guwahati, Jorhat and Silchar and 05 sub- divisions located at Guwahati (PPC Sub- Division), Dhubri, Jorhat, Dibrugarh and Hailakandi. The Executive Engineer is the controller of the respective Division offices who are responsible to look after the smooth operation of the ferry services and other establishment matters.

The Directorate of Inland Water Transport, Assam operate and manages ferry boats and landside assets, whether funded through internal revenue, Central or State Government grants, or borrowings, held for the common good.

1.4 Assam Inland Water Transport Regulatory Authority (AIWTRA):

The Assam IWT Regulatory Authority (AIWTRA) has been established to act as an autonomous body to support the development of an eco-friendly, dependable, safe, and efficient inland water transport and terminal services in order to enhance the Assam IWT sector. The establishment of Assam Inland Water Transport Regulatory Authority (AIWTRA) has been a path breaking development since, Assam is the only state in the country in which such an enactment of RA for Inland Water Transport has been done.

The Assam IWT Regulatory Authority (AIWTRA) act was enacted on 15th Nov 2018 and notified on 4th Dec 2018. “Assam IWT Regulatory Authority Act, (Amendment) Bill-2020” was passed by the Assam Legislative Assembly in Sep’20 to enable the Assam IWT RA to fix tariffs for passenger vessels or cargo vessels. AIWTRA has been now operational from past 2 years (since 2020) staffed with 5 key positions i.e. Chairman, 4 Members & Secretary along with supporting staff.

The functions of Assam IWT Regulatory Authority (AIWTRA) shall be to regulate the activities of inland water transport operators, activities of inland water port and terminal operators, register vessels, frame regulations and guidelines, conservancy activities, encourage indigenous manufacturing of vessels, advice government on matters relating to inland waterways amongst various other functions as stated in AIWTRA Act.

1.5 Assam Inland Waterways Company Limited (AIWCL):

The Assam Inland Waterways Company Ltd (AIWCL) accorded Government approval in May 2022 and was incorporated in July 2022, as a fully owned company of Govt. of Assam.

The AIWCL will have autonomy to manage and operate the Directorate of Inland Water Transport's existing and newly developed assets while maximizing profitability by utilizing all available revenue streams.

The Assam Inland Water Transport Company Limited will play a vital role in the development and operation of the inland water transport system in Assam. With its focus on modernization, infrastructure development, and skilled workforce, the company aims to enhance connectivity, boost trade, and improve the lives of the people of Assam by harnessing the immense potential of the state's waterways.

In order to manage and operate IWT's assets and provide safe, secure, and ecologically responsible modes of transportation for people and goods, AIWCL will function as an independent public sector venture. Additionally, the business will oversee the ports' and terminals' activities.

The company will focus on improving Inland Waterway navigational standards, acquiring technologically advanced vessels, and implementing modern management practices to ensure a seamless and comfortable travel experience for passengers.

AIWCL will be responsible for maintenance and operation of passenger and cargo vessels, as well as the development and management of terminals, jetties, and navigational aids along the waterways.

AIWCL will also encourage additional investments from private companies in PPP mode as well as in leased mode for passenger vessels, cargo vessels, tourism-related operations, etc. AIWCL will be instrumental in promoting economic growth, tourism, and trade in the region. It will facilitate the movement of people, goods, and resources, opening up new opportunities for businesses and industries. Moreover, it will contribute to reducing road congestion and carbon emissions by providing an eco- friendly alternative mode of transportation.

1.6 Assam Inland Water Transport Development Society (AIWTDS):

To transform the quality of inland water transport services and integrate high quality passenger and vehicle ferry services into Assam's wider transport network, the Government of Assam has taken up the project titled "Assam Inland Water Transport Project" (AIWTP) through financing from World Bank. The AIWTDS has been formed under the Transport Department for project implementation and management support of AIWTP. The Assets purchased through the AIWTP shall be operated by DIWTA and subsequently the ownership will be transferred to the newly formed company AIWCL

1.7 Current Status of digital initiatives

AIWCL is transforming Assam's River transport ecosystem with initiatives such as Vessel Tracking Communication and Support System (VTCSS), River Information System (RIS), modern steel catamarans, online e-ticketing, etc. These innovations have enhanced safety, efficiency, accessibility, and passenger experience across the state's waterways.

