




Government eProcurement System		eProcurement System Government of India			
Tender Details		Date : 26-Mar-2025 12:33 PM			
		 Print			
<b>Basic Details</b>					
<b>Organisation Chain</b>	Directorate General of Shipping				
<b>Tender Reference Number</b>	25-63011/39/2024-NT0-DGS/31713				
<b>Tender ID</b>	2025_DGS_854575_1	<b>Withdrawal Allowed</b>	Yes		
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	EOI		
<b>Tender Category</b>	Services	<b>No. of Covers</b>	1		
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No		
<b>Payment Mode</b>	Not Applicable	<b>Is Multi Currency Allowed For BOQ</b>	No		
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No		
<b>Cover Details, No. Of Covers - 1</b>					
Cover No	Cover	Document Type	Description		
1	Fee/PreQual/Technical/Finance	.pdf	Technical Qualification Document 1		
		.pdf	Technical Qualification Document 2		
		.pdf	Signed RFP		
<b>Tender Fee Details, [Total Fee in ₹ * - 0.00]</b>			<b>EMD Fee Details</b>		
<b>Tender Fee in ₹</b>	0.00		<b>EMD Amount in ₹</b>	0.00	<b>EMD Exemption Allowed</b>
<b>Fee Payable To</b>	Nil	<b>Fee Payable At</b>	Nil		No
<b>Tender Fee Exemption Allowed</b>	No		<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>
			<b>EMD Payable To</b>	Nil	<b>EMD Payable At</b>
					NA
					Nil
<a href="#">Click to view modification history</a>					
<b>Work /Item(s)</b>					
<b>Title</b>	Request for Expression of Interest (REOI) for Selection of vendor to establish the Indian Global Maritime Safety Platform (IGMSP) for Directorate General of Shipping				
<b>Work Description</b>	Request for Expression of Interest (REOI) for Selection of vendor to establish the Indian Global Maritime Safety Platform (IGMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.				
<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Independent External Monitor/Remarks</b>	NA				
<b>Show Tender Value in Public Domain</b>	No				
<b>Tender Value in ₹</b>	0.00	<b>Product Category</b>	Miscellaneous Services	<b>Sub category</b>	NA
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	90	<b>Period Of Work (Days)</b>	NA

 <b>Location</b>	Directorate General of Shipping, Mumbai	<b>Pincode</b>	400042	<b>Pre Bid Meeting Place</b>	Online, Meeting link is provided in the EOI
<b>Pre Bid Meeting Address</b>	Online, Meeting link is provided in the EOI Document	<b>Pre Bid Meeting Date</b>	09-Apr-2025 02:30 PM	<b>Bid Opening Place</b>	Online
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

**Critical Dates**

<b>Publish Date</b>	26-Mar-2025 03:00 PM	<b>Bid Opening Date</b>	30-Apr-2025 03:00 PM
<b>Document Download / Sale Start Date</b>	26-Mar-2025 03:00 PM	<b>Document Download / Sale End Date</b>	29-Apr-2025 03:00 PM
<b>Clarification Start Date</b>	27-Mar-2025 10:00 AM	<b>Clarification End Date</b>	10-Apr-2025 06:00 PM
<b>Bid Submission Start Date</b>	11-Apr-2025 06:00 PM	<b>Bid Submission End Date</b>	29-Apr-2025 03:00 PM

**Tender Documents**

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	EOI Notice	1181.85

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	EOI.pdf	RFP Document	1165.39

**Bid Openers List**

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	madhavpatil.dgs@gov.in	Madhav Patil	MADHAV DAMODAR PATIL
2.	rgupta-dgs@gov.in	Ram Sajjan Gupta	RAM SAJAN GUPTA
3.	amohd-dgs@nic.in	ASH MOHOMAD	ASH MOHOMAD

**GeMARPTS Details**


<b>GeMARPTS ID</b>	RRJKAJ5LX73K
<b>Description</b>	Not Available
<b>Report Initiated On</b>	26-Mar-2025
<b>Valid Until</b>	25-Apr-2025

**Tender Properties**

<b>Auto Tendering Process allowed</b>	No	<b>Show Technical bid status</b>	Yes
<b>Show Finance bid status</b>	Yes	<b>Stage to disclose Bid Details in Public Domain</b>	Technical Bid Opening
<b>BoQ Comparative Chart model</b>	NIL	<b>BoQ Comparative chart decimal places</b>	2
<b>BoQ Comparative Chart Rank Type</b>	NIL	<b>Form Based BoQ</b>	No

**TIA Undertaking**

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order

1	PPP-MIT Order 2017	Agree	
2	MSEs Order 2012	Agree	
 <b>Government eProcurement System</b>			
<b>Tender Inviting Authority</b>			
<b>Name</b>	DDG		
<b>Address</b>	Directorate General of Shipping, Govt. of India 9th Floor, Beta Building, i-Think Techno Campus, Kanjurmarg (East), Mumbai - 400042		
<b>Tender Creator Details</b>			
<b>Created By</b>	Madhav Patil		
<b>Designation</b>	Assistant		
<b>Created Date</b>	26-Mar-2025 12:21 PM		

**Request for Expression of Interest  
(REOI)**

for

Selection of vendor to establish the Indian  
Global Maritime Safety Platform (IGMSP)  
for Directorate General of Shipping  
Kanjurmarg(E), Mumbai.

**Published by:**

Directorate General of Shipping, Govt. of India  
9th Floor, Beta Building,  
i-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042, India

25/03/2025

Reference No: 25-63011/39/2024-NT0-DGS(COMP.NO.31713)

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## Part I: REOI Process

### SECTION I: Request for Expression of Interest (REOI)

#### 1. Invitation

##### Organisation Background / About DGS

The Directorate General of Shipping (DGS), an attached office of the Ministry of Ports, Shipping and Waterways, Govt. of India, deals in matters relating to merchant shipping. The DGS deals with all matters concerning the Maritime Administration, Maritime Education and Training, development of Shipping Industry and other related subjects.

This Directorate deals with implementation of shipping policy and legislation so as to ensure the safety of life and ships at sea, prevention of marine pollution, promotion of maritime education and training in co-ordination with the International Maritime Organisation, regulation of employment and welfare of seamen, development of coastal shipping, augmentation of shipping tonnage, examination and certification of Merchant Navy Officers, Supervision and Control of the allied departments and officer under its administrative jurisdiction.

The details about DGS and its functions are available at website <https://www.dgshipping.gov.in>

The Directorate General of Shipping (DGS) through (hereinafter referred to as 'the Authority', 'the Head of Procurement', 'the Procuring Entity' and 'the Procuring Organisation' respectively), invites Request for Expression of Interest (hereinafter referred as the 'REOs') from eligible and qualified Indian companies/agencies for Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

Applicants meeting the qualification criteria would be shortlisted and may be invited for presentation before the selection committee of the Directorate General of Shipping for the final selection. The date and venue of the presentation will be intimated with bidders later. It may be noted that the information in this REOI is indicative only and is liable to change. The actual Scope of Work will be available in the Request for Proposal (RFP) document which will be issued to the eligible / short listed bidders selected through this REOI. **Only bidders shortlisted through this REOI will be eligible to respond to the RFP.**

##### Organization Background / About Casualty Branch

The Casualty Branch is a specialized division within the maritime regulatory body of a nation, tasked with the investigation and analysis of marine accidents and incidents. Its primary objective is to enhance maritime safety by identifying the causes of maritime casualties and recommending measures to prevent future occurrences. The branch operates independently from other maritime authorities to ensure impartiality and transparency in its investigations.

##### Duties and Responsibilities:

###### 1. Conducting Thorough Investigations:

The Casualty Branch is responsible for carrying out detailed investigations into marine accidents, focusing on identifying the root causes and contributing factors.



## 2. Publishing Investigation Reports:

It publishes comprehensive reports that include findings, safety recommendations, and documentation of actions taken in response to each incident.

## 3. Promoting Safety Awareness:

The branch plays a crucial role in increasing awareness of marine accident causes and prevention methods through educational outreach and training initiatives.

