



Government of the Republic of Trinidad and Tobago
Ministry of Public Administration and Artificial Intelligence

REQUEST FOR PROPOSALS (RFP) 2025-RFP-71 THE PROVISION OF AN AI-ENABLED CITIZEN SERVICES MANAGEMENT PLATFORM (CSMP)

The Ministry of Public Administration and Artificial Intelligence invites suitably qualified and experienced firms to submit proposals for **The Provision of an AI-Enabled Citizen Services Management Platform (CSMP)**

In accordance with the **Public Procurement and Disposal of Public Property Act, 2015 (as amended)**, suppliers interested in conducting business with the Ministry of Public Administration and Artificial Intelligence **must be registered on the OPR Procurement Depository**. The relevant guidelines for registration can be found at: <https://oprtd.org/procurement-depository/>

Pre-Qualification Requirement

Interested firms must be pre-qualified on the **Office of Procurement Regulation (OPR) Depository** for the following:
Segment: 93000000 - Politics and Civic Affairs Services
Family: 93150000 - Public administration and finance services
Class: 93151500 - Public administration
Commodity: 93151509 - Government information services
Level 3 - \$2,000,000.01 - \$10,000,000.00

RFP Access & Registration

Bid packages will be available from **Wednesday, August 27th, 2025**, and can be accessed online via: <https://eboxtenders.com/mpa>

To download the RFP documents, firms must be registered on EboxTenders by following these steps:

1. Click **Create an Account**
2. Enter the requested information
3. Click **Submit**
4. Register your account in the above listed Family - **93150000-Public administration and finance services:**

Upon successful registration, firms will receive an email verifying their access to participate in the tender. If the verification email is not received, please check **Spam/Junk folders** for an email from info@eboxtenders.com.

For technical support with registration: **Contact the EboxTenders Helpdesk at (868) 222-2534.**

Important Deadlines:



Deadline for Downloading Package:
September 10th, 2025 (via EboxTenders Portal)



Pre-Submission Meeting:
September 16th, 2025 (via Microsoft Teams)



Deadline for Queries & Clarifications:
September 19th, 2025 (via EboxTenders Portal)



Proposal Submission Deadline:
October 10th, 2025 (via EboxTenders Portal)

Submission Process:

- **Electronic submissions only** – Physical copies will NOT be accepted.
- Proposals must be submitted via the **EboxTenders Portal**: <https://eboxtenders.com/mpa>
- Late submissions will **NOT** be considered.

Additional Information:

The successful firm will be required to enter into a **Contract** with the **Ministry of Public Administration and Artificial Intelligence** and will be expected to commence services **within thirty (30) days** following contract execution.

Contact Information:

For further details or clarifications, all inquiries must be posted via the **EboxTenders Portal** before **September 19th, 2025**.