Going forward, integrated ferry tracking apps, multi-lingual digital services, and stronger social media engagement can further boost public trust, improve operational efficiency, and position Assam as a national leader in smart inland water transport.

1.8 Existing Digital Ecosystems

AIWTDS/AIWCL currently operate the following digital systems, which the Consultant is expected to assess, interface with, and build upon during the assignment:

Asset Management System: Existing Software developed under the Project. Built for tracking movable and immovable assets across DIWT/AIWCL. This is an ERP based system.

E-Ticketing Platform: Existing Software developed under the Project. Online ticketing system used for passenger ferry services, generating transactional and ridership data. Cloud hosted, web/ mobile portal. Dashboard for transactional and ridership data extraction expected.

GIS Platform: Existing Software developed under the Project. Available for spatial mapping of assets and terminals.

GRM Platform: Existing Software developed under the Project. Grievance Redress Mechanism Platform, dashboard for clear visibility and management of grievances.

S.No	System / Data Category	Data to be Provided by AIWTDS	Format / Quality	Availability (linked to Assignment Timeline)
1	Asset Management System	Consolidated asset register (movable & immovable assets), prepared by the Consultant under the Project	Structured dataset, MS Excel	On date of signing of contract (T ₀)
2	e-Ticketing Platform	Transactional and ridership data	Excel/CSV extract of live data held with AIWTDS	On date of signing of contract (T ₀)
3	GIS Platform	Spatial/geo-tagged data of assets and terminals	Soft copy	On date of signing of contract (T ₀)
4	Data Analytics Dashboard (inputs)	Existing project details/ MIS details across ongoing initiatives	Soft copies — Excel, Word, PDF (unstructured/semi-structured)	On date of signing of contract (T ₀)
5	GRM Platform	Grievance records/data	Excel extract	On date of signing of contract (T ₀)

The Consultant shall review these systems in detail during the Inception phase and design proposed solutions to interoperate with them.

1.9 Need of the Assignment

The Government of Assam, through the Assam Inland Water Transport Development Society (AIWTDS), has undertaken significant investments under the Assam Inland Water Transport Project (AIWTP) to modernize the inland water transport ecosystem.

Simultaneously, the inland water transport sector is undergoing a major institutional transformation with the restructuring of the Directorate of Inland Water Transport (DIWT) into specialized entities,

namely the Assam Inland Waterways Company Limited (AIWCL) for operational functions and the Assam Inland Water Transport Regulatory Authority (AIWTRA) for regulatory oversight. This transition requires standardized digital systems, integrated asset management and reliable information systems to ensure continuity of operations and long-term sustainability.

As the digital ecosystem expands, AIWTDS recognizes the need for an independent technical consultant to provide objective assessment, technology advisory, and implementation support across key digital initiatives. The assignment is intended to ensure that technology investments made under the project are functioning as intended, delivering the expected operational outcomes, and complying with contractual and technical specifications.

Further, AIWTDS intends to establish a comprehensive digital asset management framework capable of bringing movable and immovable assets under a unified monitoring platform. The assignment will facilitate standardization of asset records, geo-tagging of immovable assets, development of asset health indicators, and formulation of recommendations for an integrated asset tracking and monitoring system that supports efficient lifecycle management and informed investment decisions.

AIWTDS also seeks to establish a centralized Data Analytics Dashboard that will consolidate information from multiple operational systems and provide real-time management information, key performance indicators (KPIs), decision-support analytics, and performance monitoring capabilities. The proposed dashboard will strengthen evidence-based planning, improve project monitoring, facilitate timely interventions, and enhance executive decision-making through role-based analytical views.

Accordingly, AIWTDS intends to engage a qualified and experienced consulting firm to provide technology enablement and digital transformation advisory across both workstreams — including gap assessment and data standardization support for the existing Asset Management System, and design-through-implementation support for a new Data Analytics Dashboard. The consultant will assist AIWTDS in strengthening governance, improving operational efficiency, enhancing accountability, and establishing a robust digital ecosystem that supports the long-term sustainability and modernization of Assam's inland water transport sector.

2. Instructions to the Bidders

2.1 General instruction

1. The consultant will be selected in accordance with the Consultant's Qualification-based Selection (CQS) method set out in the World Bank's "Procurement Regulations for IPF Borrowers; Procurement of Goods, Works, Non- Consulting & Consulting Services, July 2016, revised November 2017, August, 2018 and November 2020", available at www.worldbank.org. Attention of the interested agencies is drawn to paragraph 3.14 of the

said Regulations relating to the Conflict of Interest.