## 4. International Cooperation:

It fosters international cooperation by working closely with global maritime organizations, such as the International Maritime Organization (IMO), investigation agencies of other maritime nations and participating in forums like the Marine Accident Investigators' International Forum (MAIIF).

## 5. Data Analysis and Trend Monitoring:

The branch reviews and analyses statistical data on marine casualties to monitor trends and identify possible areas of concern.

## 6. Regulatory Compliance:

It ensures that investigations and reporting practices comply with international conventions, such as UNCLOS, SOLAS, and the IMO Casualty Investigation Code.

## 7. Annual Reporting:

The Casualty Branch publishes an annual report summarizing all preliminary investigations and inquiries undertaken during the year.

## 2. Instructions for REOI

### 2.1 Important Dates

#	Particulars	Date
1	Date of availability of REOI on CPPP portal	26.03.2025; 18:00 PM
2	Start date for submission of queries	27.03.2025; 10:00 AM
3	Pre-bid meeting	09.04.2025; 14.30 PM
4	Last date for submission of queries	10.04.2025; 18.00 PM
5	Start date for submission of EOI response	11.04.2025; 18:00 PM
6	Last date for submission of EOI response	29.04.2025; 15.00 PM
7	Opening of Bids	<b>30.04.2025; 15.00 PM</b>

### 2.2 Advertisement of REOI

The REOI document shall be published on Central Public Procurement Portal – CPPP (<https://eprocure.gov.in/eprocure/app>) and official website of DGS (<https://www.dgshipping.gov.in>). All corrigenda, addendums, amendments, date change to REOI shall be posted at the aforesaid portals and no separate notification shall be issued.

## **2.3 Governing Language and Law**

The REOI submitted by the system integrators and all subsequent correspondence and documents relating to the REOI exchanged between the system integrator and the DGS, should be written in the language specified in Section II: Appendix (or English if nothing is specified - hereinafter referred to as the 'REOI Language'). However, the language of any printed literature furnished by a system integrator in connection with its REOI may be written in any other language provided a certified translation accompanies the same in the REOI language. For interpretation of the REOI, translation in the language of the REOI shall prevail.

The REOI process shall be subject to the laws of the Union of India and the exclusive jurisdiction of courts relevant to the address of the Tender Inviting Authority.

## **2.4 The Contents of the REOI document**

This REOI document provides the relevant information and instructions to assist the prospective system integrator's in preparing and submitting REOIs. It also includes the mode and procedure for receipt/ opening, evaluation of REOIs, and shortlisting of system integrators.

The REOI document consists of the following parts. If additional sections/ appendices are included in a specific REOI, these would be detailed in Section II: Appendix.

### **Part I: REOI process**

- 1) Section I: Request for Expression of Interest (REOI)
- 2) Section II: Appendix
- 3) Section III: Qualification Criteria

### **Part II: Schedule of Requirements**

- 1) Section IV: Terms of Reference

### **Part III: REOI Submission Formats**

- 1) Form 1: REOI Form (Covering Letter)
  - a) Form 1.1: System integrator Information
  - b) Form 1.2: Eligibility Declarations
- 2) Form 2: Qualification Criteria – Compliance
  - a) Form 2.1: Performance Capability Statement
  - b) Form 2.2: Financial Capability Statements
    - i) Form 2.2.1: Financial Statement
    - ii) Form 2.2.2: Average Annual Turnover
- 3) Form 3: Checklist for system integrator
- 4) Form 4: Declaration for No Conflict of Interest
- 5) Form 5: Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units
- 6) Form 6: Authorisation to Attend Pre-REOI Conference
- 7) Form 7: Other information required

#### **2.4.1 Section II: Appendix**

Variable parameters and information related to this specific REOI process are summarised in the appendix.

#### **2.4.2 Section III: Qualification Criteria:**

This section lays down the Qualifying Criteria for short listing system integrator. The system integrator must have requisite experience with assignments similar in nature in general and specific sectors relevant to the subject assignment. It may indicate the extent of dispensation, if any, allowed for Start-ups under Clause 5.1 below. Unless otherwise stated in Section II: Appendix, system integrator may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture/consortium (JV/C) and/or a sub-consultancy. In response to this section, system integrator must submit Form 2: Qualification Criteria – Compliance and its sub-forms 2.1, 2.2, 2.2.1 and 2.2.2.

#### **2.4.3 Section IV: Terms of Reference (TOR)**

'Section IV: Terms of Reference (TOR)' describes the background, purpose/ objectives, description/ scope, deliverables/ outcomes, and timelines of Services (hereinafter called the 'Service') required. The 'Service' may include incidental Goods, Works, and other Services if so indicated therein. Any generic reference the 'Service' shall be deemed to include such incidental Goods, Works, and other Services.

#### **2.4.4 REOI Formats for submission (To be filled, digitally signed, and uploaded by system integrator)**

The system integrator must fill, digitally sign and upload the REOI in the Formats given in Part III: REOI Submission Formats.

### **2.5 Corrigenda/Addenda to the REOI document**

1) Before the deadline for submitting REOIs, the DGS may update, amend, modify, or supplement the information, assessment or assumptions contained in the REOI document by issuing corrigenda and addenda. The corrigenda and addenda shall be published in the same manner as the original REOI document. The system integrators must check the website(s) for any corrigenda/ addenda. Any corrigendum or addendum thus issued shall be considered a part of the REOI document.

2) If considered necessary, the DGS may suitably extend the REOI submission deadline to give reasonable time to the prospective system integrators to take such corrigendum/ addendum into account in preparing their REOI. After the DGS makes such modifications, any system integrator who has submitted his REOI shall have the opportunity to either withdraw his REOI or re-submit his REOI superseding the original REOI within the extended time of submission as per Clause 8.4 below.

3) The DGS may extend the deadline for the REOI submission by issuing an amendment. In such a case, all rights and obligations of the DGS and the system integrators previously subject to the original deadline shall then be subject to the new deadline for the REOI submission.

### 3. DGS – Right to reject any or all REOIs.

The issue of the REOI document does not imply that the Procuring Entity is bound to shortlist system integrators. The Procuring Entity reserves its right to accept or reject any or all REOIs, abandon/ bypass/ cancel the REOI process and issue another REOI for the same or similar Services before or after shortlisting system integrators. It would have no liability to the affected system integrators or any obligation to inform the affected system integrators of the grounds for such action(s).

### 4. Participation IN REOI – Eligibility Criteria

#### 4.1 Eligibility Criteria

Subject to other provisions in the REOI document, participation in this shortlisting process is open to all system integrator who fulfil the 'Eligibility' and 'qualification' criteria. The system integrator should meet the following eligibility criteria as of the date of their REOI submission and should continue to meet these until the subsequent RFP process and contract award. The system integrator shall be required to demonstrate fulfilment of the Eligibility Criteria in Form 1.2 (Eligibility Declarations). The system integrator unless otherwise stipulated in Section II: Appendix.

EC #	Condition	Criteria	Supporting Document
EC1	<b>Legal Entity</b>	The bidder / Lead Bidder must be a private entity (a Consulting Company/ LLC/ LLP /Partnership firm/ Society registered in India under the Companies Act, 1956,2013, 2020 / LLP Act, 2008 and subsequent amendments thereto), a public Entity (Government-owned enterprise or institution), or unless otherwise stipulated in Section II: Appendix - Joint Venture/ Consortium (an association of several persons, firms, or companies - hereinafter referred to as JV/C).	<ul style="list-style-type: none"> <li>• Copy of certificate for Registration/ Certificate of Incorporation</li> <li>• Memorandum and Article of association</li> <li>• Registered Partnership deed</li> </ul> <p>Copy of certificate for Registration</p> <p>To be submitted for -</p> <ul style="list-style-type: none"> <li>• Single Bid - Bidder</li> <li>• Consortium Bid – Lead Bidder</li> </ul>
EC2	<b>Registration Certification by the concerned authority/government</b>	The bidder / Lead Bidder must have valid registration regarding GSTIN, PAN, EPF, ESI, Labour, or equivalent registration certificate issued by the concerned authority/government as applicable to the subject	<ul style="list-style-type: none"> <li>• Copy of PAN card</li> <li>• Copies of relevant GST registration certificates</li> </ul> <p>To be submitted for -</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> </ul>

EC #	Condition	Criteria	Supporting Document
		Services.	<ul style="list-style-type: none"> <li>• Consortium Bid – Lead Bidder</li> </ul>
<b>EC3</b>	<b>Declaration of Insolvency, Bankruptcy, etc.</b>	The bidder / Lead Bidder must not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended, and must not be the subject of legal proceedings for any of aforesaid reasons.	<ul style="list-style-type: none"> <li>• Declaration by authorised signatory in Form 1.2</li> </ul> <p>In case of:</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> <li>• Consortium Bid – All members</li> </ul>
<b>EC4</b>	<b>Blacklisting by Govt.</b>	<p>i. The bidder / Lead Bidder must Not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its procurement processes; and/ or</p> <p>ii. Not be convicted (within three years preceding the last date of EOI submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities, for:</p> <ol style="list-style-type: none"> <li>a. offenses involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or</li> <li>b. offenses under the Indian Penal Code or any other</li> </ol>	<ul style="list-style-type: none"> <li>• Declaration by authorised signatory in Form 1.2</li> </ul> <p>In case of:</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> <li>• Consortium Bid – All members</li> </ul>

EC #	Condition	Criteria	Supporting Document
		<p>law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or</p> <p>c. suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.</p> <p>iii. Not have changed its name or created a new "Allied Entity", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above</p>	
EC5	<b>Compliance</b>	<p>The firm should be an ISO 9001:2015 or ISO/IEC 20000-1:2018 or ISO27001:2018/2013 or CMMI Level 3 certified company.</p>	<ul style="list-style-type: none"> <li>• Copy of certificate for Compliance</li> </ul> <p>To be submitted for -</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> <li>• Consortium Bid – Lead Bidder</li> </ul>
EC6	<b>Conflict of Interest</b>	<p>The bidder / Lead Bidder must Not have a conflict of interest (as defined in clause 1.5, Conflict of Interest below), which substantially affects fair competition. No attempt should be made to induce any other Bidder to submit or not to submit an EOI to restrict competition.</p>	<ul style="list-style-type: none"> <li>• Declaration by authorised signatory in Form 1.2</li> </ul> <p>In case of:</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> <li>• Consortium Bid – All members</li> </ul>

EC #	Condition	Criteria	Supporting Document
EC7	Power of Attorney	A Power of Attorney / Board Resolution in the name of the person signing the EOI.	<ul style="list-style-type: none"> <li>Original Power of Attorney / Board Resolution Copy on a non-judicial stamp paper</li> </ul>

Note:

- EOIs will also be reviewed for compliance with the necessary Instructions, terms and conditions, scope of work, formats etc. as outlined in this document.
- DGS reserves the right to physically verify the office or any document provided by the bidder in the way DGS desires
- All the aforementioned documents must be signed and stamped before uploading on the e-tender portal.
- Eoi response must be properly serial numbered and indexed.

Not have a conflict of interest (as defined in clause 4.5 below), which substantially affects fair competition. No attempt should be made to induce any other consultant/ system integrator to submit or not to submit an REOI to restrict competition.

## 4.2 Eligibility of system integrator from Restricted Countries

### 4.2.1 Restrictions based on Reciprocity.

Entities from countries (if so, identified in Section II: Appendix) as not allowing Indian companies to participate in their Government procurement shall not be allowed to participate (directly or as a sub-contractor or as a member of a JV/C) on a reciprocal basis in this REOI process under the "Public Procurement (Preference to Make in India) Order 2017<sup>1</sup>" (MII – para 10 -d) of Department for Promotion of Industry and Internal Trade, (DPIIT). The system integrator must apprise themselves of the latest version of this order.

### 4.2.2 Restrictions based on Land Borders

Order (Public Procurement No. 1) issued by the Government of India (Ministry of Finance Department of Expenditure Public Procurement Division) restricting procurement from system integrator from certain countries that share a land border with India shall apply to this procurement. The system integrator must apprise themselves of the latest version of this order. Any system integrator from a country that shares a land border with India, excluding countries to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects (as listed on the website of the Ministry of External Affairs), – hereinafter called 'Restricted Countries' shall be eligible to participate in this REOI, only if the system integrator is registered with the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). The system integrator shall enclose the certificate in Form 1 - REOI Form.

## 4.3 Joint Venture/Consortium (JV/C)

- 1) In the case where a system integrator is or proposes to be a Joint Venture/ Consortium (that is, an association of several persons, firms, or companies - hereinafter referred to as JV/C), then unless otherwise specified in Section II: Appendix, in JV/C:

- a) members should not be more than four (04)
  - b) no member should have less than 10% participation.
  - c) members having participation between 10% and 20% shall be termed as non-substantial members.
  - d) Members having more than 20% participation shall be termed as substantial members.
  - e) The Lead member must have at least 40% participation.
  - f) The lead member/consultant and various categories of members of the JV/C must be identified.
  - g) Number of non-substantial members shall not be more than one (01)
- 2) The JV/C and all members must satisfy all the eligibility requirements in this REOI document.
  - 3) JV/C and its members must jointly meet the qualification criteria in Section III  
– Qualification Criteria. The technical/ experience qualification of all JV/C members (substantial members, Lead member and non-substantial members) shall be evaluated jointly as per Evaluation Criteria. However, for financial criteria of qualification, credentials of substantial and lead members (excluding non-substantial members) shall only be considered.
  - 4) All the members shall be jointly and severally liable for the entire contract if selected in the RFP Process.

#### **4.4 Conflict of Interest**

- 1) Any system integrator with a conflict of interest that substantially affects fair competition shall not be eligible to participate in this procurement process. REOIs found to have a conflict of interest shall be rejected as nonresponsive. Consultant shall be required to declare the absence of such conflict of interest in Form 1.2 - Eligibility Declarations. A consultant in this procurement process shall be considered to have a conflict of interest if the consultant:
  - a. directly or indirectly controls, is controlled by or is under common control with another Consultant; or
  - b. receives or has received any direct or indirect subsidy/ financial stake from another system integrator; or
  - c. has the same correspondence address or same legal representative/ agent as another system integrator for purposes of this REOI; or
  - d. has a relationship with another system integrator, directly or through common third parties, which puts it in a position to have access to information about or influence the REOI of another system integrator; or
  - e. would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm) for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Detailed Project Report (DPR), design/ technical specifications, terms of reference (TOR)/ Activity Schedule/ schedule of requirements or the REOI/ RFP Document etc) of this procurement process; or
  - f. has a close business or family relationship with a staff of the Procuring Organisation who:



- i. are directly or indirectly involved in the preparation of the REOI document or Terms of Reference of the procurement process and/or the evaluation in REOI and/ or RFP process; or
  - ii. would be involved in the implementation or supervision of the resulting contract
  - iii. Any conflict stemming from such a relationship must be reported and resolved in a manner acceptable to the Procuring Entity throughout the REOI and RFP processes and execution of the contract.
  - iv. A system integrator may participate as a sub-consultant in more than one bid but only in that capacity (i.e., without bidding in an individual capacity). Bids submitted in violation of this procedure will be rejected.
- 2) Participation of only One Entity from Affiliates: Only one entity from among a system integrator and its affiliates (that directly or indirectly control or are controlled by or are under common control with that firm) individually or as part of a joint venture or as a Sub-consultant shall be permitted to participate in REOI.
- 3) The system integrator shall furnish information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this REOI and RFP process.