2. A Consultant will be selected in accordance with the CQS method set out in the Consultant Guidelines.
3. The Employer shall select the firm with the best qualifications and relevant experience from the firms that have submitted an EoI, and invite it to submit its technical and financial Proposals for negotiations.
4. Consulting Firm may associate with other firms and individuals in the form of a joint venture or a sub-contractor to enhance their qualifications, carry out project activities, completion of project scope of work and completion of deliverables. The “Association” may take in the form of a joint venture (with joint and several liability) or of a sub-consultancy. *Firms may also note that in case of JV submission; credentials of both Lead and JV Partner will be evaluated and all the parties would be required to meet all the shortlisting parameters individually; however, for Sub- Consultancy; credentials of only Lead Member will be taken into consideration.*
5. The REOI is available online at <https://assamtenders.gov.in> portal for downloading. The Consultants would be responsible for ensuring that any addenda available on the website is also downloaded and incorporated prior to submission of proposals.
6. Further information can be obtained at the address below during office hours 9.30 AM – 5.00 PM before the bid submission date.
7. Details on the proposal’s submission date, time and address are provided in the relevant section- instructions to the bidders & Datasheet

2.2 Data Sheet

Sl. No.	Item	Description
1	Project Title	Selection of Consultant for Technology enablement and Digital Transformation of Assam Inland Water Transport Development Society (AIWTDS), Assam
2	Name of Purchaser	Assam Inland Water Transport Development Society (AIWTDS)
3	Date of Publication	10/08/2026

4	Selection Method	Consultant's Qualification-based Selection (CQS)
5	Last date and time for receipt of proposals from Bidders	17/08/2026 at 2:00 pm. The Bids may be submitted online only at https://assamtenders.gov.in . No Hard copy submission or email submission or any other mode of submission is allowed.
6	Opening of Technical Proposal	17/08/2026 at 3:30 pm

3. Eligibility Criteria: The Bidder shall satisfy all of the criteria below:

Sl. No	Criteria	Supporting Document Required
1.	A The bidder should be duly registered as: A company registered under Indian Companies Act, 1956 or 2013. OR A partnership firm registered under Indian Partnership Act, 1932 OR A company registered under the Limited Liability Partnership (LLP), Act, 2008	• Certificate of Incorporation/ Registration • PAN, TAN, GST and other relevant registrations.
2.	The Bidder should have positive net worth in the last three financial years	The audited balance sheet and Profit & loss statement for the last three financial year are to be submitted as documentary evidence duly certified by statutory auditor.
3.	The Consultant must have prior experience of executing consultancy projects for the Government pertaining to digital transformation and technology initiatives for at least one project with value of minimum INR 8.00 Crore.	Documentary evidence of project credential is to be submitted including work order and/or contract agreement and extensions, if any
4.	The Consultant should have experience in design and implementation of a data analytics/business intelligence for a government or public sector client.	Documentary evidence of project credential is to be submitted including work order and/or contract agreement and extensions, if any
5.	Availability of appropriate expertise within the firm	Summary of personnel available for taking up the assignment
6.	Minimum Key Experts	• Project Lead - Bachelor's degree in Engineering/Technology/Computer Science or related field, with a minimum of 10 years

Sl. No	Criteria	Supporting Document Required
		of overall relevant experience, including at least 5 years in project management/delivery of IT or digital transformation assignments. Overall delivery ownership, AIWTDS coordination, and quality/timeline accountability. • Business Analyst- Bachelor's degree in IT/Computer Science/Engineering or related field, with a minimum of 5 years of relevant experience in requirements gathering, business/gap analysis. Requirements gathering, gap analysis, and functional/technical specifications. • Data Analyst/BI Developer- Bachelor's degree in Computer Science/Statistics or related field, with a minimum of 5 years of relevant experience in data analytics/BI, including at least 3 years of hands-on Power BI experience. Dashboard design, KPI definition, and Power BI configuration. • Technical Consultant/Software Engineer- Bachelor's degree in Computer Science/IT/Engineering or related field, with a minimum of 5 years of relevant experience in software engineering, including systems integration work. System integration and interoperability across existing platforms.

4. Scope of Work

Assam Inland Water Transport Development Society intends to prioritize a range of strategic IT interventions for digital transformation of the department. To ensure the successful implementation of modernization initiatives, Assam Inland Water Transport Development Society requires the expertise of a dedicated Consultant. This scope of work of the Consultant will be as mentioned below.

1. **Asset Tracking and Monitoring-** An Asset Management System already exists. The Consultant shall assess this system to identify gaps in visibility, data quality, and reporting; define functional/technical requirements to close those gaps; and support standardization and population of asset data (data cleaning, classification, and entry) within the existing platform. This work package does not involve development of a new system.

Assessment of Existing System

- i. Review the current asset management applications, its framework, registers, and processes to identify gaps in asset visibility, data quality, reporting capabilities, and operational efficiency.

Standards & Performance Framework

- ii. Define asset health indicators, inspection schedules, maintenance workflows, and performance benchmarks to improve reliability and service continuity.

Technical Requirements & System Recommendations

- iii. Develop recommendations on system architecture, hosting, scalability, interoperability standards, and future expansion requirements.
- iv. Define functional and technical requirements for the existing available Asset management System.
- v. Design plan to bring all assets under AIWCL/AIWTDS/AIWTRA/DIWT under one single platform

GIS Mapping

- vi. Geo-tagging of immovable assets under Assam Inland Water Transport Development Society on a map interface on the existing available dashboard.

2. **Data Analytical Dashboard-** This will be a new dashboard on Power BI platform. The Consultant shall gather requirements, design the dashboard (wireframes, KPIs, technical specifications), and support configuration and development of the dashboard on the identified hosting/target platform, in accordance with the agreed design.

Requirements Gathering and Stakeholder Consultation

- i. Engage key stakeholders to identify reporting needs, monitoring requirements, decision-support expectations.
- ii. Prepare wireframes, KPI definitions, technical specifications, implementation guidelines, and future scalability recommendations (including interoperability and data-exchange requirements with e-Ticketing platform and the Asset Management System).
- iii. Assessment of existing database of the e-Ticketing platform and available data sources to identify required fields for dashboard design

Dashboard Design

- iv. Conceptualize and design a Data Analytical Dashboard that serves as a centralized data analytical platform for monitoring progress of all initiatives.
- v. Establish measurable performance indicators for monitoring operational efficiency, compliance and project implementation progress.
- vi. Design role-based dashboards offering consolidated and drill-down views for monitoring.
- vii. Design configurable alerts and escalation workflows for delays and performance deviations.
- viii. Conduct requirement gathering and stakeholder consultation to understand business objectives, reporting requirements, key performance indicators (KPIs), and

decision-making needs related to passenger traffic, route utilization, and revenue management

- ix. Design interactive dashboards to analyze passenger volumes across different time periods (daily, weekly, monthly, quarterly, and yearly), including trend analysis, seasonal variations, and route-wise passenger movement.
- x. Create revenue dashboards displaying ticket sales, route-wise revenue collection, fare category analysis, revenue trends, peak earning periods, and ticketing performance indicators.
- xi. Design forecasting dashboards to estimate future passenger volumes, anticipated route demand, and projected revenue generation for upcoming months and financial years based on historical ticketing data as per the available data.

Access Control

- xii. Recommend role-based access controls, user management mechanisms, and security protocols for dashboard operations. (including authentication mechanisms, data protection and access audit logging)
- xiii. All deliverables and outputs prepared under this assignment, including designs, frameworks, and dashboard configurations, shall be the property of AIWTDS

5. Phased Implementation Roadmap

The phased implementation roadmap shall, at minimum, include a phase-wise breakdown with prioritization logic and implementation sequencing, along with a risk register (key risks, likelihood, impact, and mitigation) for each phase. It shall further indicate resourcing requirements from AIWTDS and the Consultant, and define governance/sign-off checkpoints between phases.

- **Phase breakdown** — clear stages (e.g., pilot → phased rollout → full deployment → stabilization), each with defined start/end
- **Prioritization logic** — which activities/modules come first and why (criticality, dependency, data-readiness, quick-win potential)
- **Implementation sequencing** — dependencies between activities, shown as a sequence or simple timeline/Gantt-style view
- **Risk register** — key risks per phase (data quality, stakeholder adoption, integration, vendor delay, etc.) with likelihood, impact, and mitigation

6. Deliverables & payment milestones

Sl. No	Deliverable	Timeline (T ₀ - date of signing of contract)	Payment Percentage (%)
1. 1.	Milestone-1: Inception Report	T ₀ + 20 days	20% of Contract