## **5. Purchase preference policies of the government**

### **5.1 Relaxation in Prior Turnover and Experience to Start-ups**

*Intentionally Removed*

## **6. Downloading the REOI document, clarifications and pre-EOI conference**

### **6.1 Availability and Downloading of the REOI Document**

The REOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work, etc. is enclosed. REOI document is also available for downloading from the CPPP Portal (<https://eprocure.gov.in/eprocure/app>) and from DGS website [www.dgshipping.eov.in](http://www.dgshipping.eov.in). Further details, if any, may be obtained from Capt. Harinder Singh, Member Secretary, Casualty Branch, Directorate General of Shipping, 9th Floor, BETA Building, I-Think Techno Campus, Kanjur Village Road, Kanjurmarg (E), Mumbai-400042. Email: [singh.harinder@gov.in](mailto:singh.harinder@gov.in)

Interested system integrators should provide sufficient and relevant information demonstrating that they meet the specified eligibility criteria and have the required qualifications to be shortlisted for providing the Services.

### **6.2 Clarifications**

A System integrator may seek clarification of the REOI document only through the CPPP portal (<https://eprocure.gov.in/eprocure/app>) before the date and time prescribed in Section II: Appendix (or, if not mentioned, before fourteen days of the deadline for the REOI submission). This deadline shall not be extended in case of any intervening holidays. No other means of submission of queries shall be entertained. All such queries shall relate to the REOI document alone, and queries related to a detailed analysis of Reference, payment terms and mode of selection shall only be entertained during the RFP Process. The Procuring Entity shall respond no later than seven days before the deadline for REOI submission. The query and clarification shall be shared with all prospective system integrators on the portal without disclosing its source. If required, the Procuring Entity may modify the

REOI document that may become necessary due to the clarification through an Addendum/ Corrigendum issued as per clause 2.4 above

## **7. Preparation of REOI**

### **7.1 REOI Submission Formats:**

The system integrator must fill and submit the REOI in the Formats in Part III - REOI Submission Formats'. REOI by the system integrator shall include inter-alia duly signed or digitally signed scanned copies of the original documents in pdf format.

### **7.2 EOI Validity**

- 1) Unless specified to the contrary in Section II: Appendix, REOIs shall remain valid for a period not less than 60 (sixty) days from the deadline for the REOI submission stipulated in Section II: Appendix. An REOI valid for a shorter period shall be rejected as nonresponsive.
- 2) In case the day upto which the REOIs are to remain valid falls on/ subsequently declared a holiday or closed day for the Procuring Entity, the REOI validity shall automatically be deemed to be extended upto the next working day.
- 3) In exceptional circumstances, before the expiry of the original time limit, the Procuring Entity may request the system integrator to extend the validity period for a specified additional period. The request and the consultants' responses shall be made in writing or electronically. A system integrator may agree to or reject the request. A system integrator who has agreed to the Procuring Entity's request for extension of EOI validity, however, in no case he shall be permitted to modify his REOI.

## **8. Signing and uploading of REOIs**

### **8.1 Relationship between System Integrator and eProcurement Portal**

The Procuring Entity is neither a party nor a principal in the relationship between the system integrator and the organization hosting the e-procurement portal (<https://eprocure.gov.in/eprocure/app>) (hereinafter called the portal). System Integrators must comply with the rules, conditions, regulations, procedures, and implied conditions/ agreements of the eProcurement portal, including registration, compatible Digital Signature Certificate (DSC) etc. System Integrators shall settle clarifications and disputes, if any, regarding the portal directly with them. In case of conflict between provisions of the portal with the REOI document, provisions of the portal shall prevail. System Integrators may study the resources provided by the Portal for System Integrators.

### **8.2 Signing of REOI**

The individual signing/ digitally signing the REOI or any other connected documents should submit an authenticated copy of the document(s), which authorizes the signatory to commit and submit REOIs on behalf of the System Integrator along with Form 1.1: System Integrator Information.

## **8.3 Submission/Uploading of REOIs**

### **8.3.1 Submission/Uploading to the Portal**

- 1) REOIs must be uploaded on the eProcurement Portal(<https://eprocure.gov.in/eprocure/app>) mentioned in Section II: Appendix until the submission deadline. If the office happens to be closed on the deadline to submit the REOIs as specified above, this deadline shall not be extended. No manual REOIs shall neither be made available nor accepted for submission. REOI submitted through modalities other than those stipulated in Section II: Appendix shall be liable to be rejected as nonresponsive.
- 2) In the case of downloaded documents, System Integrators must not make any changes to the contents of the documents while uploading, except for filling in the required information. Otherwise, the REOI shall be rejected as nonresponsive. Uploaded Pdf documents should not be password protected. System Integrators should ensure the clarity/ legibility of the scanned documents uploaded by them.
- 3) The date and time of the e-Procurement server clock, which is also displayed on the dashboard of the system integrator, shall be taken as the reference time for deciding the closing time of REOI submission. System Integrators are advised to ensure they submit their REOI within the deadline of REOI submission, taking the server clock as a reference, failing which the portal shall not accept the REOIs. No request on the account that the server clock was not showing the correct time and that a particular system integrator could not submit their REOI because of this shall be entertained. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint. The Procuring Entity shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the e-Tender process.
- 4) Only one copy of the REOI can be uploaded, and the System Integrator shall digitally sign all statements, documents, and certificates uploaded by him, owning sole and complete responsibility for their correctness/ authenticity as per the IT Act 2000 as amended from time to time. An REOI submitted by a Joint Venture shall be digitally signed by an authorized representative who has a written power of attorney signed by each member's authorized representative to be legally binding on all members.
- 5) All REOIs uploaded by system integrators to the portal shall get automatically encrypted. The encrypted REOI can only be decrypted/ opened by the authorized persons on or after the due date and time. They should ensure the correctness of the REOI before uploading and take a printout of the system-generated submission summary to confirm successful REOI upload.

### **8.3.2 Implied acceptance of procedures by System integrator**

Submission of REOI in response to the REOI document is deemed to be acceptance of the procedures and conditions of the e-Procurement and REOI document.

### **8.3.3 Responsibility of the System Integrator to declare all changes.**

System Integrator must advise DGS immediately in writing of any material change to the information provided in their REOI submission, including any substantial change in their ownership, eligibility, or financial or performance capacity. For shortlisted System Integrators, this requirement applies until a contract is awarded in the following RFP process. For the consultant

successful in the RFP process, this requirement shall apply till the execution of the resultant contract.

## **8.4 Modification, Resubmission and Withdrawal of REOIs**

### **8.4.1 Modification and Re-submission**

Once submitted in e-Procurement, System Integrator cannot view or modify their REOI since it is locked by encryption. However, resubmission of the REOI by System Integrators for any number of times superseding earlier REOI(s) is allowed upto the submission deadline by the procedures prescribed in the portal. Resubmission of an REOI shall require uploading all documents afresh. The system shall consider only the last REOI successfully submitted.

### **8.4.2 Withdrawal**

The consultant may withdraw his REOI before the submission deadline by following procedures prescribed by the portal, and it shall be marked as withdrawn and shall not get opened during the REOI opening. Once withdrawn, the consultant will not allow to submit the same REOI. No REOI should be withdrawn after the submission deadline and before its validity period expires.

## **9. REOI opening.**

REOIs received shall be opened on date and time in Section II: Appendix.

## **10. Evaluation of REOIs and short listing of System Integrators**

### **10.1 General Norms**

#### **10.1.1 Evaluation is based only on declared criteria**

- 1) The evaluation shall be based upon scrutinising and examining all relevant data and details submitted by SI in its/ his EOI and other allied information deemed appropriate by DGS. Evaluation of EOIs shall be based only on the criteria/ conditions included in the REOI document.
- 2) Information relating to the evaluation of EOIs and shortlisting results shall not be disclosed to any participant or any other persons not officially concerned with such process until the notification of shortlisting is made in accordance with clause 10.2.5 below.
- 3) The determination shall not consider the qualifications of other firms, such as the system integrator's subsidiaries, parent entities, affiliates, or any other firm(s) different from the system integrator.

#### **10.1.2 Clarification of REOIs and shortfall documents**

- 1) During the evaluation of REOIs, the DGS may, at its discretion, but without any obligation to do so, ask system integratorsto clarify its EOI by a specified date (or, if not specified, seven days from the date of receipt of such request). The system integrator should answer the clarification within that specified date. The clarification request and response shall be submitted in writing or electronically. No change in the substance of the EOI shall be sought, offered, or permitted that may grant any undue advantage to such a system integrator. Any clarification submitted by a system integrator regarding its EOI that is not in response to a request by the Purchasing Entity shall not be considered.

- 2) DGS reserves its right to, but without any obligation to do so, seek any shortfall information/ documents. Provided such information/ documents are historical, which pre-existed at the time of the EOI opening and which have not undergone change since then and do not grant any undue advantage to any System Integrator. There is a provision on the portal for requesting Short-fall documents from the system integrators. The system allows taking the shortfall documents from system integrators only once after the EOI opening.
- 3) If the system integrator fails to provide satisfactory clarification and/or missing information, its EOI shall be evaluated based on available information and documents.

### **10.1.3 Contacting Procuring Entity during the evaluation**

From EOI submission to short listing of System Integrators, no System Integrator shall contact DGS on any matter relating to the submitted EOI. If a System Integrator needs to contact DGS relating to this EOI, it should do so only in writing or electronically. Any effort by a System Integrator to influence DGS during the REOI process shall be construed as a breach of the Code of Integrity, and EOI shall be liable to be rejected as non-responsive in addition to other punitive actions for such a breach as per the REOI document.

## **10.2 Evaluation of REOIs and Short listing**

In evaluating the EOI, conformity to the eligibility and qualification criteria to those in the REOI document is ascertained. Additional factors incorporated in the REOI document shall be considered as indicated therein.

### **10.2.1 Determining Responsiveness**

Only substantively responsive EOIs shall be evaluated for short listing. A substantively responsive EOI is complete and conforms to the REOI document's essential terms and conditions. Unless otherwise stipulated in Section II: Appendix, the following are some of the crucial aspects for which an EOI shall be rejected as nonresponsive:

- 1) The EOI is not in the prescribed format or is not submitted as per the stipulations in the REOI document.
- 2) The system integrator is not eligible to participate in the EOI as per laid down eligibility criteria.
- 3) The EOI validity is shorter than the required period.
- 4) The EOI departs from the essential requirements stipulated in the EOI document.
- 5) Non-submission or submission of illegible scanned copies of stipulated documents/ declarations if any
- 6) The system integrator fails to provide and/ or comply with the required information, instructions etc., incorporated in the REOI document or gives evasive information/ reply against any such stipulations.
- 7) The system integrator furnishes wrong and/ or misleading data, statement(s) etc. In such a situation, besides rejecting the EOI as nonresponsive, it is liable to attract other punitive actions under relevant provisions of the REOI document for breach of the Code of Integrity

### **10.2.2 Evaluation of Eligibility**

DGS shall determine, to its satisfaction, whether the system integrators are eligible as per Clause 4 above to participate in the REOI process as per submission in 'Form 1.2: Eligibility Declarations'. The eligibility evaluation shall be on a "pass" or "fail" basis. A system integrator

must achieve a “pass” on all the criteria to proceed to the next step. Any system integrator not achieving a ‘pass’ in any of the eligibility criteria shall be rejected as nonresponsive.

### **10.2.3 Evaluation of Qualification Criteria**

- 1) DGS shall determine whether the System Integrators are qualified and capable in all respects to be shortlisted to provide the ‘Services’ (subject to dispensation, if any, for Start-ups, as per clause 5.1 above), as per Section III: Qualification Criteria and submission in Forms listed in Part II: ‘EOI Submission Formats’. The determination shall not consider the qualifications of other firms, such as the system integrator’s subsidiaries, parent entities, affiliates, or any other entity different from the system integrator. DGS reserves the right to waive minor deviations in the qualification criteria if they do not materially affect the capability of a system integrator to perform the contract. The Experience of Key Experts are not included in the short listing criteria but shall be evaluated at the RFP stage.
- 2) Unless otherwise stipulated in Section II: Appendix, assignments completed by the system integrator’s individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant or that of the system integrator’s partners or sub-consultants in Form 2.1: Performance Capability Statement.

### **10.2.4 Verification of Original Documents at RFP Process**

The DGS reserves its right to call for verification, originals of all self-certified copies of uploaded documents from the system integrator’s during the following RFP Process. If the shortlisted system integrator fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 12 below). Such RFP proposals shall be liable to be rejected as nonresponsive in addition to other punitive actions for such a breach.

### **10.2.5 Declaration of Shortlisted system integrator**

- 1) EOIs of system integrator that succeed in the above evaluation shall be shortlisted. Provisionally shortlisted system integrator will be informed of the condition(s) that must be met before submitting their Proposal in the RFP process. Such short listing shall remain valid for a period specified in Section II: Appendix (six months from the date of declaration, if not so specified).
- 2) Only shortlisted (including provisionally shortlisted) system integrator shall be invited to participate in the following RFP process. If stipulated in Section II: Appendix, if there are a larger number of consultants meeting the evaluation criteria, the shortlist shall be restricted to a specified number of system integrator(if not specified, eight (8) system integrators) based on higher Average Turnover (or any other criteria, if so, stipulated therein).
- 3) The name and address of the shortlisted system integrator(s) shall be published in the portal and notice board/ bulletin/website of DGS. All system integrators shall be advised about shortlisting of their EOIs or otherwise without disclosing the comparative position of their EOIs with that of others. Shortlisted system integrators must not advertise or publish the same in any form without the prior written consent of the Procuring Entity.
- 4) Shortlisting a system integrator is an administrative process and does not confer any legal or contractual rights on him. Since original documents/ certificates are not being called for and examined at this stage, all shortlisted shall be conditional upon final verification of such documents/ certificates during the RFP Process.

### **10.3 Publication of RFP following with REOI**

DGS shall publish a Request for Proposal (RFP) addressed exclusively to shortlisted system integrator for the following procurement process through the eProcurement portal(<https://eprocure.gov.in/eprocure/app>). DGS/ the Portal may issue notifications/ alerts to such system integrator but without any liability. Such system integrator shall be responsible for being on the lookout for the RFP on the portal. While publishing the RFP, the Procuring Entity reserves its right to elaborate further on the brief overview of the proposed procurement/scope of work, qualification Criteria and other terms & conditions without vitiating the shortlisting process. Shortlisted system integrator shall have no claim in this regard.

### **11. Grievance redressal /complaint procedure**

- 1) System integrators have the right to submit a complaint or seek de-briefing if he is not shortlisted in this REOI process, in writing or electronically, within ten days of the declaration of REOI evaluation results. The complaint shall be addressed to the Head of Procurement.
- 2) Within five working days of receipt of the complaint, the Tender Inviting Authority shall acknowledge the receipt in writing to the complainant, indicating that it has been received. The response shall be sent in due course after a detailed examination.
- 3) The Tender Inviting Authority shall convey the final decision to the complainant within 15 days of receiving the complaint. No response shall be given regarding the confidential process of evaluating EOIs before the results are notified, although the complaint shall be kept in view during such a process. However, no response shall be given regarding the following topics explicitly excluded from such complaint process:
  - a) Only a system integrator who has participated in the REOI process and has not been shortlisted can make such a representation. Complaints regarding shortlisting or exclusion of other system integrators shall not be entertained.
  - b) No third-party information (REOIs, eligibility/ qualification) shall be sought and must not be included in the response.
  - c) Following decisions of the DGS shall not be subject to review:
    - i) Determination of the need for procurement.
    - ii) Complaints against eligibility and qualification criteria except under the premise that they are either vague or too specific to limit competition.
    - iii) Choice of the selection procedure.
    - iv) Provisions limiting the participation of system integrators in the REOI process, in terms of policies of the Government.
    - v) Provisions regarding purchase preferences to specific categories of system integrators in terms of policies of the Government.
    - vi) Cancellation of the REOI process except where it is intended to subsequently re-tender the same Services

### **12. Code of integrity in public procurement, misdemeanours and penalties**

Code of Integrity and penalties for violating the Govt of India, Ministry of Finance, Department of Expenditure shall apply to this REOI process. Procuring authorities, consultants, suppliers, contractors, and system integrators should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanours, either directly or indirectly, during the entire procurement Process (including this REOI) or the execution of resultant contracts.