Sl. No	Deliverable	Timeline (T ₀ - date of signing of contract)	Payment Percentage (%)
1	Asset Tracking & Monitoring: 1 Assessment of the existing Asset Management System; baseline gap findings. Consultant's proposed approach & methodology and Data Standardization Framework. Data Analytical Dashboard: Consultant's proposed approach & methodology for dashboard requirements-gathering and design and Requirements document; wireframes, KPI definitions, technical specifications		Price
2.	Milestone-2: Interim Report Asset Tracking & Monitoring: Priority asset data populated and digitized within the existing platform (approximately 40–50% of the identified assets); preliminary data validation and standardization completed; draft asset hierarchy and health indicators developed. Data Analytical Dashboard: Dashboard prototype developed with core KPIs, initial data integration completed, and available for review.	T ₀ + 60 days	25% of Contract Price
3.	Milestone-3: Draft Report Asset Tracking & Monitoring: Asset data populated, standardized, and validated within the existing platform; draft maintenance workflows and asset health indicators finalized. Data Analytical Dashboard: Dashboard fully configured and integrated; User Acceptance Testing (UAT) completed and feedback incorporated.	T ₀ + 100 days	25% of Contract Price
4.	Milestone-4: Final Report Asset Tracking & Monitoring: Validation of the populated data, SOPs for ongoing data governance; final handover. Data Analytical Dashboard: Dashboard deployed live; user manuals submitted; training completed; final handover of all deliverables.	T ₀ + 120 days	30% of Contract Price

7. Conditions of Contract

7.1 General Conditions

- a) The consultant will be based in Guwahati and may work from their own office space. The consultant may visit Assam Inland Water Transport Development Society office as per the project requirement only.
- b) The project may involve some travelling within Assam as may be required. Consultants may engage third parties for completion of some of their project activities including field visit.
- c) The Consultant is to be engaged for an estimated period of 05 months. Any extension beyond this period will be considered based on the project requirements at that stage and the performance of the consultant, if deemed appropriate by the Client.
- d) The Assam Inland Water Transport Development Society will provide the required platform/tools and data for data analytics dashboard.
- e) Assam Inland Water Transport Development Society will provide project Information, documents, access to personnel, premises, systems, facilities, necessary licenses and permissions to the consultant
- f) AIWTDs will extend support and timely availability of senior management time for meetings, discussions, executive work sessions, etc.

7.2 Integrity and Fairness

The consultant shall:

- a) Conduct its business, follow high standards of integrity, confidentiality and fairness in all its dealings with its client.
- b) Maintain integrity by being honest, straightforward, and forthright in all professional relationships.
- c) Endeavour to ensure that it provides true and adequate information and shall not misrepresent any facts or situations.
- d) Refrain from being involved in any action that would bring disrepute to the profession.
- e) Keep public interest foremost while delivering his services.

7.3 Professional Competence and Due Care

The consultant shall:

- a) Render at all times high standards of service, exercise due diligence, ensure proper care and exercise independent professional judgment.
- b) Carry out professional services in accordance with the relevant technical and professional standards that may be specified from time to time.
- c) Continuously maintain professional knowledge and skill to provide competent professional service based on up-to-date developments in practice, prevailing regulations/guidelines and techniques.
- d) In the preparation of a valuation report, shall not disclaim liability for his/it's expertise or deny his/it's duty of care, except to the extent that the assumptions are based on statements of fact provided by the company or its auditors or consultants or information available in public domain and not generated by the consultant.
- e) Not carry out any instruction of the client insofar as they are incompatible with the requirements of integrity, objectivity and independence.
- f) Clearly state to his client the services that he would be competent to provide and the services for which he would be relying on other professionals or for which the client can have a separate arrangement with other consultant.

7.4 Independence and Disclosure of Interest

The consultant shall:

- a) Act with objectivity in his/it's professional dealings by ensuring that his/it's decisions are made without the presence of any bias, conflict of interest, coercion, or undue influence of any party, whether directly connected to the valuation assignment or not.
- b) Maintain complete independence in his/its professional relationships and shall conduct the valuation independent of external influences.
- c) Disclose wherever necessary to the clients, possible sources of conflicts of duties and interests, while providing unbiased services.
- d) Not indulge in "mandate snatching" or offering "convenience valuations" in order to cater to a company or client's needs.