Note: For further details, please refer to appended Section II: Appendix.

Digitally Signed by

Tender Inviting Authority (TIA)

[Capt. Harinder Singh, Member Secretary, Casualty Branch, email id:singh.harinder@gov.in]

### **13. Audit by Third Party**

DGS at its discretion may appoint third party(s) for auditing the activities of onsite services and operations of entire services provided to the DGS. The services shall include, not limited to, hardware's supplied to DGS, Software's etc.

### **14. Management of Circulars and Orders Related to Casualty Branch at DGS**

There are circulars and orders pertaining to Casualty Branch issued and as part of capacity building activity, the appointed SI shall be tasked with managing the allocation of resources to gather, compile, and update these circulars and orders in alignment with the directives of the DGS authorities and the complete safety platform that will be engineered under the present procurement.



## Section II: Appendix

Request for Expression of Interest Document No.xx-xx/x/xx/REOI/001

Tender Title:REOI For Selection of vendor to establish the Global Maritime

SafetyPlatform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

Publisher: Directorate General of Shipping (DGS), Govt of India

<b>1.0 Basic REOI Details</b>			
Tender Title	REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.		
Name of Project	Design and Development of the global maritime safety platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.		
Tender Reference Number	xx-xx/x/xx/REOI/001	Tender ID	Refer CPPP Portal
Tender Type	Expression of Interest	Tender Category	Services
No. of Covers	Single Cover	Product Category	Providing complete Software system
Domestic/ Global Procurement	Domestic Procurement	Organisation:	Directorate General of Shipping (DGS)
The Procuring Entity:	Directorate General of Shipping (DGS)	Authority on whose behalf EOI is invited	The President of India, through the Head of Procurement of the Directorate General of Shipping (DGS)
Through the	Capt. Harinder Singh, Member Secretary, Casualty Branch	Tender Inviting Authority (TIA)	Directorate General of Shipping (DGS)
Address	Directorate General of Shipping, Govt. of India 9th Floor, Beta Building, i-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042, India		
<b>2.0 Critical Dates (Clause 6; 7; 8, and 9)</b>			
Published Date	Refer CPPP	EOI Validity (Days from the date of EOI Opening) – REOI Clause 7.2	Min. 60 days
Document Download Start	Refer CPPP	Document Download End Date & Time	Refer CPPP

Date & Time			
Clarification Start Date & Time	Refer CPPP	Clarification End Date & Time	Refer CPPP
EOI Submission Start Date & Time	Refer CPPP	EOI Submission Closing Date & Time	Refer CPPP
EOI Opening Date & Time	Refer CPPP		
<b>3.0 Eligibility Criteria</b>			
As mentioned in REOI; Refer Section I (clause 4: Eligibility Criteria)			
<b>4.0 Obtaining the REOI document and clarifications (Clauses 6 &amp; 8)</b>			
eProcurement and Procuring Entity's Portal/ Help Desk	<a href="https://eprocure.gov.in/e-procure/app">https://eprocure.gov.in/e-procure/app</a>	Refer CPPP	
	<a href="https://www.dgshipping.gov.in/">https://www.dgshipping.gov.in/</a>		
Cost of REOI document (INR)	Nil		
Office/ Contact Person/ email for clarifications	Capt. Harinder Singh, Member Secretary, Casualty Branch Email id:singh.harinder@gov.in		

<b>5.0 Pre-EOI Conference (Clause 6.3)</b>			
Is a Pre-EOI Conference proposed to be held?	No		
Place, time, and date of the Pre-EOI Conference	NA		
Place, time, and date before which Written queries for the pre-EOI conference must be received	NA		
Place, time, and date before which registration of participants for the pre-EOI conference must be received	NA		
<b>6.0 Preparation and Submission and Opening of EOIs (Clauses 7 and 8)</b>			
EOIs to be Addressed to	President of India, Through Head of Procurement, Directorate General of Shipping (DGS), Govt of India		
Instructions for Online EOI Submission	Refer CPPP		
Language of Submission	English	EOI Validity	Min. 60 days

EOI Opening Place	Online CPPP Portal		
<b>7.0 Evaluation of EOI and Qualification Criteria</b>			
As mentioned in REOI; Section I (Clause 10); Section III Qualification Criteria			
<b>8.0 About RFP that would follow – clause 10.3</b>			
RFP to be issued	Limited to shortlisted system integrator/s from this EOI	Form of Contract from RFP	To be mentioned in RFP
Selection Method	QCBS 70:30	Bid Security Requirements	To be mentioned in RFP
Performance Security	To be mentioned in RFP		

### Section III: Qualification Criteria

REOI document No. xx-xx/x/xx/REOI/001

Title: REOI for Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

Note for System integrator: Regarding this section, system integrators shall submit the following forms:

- 1) Form 2: Qualification Criteria – Compliance
  - a) Form 2.1: Performance Capability Statement
  - b) Form 2.2: Financial Capability Statements
    - i) Form 2.2.1: Financial Statement
    - ii) Form 2.2.2: Average Annual Turnover
  - c) Form 3: Checklist for System integrator
  - d) Form 4: Declaration for No Conflict of Interest
  - e) Form 5: Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units
  - f) Form 6: Other information required.
  - g) Relevant date when the specified period ends for different supporting reports shall be:
    - i) For all annual reports, the periods mentioned end date with the financial year.
    - ii) For other statements, the periods mentioned end on the month before the last date of EOI submission.

#### Criteria 1 General and Similar Experience:

S.NO	QC #	Condition	Criteria	Supporting Document
1.	QC1	<b>Similar Experience</b>	During the last 5 years, The Bidder / Lead bidder must have system integrator experience, and the implementation must include Platform/ application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed projects or substantially completed projects should be at least 3. These work orders should be	Form 1.1: Bidder Information  Form 2.1: Performance Capability Statement.  In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client.  In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. The chartered accountant's

S.NO	QC #	Condition	Criteria	Supporting Document
			from any of the State/Central Government Departments /Organisations / Public Sector Undertakings	certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted
2.	QC2	<b>Domain experience</b>	The Bidder / any member of consortium must have experience of successful Go-Live / completed project for IT solution in Shipping / Maritime domain in India or abroad as System Integrator* in last 5 years (as on the last date of bid submission)	<p>Form 1.1: Bidder Information</p> <p>Form 2.1: Performance Capability Statement.</p> <p>In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client.</p> <p>In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. The chartered accountant's certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted</p>

S.NO	QC #	Condition	Criteria	Supporting Document
3.	QC3	<b>Technical Capability</b>	<p>The Bidder (Single firm or any member of the consortium) must have System Integrator experience of successful Go-Live / completed IT/ITeS projects during the last FIVE years (from the last date of bid submission) in</p> <p><b>ONE IT/ITeS project</b> of amount not less than <b>INR 5 crores</b></p> <p>OR</p> <p><b>TWO IT/ITeS projects</b> of amount not less than <b>INR 2.5 crores each</b></p> <p>OR</p> <p><b>THREE IT/ITeS projects</b> of amount not less than <b>INR 2 crores each.</b></p> <p>THREE and more will have added weightage in the QCBS bidding format</p> <p>i. Each of which shall include Application Development, Software Support, Training, Support Manpower &amp; Maintenance involving services to any state / central government organization in India and PSU in India or abroad during the last FIVE financial years.</p>	<p>Form 1.1: Bidder Information</p> <p>Form 2.1: Performance Capability Statement.</p> <p>In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client.</p> <p>In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. The chartered accountant's certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted</p>
4.	QC4	<b>General (Certification)</b>	<p>The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 5 (DEV) and</p>	<p>Copy of valid certificate</p> <p>In case of:</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> </ul>

S.NO	QC #	Condition	Criteria	Supporting Document
			<p>above certification and ISO 27001 certification. In case of consortium, consortium member should also have at least CMMI Level 3 certification</p> <p>The certifications should be valid on the date of bid submission. In case the certification is under renewal, the Bidder shall provide the details of the previous certifications and the current assessment consideration in the Bid Process. Bidder to submit a valid certificate at the time of signing the contract (if selected) otherwise bidder will be disqualified.</p> <p>Bidder shall ensure that the certifications continue to remain valid till the end of the Agreement.</p>	<ul style="list-style-type: none"> <li>• Consortium Bid – Lead bidder and Consortium members</li> </ul>
<b>Criteria 2 - Financial Capability</b>				
5.	QC5	Turnover	<p>Turnover: Minimum average annual turnover of Rs. 12 Cr. at least, calculated as total certified payments received for contracts in progress or completed within the last 5 years and in case of MSME INR 2.5 Cr. for the last three financial years ending 31st March 2024 as evidenced by the audited accounts of the company.</p> <p>In case of <b>consortium</b>, consortium member</p>	<p>Form 2.2: Financial Capability Statements</p> <p>In case of:</p> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> <li>• Consortium Bid – Lead bidder</li> </ul>

S.NO	QC #	Condition	Criteria	Supporting Document
			(except Lead Bidder) must have a minimum turnover of <b>INR 2.5 Crores</b> (Two Crores fifty lakhs)	
6.	QC6	<b>Financial: Net worth</b>	The bidder (for single firm) should have a positive net worth for 3 consecutive years i.e. 2021-22, 2022-23 and 2023-24 In case of a Consortium, the Lead Member must have positive net worth.	<ul style="list-style-type: none"> <li>• Extracts from the audited Balance sheet and Profit &amp; Loss statements</li> </ul> <p>And</p> <ul style="list-style-type: none"> <li>• Bidder to provide CA certificate for 3 years (2021-22, 2022-23 and 2023-24).</li> </ul> <ul style="list-style-type: none"> <li>• Single Bid – Bidder</li> <li>• Consortium Bid – Lead bid</li> </ul>

*Note to system integrator: During RFP Process, while original documents/ certificates are called for to authenticate the qualification claimed, the following may be kept in mind:*

1. When a joint venture or other association submits the bid, in that case, all members (other than non-substantial members) in the JV/C must submit their financial statements in order of the member's share in the partnership, greatest to least. The figures of members of a JV/C (other than non-substantial members) shall be added to determine compliance with the minimum financial qualifying criteria. However, unless otherwise stated in Section II: Appendix, for a JV/C to qualify, the Lead member must meet at least 40 percent of those minimum criteria for an individual Bidder and other members at least 20% of the criteria. Failure to comply with this requirement shall result in the rejection of the JV/C's bid.
2. The system integrator shall submit the audited balance sheet and/or banking reference along with their RFP proposal. An authorised representative of the system integrator must sign the statement.



## **Part II: Schedule of Requirements**

### **SECTION IV: Terms of Reference (TOR)**

#### **1. Background**

The maritime industry is the backbone of global trade, and its safety is critical to the economy, environment, and human life. Drawing from the success of the European Marine Casualty Information Platform (EMCIP) and other leading maritime safety platforms worldwide such as MAIB (Marine Accident Investigation Branch), NTSB (National Transportation Safety Board), TSB (Transportation Safety Board), BSU (Federal Bureau of Maritime Casualty Investigation), DMAIB (Danish Maritime Accident Investigation Board etc., this concept note proposes the creation of a Global Maritime Safety Platform (GMSP). This platform will serve as a centralized hub for maritime casualty analysis, safety learnings, and the dissemination of best practices, aiming to significantly enhance maritime safety and align with the Maritime Amrit Kal Vision, Suraksha Sarvapratham Initiatives and IMO regulations.

#### **2. Purpose/ Objectives**

The purpose of this initiative is to provide a unified source of maritime safety information, enabling the industry to learn from past incidents, apply best practices, and prevent future casualties, thereby promoting safer maritime operations on a global scale and also to enhance the safety of seafarers by promoting risk-free professional practices, ensuring a safer working environment at sea and in ports, and aligning with the objectives of the Global Maritime Safety Platform.

The Objectives of as follows:

- I. Implement dynamic, user-tailored dashboards for the Global Maritime Safety Platform, showcasing real-time safety metrics and trends through advanced analytics, with cross-device compatibility, comprehensive user training, and stringent data security.
- II. Construct a comprehensive, multilingual repository for the Global Maritime Safety Platform to provide easy access to safety circulars and advisories, advisories on niche operational areas like pilot ladder usage, confined space entry, ballast operations, and berthing operations and IMO guidelines on maritime operations, ensuring up-to-date information dissemination and adherence to international maritime safety standards.
- III. Host a comprehensive series of 30-40 maritime safety animation videos over a period of three years on streaming platform, with the development of the content to be addressed independently from the platform's scope of work which aims at reinforcing the adherence to safety and security protocols among seafarers and provide comprehensive safety training through a web-based learning management system and provide open free online courses for standardized safety and risk certification programs.

- IV. Develop a secure, integrated database for maritime incident management, incorporating AI and analytical tools such as Power BI, tableau etc. for standardized reporting, pattern recognition, and controlled access to bolster safety measures and support regulatory compliance.
- V. Commit to an overarching objective of zero incidents, injuries, and environmental harm across all maritime operations by fostering a safety-first culture, ensuring strict compliance with international maritime safety standards, providing comprehensive safety training, utilizing advanced technologies for real-time monitoring and data analysis, and developing effective incident response and management systems to maintain the highest levels of safety and operational efficiency.
- VI. Create and maintain a centralized knowledge repository that aggregates a wide array of safety-related publications, including annual overviews of marine casualties and incidents, detailed safety analyses from data on navigation accidents, infographics from accident investigations, and a compilation of preventive measures. This repository will also feature in-depth explorations of the causes of accidents affecting personnel and ships, summaries of incidents, actions taken in response, and safety recommendations, all aimed at continuously enhancing maritime safety and supporting Shell's Goal Zero ambition.

### 3. Scope

This platform will serve as a centralized hub for maritime casualty analysis, safety learnings, and the dissemination of best practices, aiming to significantly enhance maritime safety and align with the Maritime Amrit Kal Vision, Suraksha Sarvapratham Initiatives and IMO regulations. The implementation strategy for engaging a System integrator for design, development, operations and maintenance of Safety Platform under would involve several key steps

The total estimated number of users for Indian Global Maritime Safety Platform on daily basis are given below:

Indian Global Maritime Safety Platform	2000 users per day
--	--------------------

- A. Since there is currently no existing maritime safety portal, it is challenging to provide an exact number of data users and system requests. The selected bidder will be responsible for conducting a comprehensive study to assess the overall capacity requirements, including user load, transaction volume, and system scalability. This assessment will help in designing an optimized infrastructure that ensures high availability, performance, and future scalability.
- B. Bidders must conduct a feasibility study before submitting their bid at the RFP stage, and include an 'Approach and Methodology' document as part of their technical bid.

#### I. Casualty Data Representation and Analysis Framework:

- Develop a robust incident reporting and analytics system modelled after global best practices such as EMCIP, enabling comprehensive data analysis to detect maritime safety trends and patterns.
- Design a high-performance dashboard offering 20-25 analytical insights across diverse maritime safety parameters.
- Ensure real-time data updates within the platform to provide stakeholders with the latest information and insights.
- Develop a responsive and device-agnostic interface, making the system accessible via desktops, tablets, and mobile devices.
- Provide user manuals, training resources, and technical support to ensure efficient utilization and navigation of the analytics platform.

## **II. Safety Circulars Repository:**

- Create a centralized repository for safety circulars, advisories, compliance guidelines, and maritime safety updates, aligned with both Indian and international standards.
- Enable multilingual accessibility, allowing users to retrieve safety documentation in their preferred language.
- Integrate external links to global regulatory authorities and emergency response guidelines to enhance access to international safety standards.
- Implement secure role-based access control for authorized maritime agencies and stakeholders to update and maintain the repository.

## **III. Educational Video Library:**

- Develop an extensive repository of animated educational videos covering key maritime safety protocols, inspired by leading global safety communication strategies.
- Organize video content into categorized learning modules for structured training and ease of reference.
- Establish a secure login facility for video content creators and stakeholders to upload new educational materials, maintaining a fresh and evolving collection of resources.