7.5 Confidentiality

- a) The consultant shall not use or divulge to other clients or any other party any confidential information about the Transport Department / DIWTA /AIWTDS /AIWCL /AITWRA,

which has come to its knowledge without proper and specific authority or unless there is a legal or professional right or duty to disclose.

- b) The consultant shall provide a non-disclosure undertaking to the AIWTD Society prior to commencement of assignment.

7.6 Information Management

The consultant shall ensure that it maintains written contemporaneous records for any decision taken, the reasons for taking the decision, and the information and evidence in support of such decision. This shall be maintained so as to sufficiently enable a reasonable person to take a view on the appropriateness of its decisions and actions.

The consultant shall, upon completion of the assignment forthwith submit all the information, data, analysis and reports acquired /prepared during the assignment to AIWTD Society and shall ensure that none of the aforesaid documents are retained at their end after the completion of assignment.

7.7 Disclaimer

AIWTDS reserves the right to accept or reject any or all Expressions of Interest without assigning any reason thereof.

Submission of EOI shall not create any contractual obligation on AIWTDS to award the consultancy contract.

EOI Submission Forms

FORM – 1

Letter of Submission of Expression of Interest [On Letterhead of Consulting Firm]

To,
The State Project Director
Assam Inland Water Transport Development Society (AIWTDS)

Sub.: Submission of Expression of Interest for “*Selection of Consultant for Technology enablement and Digital Transformation under Assam Inland Water Transport Project (AIWTP), Assam*”

Dear Sir/Madam,

We, the undersigned, hereby submit our Expression of Interest for providing consultancy services for the above assignment.

We confirm that:

1. Our firm is legally registered and eligible to participate.
2. We have examined the requirements of the assignment.
3. The information submitted in this EOI is true and correct.
4. We understand that AIWTDS will shortlist firms based on qualification and experience.

Authorized Signatory:

Name:

Designation:

Name of Firm:

Date:

Seal:

FORM – 2
Consultant Firm Profile

Particular	Details
Name of Firm	
Year of Establishment	
Legal Status	
Country of Registration	
Registered Address	
Contact Person	
Telephone	
Email	
Website	
Nature of Business	

Authorized Signatory:

Name:

Designation:

Name of Firm:

Date:

Seal:

FORM – 3
General Experience of the Firm

Sl. No.	Period	Description Experience	of	Client	Nature Services	of

Authorized Signatory:

Name:

Designation:

Name of Firm:

Date:

Seal:

FORM – 4
Details of Similar Assignments Undertaken

Assignment Name:	Estimated Capital Cost of the project: INR
Country:	
Location within Country:	
Name of Client:	
Address of Client:	Approx. value of the services provided by your firm:
Start Date (Month/Year):	
Date (Month/Year):	
Approx. value of the contract:	
Narrative Description of Project:	
•	

Authorized Signatory:

Name:

Designation:

Name of Firm:

Date:

Seal:

FORM – 5
Experience in Government / MDB Funded Projects

Sl. No.	Project Name	Funding Agency	Client	Year	Scope

Authorized Signatory:

Name:

Designation:

Name of Firm:

Date:

Seal:

FORM – 6
DECLARATION

TO WHOM SO EVER IT MAY BE CONCERN

I/ We hereby solemnly take oath that I/We am/are authorized signatory in the firms/Agency/ Company and hereby declare that "Our firm/ Agency /Company do not face any sanction or any pending disciplinary action from any authority against our firms/ Agency/ Company or partners. Further, it is also certified that our firm has not been blacklisted by any government or any other donor/ partner organization/ World Bank.

In case of any further changes which affect this declaration at a later date; we would inform AIWTDS accordingly.

Authorized Signatory:

Name:

Designation:

Name of Firm:

Date:

Seal:

FORM – 7**CVs of Experts**

1	Name of Firm				
2	Name of Staff				
3	Date of Birth				
4	Nationality				
5	Education				
6	Membership of Professional Organizations				
7	Training & Publications				
8	Countries of Work Experience				
9	Languages	Language			
			Speaking	Reading	Writing
		English			
		Hindi			
		(native/ add)			
10	Employment Record	Name of Organization	Position Held	Duration	
11	Summary of nature of experience				
12	Work Undertaken that Best Illustrates the Required Professional Experience				
Name of assignment of project: Year: Location: Client: Project Cost: Main project features: Position held: Activities Performed: • •					