## **IV. Advanced Predictive Analytics and AI-Driven Safety Insights:**

- Integrate AI-powered analytics to assess potential risks, incident probability, and safety trends proactively.
- Develop visually engaging and interactive dashboards with customizable analytics and safety metrics for enhanced stakeholder decision-making.
- Provide user-driven customization options for data visualization, allowing maritime professionals to tailor reports to their specific requirements.
- Implement industry-grade cybersecurity measures to protect sensitive maritime safety data from unauthorized access and breaches.

#### **V. Achieve Safe, compliant and efficient response system:**

- Ensure alignment with international maritime safety standards and best practices to enhance incident response efficiency.
- Provide a real-time emergency response coordination module to facilitate seamless communication between maritime authorities and rescue agencies.

Establish a virtual platform for safety drills, crisis simulations, and capacity-building workshops to improve emergency preparedness.

- Enable a centralized command centre view for real-time monitoring and coordinated decision-making in case of maritime incidents.
- Achieve the ~~Shell~~ Goal Zero incident ambition/goal by creating an efficient and informative platform that provides all necessary knowledge to maintain safety and security, improve risk handling situations and enhance the skills of seafarers and ship handling agencies.

#### **VI. Publications and Knowledge Repository:**

- Develop a comprehensive knowledge hub for safety reports, annual maritime incident analyses, and investigative case studies.  
2wsdsk
- Document lessons learned from major maritime incidents and provide actionable recommendations for future risk mitigation.
- Publish ~~detailed risk assessment reports, compliance checklists, and~~ innovative strategies for maritime safety improvement in consultation with the stakeholders and inputs received thereof.
- Foster collaboration with global maritime safety organizations to share insights and enhance the repository with international best practices.

## **VII. Integration with DG Comm Portal, Crisis Management System and Third Party System:**

- Ensure seamless interoperability with the DG Comm platform for efficient data exchange and regulatory compliance tracking.
- Enable integration with third-party safety applications, ship monitoring tools, and global maritime safety networks and sign MoU's with identified third parties for integration of their module to the extent required.
- Design a flexible API architecture to facilitate future integrations with emerging maritime technologies and regulatory systems.

## **VIII. Capacity Building and Training Support:**

- Develop training modules to enhance maritime safety awareness among seafarers, ~~port authorities, and shipping operators.~~
- Establish a periodic training calendar for DGS employees to ensure continued professional development in maritime safety standards and best practices.
- The Solution Provider shall conduct end-user training and system administration training to the persons nominated by Casualty Branch.
  - a) **Training Requirements:** Facilitation of practical training sessions to the new users and the plan for the numbers, locations, facility required in these training sessions.
  - b) **Training Plan:** Preparation of a detailed Training plan to cover all the training needs mentioned Training programs. List of topics to be covered under various Training programs and get approval of the Casualty Branch on the Final Training topics and plan.
  - c) **Preparation of Training Materials:** Preparation of a User Manual/Video Help for each function/module of the Software Application to be deployed. Soft copy of the same to be made available to all relevant participants.
  - d) **Delivery of Training:** The class and the facility required in the training needs to be planned.

- e) Training Site Preparation: The selected Bidder/vendor is to provision for the training and the space at each location should be the responsibility of the Casualty Branch. It may hire an appropriate set up for the same.

## **IX. System Hosting, Security, and Data Retention:**

- Deploy the platform on a MeitY-approved cloud infrastructure, ensuring high availability, security, and compliance with Indian data protection regulations.
- Implement a robust data retention and archival policy, allowing for secure historical data access and analysis.
- Conduct periodic security audits with CERT-IN empanelled agencies to ensure system integrity and compliance with cybersecurity standards.
- Propose the Client-side hardware requirements such as the size of processor, RAM, Storage, and network interface etc. for the smooth running of the software based on the nature of application, number of concurrent users, quantity of data etc.
- Propose the sizing of the server-side hosting infrastructure such as CPU, Memory, Storage etc. both at the Data Centre (DC) and Disaster Recovery (DR).

## **X. Testing:**

- Design the testing strategy, including test cases, and conduct various testing phases, such as Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).

## **XI. Security Audit:**

- Ensuring compliance with CERT-In Security Policy and Guidelines, the Solution Provider coordinates with a CERT-In empanelled auditor for STQC security audit conducted once for Go Live and three times during O&M period.

## **XII. Data Migration Requirements:**

- The Solution Provider will offer Data Capture screens to ensure all relevant data is digitized. Data from the existing system should be migrated to the proposed system. If there is no digital data available, the solution provider should design a user-friendly

data entry interface. By using these screens, the data entry operators to manually input the required information.

### **XIII. User Acceptance Testing (UAT) & Go-Live:**

- Host the beta version on a staging server, configuring user roles for testing team, and supporting UAT. The Solution Provider shall be responsible for preparing test strategy, test cases, and test results, hosting the beta version, demonstrating functionalities, and obtaining user acceptance sign-off

### **XIV. Software Installation & User Configuration:**

- Upon acceptance and sign-off, the Solution Provider shall be responsible for deploying the software on a central server. This process includes setting up all master data as part of the installation. The Solution Provider shall also configure user roles and privileges, ensuring that authorized users have the necessary access.

### **XV. Technical & Warranty Support and Operations & Maintenance:**

- Provide 24/7 technical support and a helpdesk for user queries, issue resolution, and system troubleshooting.
- Establish a three-year maintenance framework, including periodic updates, security patches, and performance optimization. This will constitute 1 year of Warranty support covering bug fixes, performance tuning, and security updates, followed by 24 months of AMC support for ongoing maintenance.
- Implement a feedback mechanism for continuous system improvements and enhancements based on stakeholder inputs.

## **4. Deliverables/ outcomes**

Upon successful implementation of the System, the expected outcomes include:

- I. A comprehensive maritime safety platform that serves as a global reference, benchmarked against the success of EMCIP and other leading platforms such as NTSB, ATSB, BSU, DMAIB etc.
- II. A significant improvement in maritime safety awareness and practices, influenced by international standards.
- III. A measurable reduction in maritime accidents and incidents, contributing to safer seas and waterways.

- IV. Improved incident reporting and analysis capabilities leading to better understanding and prevention of maritime accidents.
- V. Access to a diverse range of analyses through a single dashboard, facilitating informed decision-making.
- VI. Real-time data availability ensuring that users have the most current information for immediate action.
- VII. Cross-device accessibility enhancing the user experience and engagement with the safety platform.
- VIII. Empowered users through effective training and support materials, leading to proficient use of the platform.
- IX. A centralized source of maritime safety documentation that is easily accessible and up to date.
- X. Enhanced comprehension and application of safety protocols due to multilingual support.
- XI. Streamlined access to international safety guidelines and emergency response plans.
- XII. Efficient updating and dissemination of new safety information by authorized personnel.
- XIII. Increased awareness and understanding of maritime safety practices through engaging and informative videos.
- XIV. Categorized content allowing for targeted learning experiences.
- XV. Continuous expansion and updating of the video library by authorized contributors.
- XVI. Proactive identification of safety risks through advanced data analytics, leading to pre-emptive measures and reduced incidents.
- XVII. User-friendly dashboards that enhance the interpretation and communication of safety data.
- XVIII. Customizable data views to meet the specific analytical needs of different users.
- XIX. Assurance of data privacy and security, maintaining trust in the platform's integrity.
- XX. Increased compliance with international safety standards, resulting in fewer accidents and incidents.
- XXI. [Improved emergency response and management through specialized training to casualty branch personnel.](#)
- XXII. A comprehensive repository of safety knowledge, fostering a culture of learning and continuous improvement in maritime safety.



- XXIII. Access to detailed reports and analyses of incidents, contributing to the prevention of future accidents.
- XXIV. Availability of actionable safety recommendations and innovative risk management strategies to enhance maritime safety practices. A real-time platform that enhances operational efficiency and the ability to manage safety risks effectively.

The System integrator shall provide the following deliverables:

Sr No.	Overall Project Deliverables
1	Software Requirement Specifications
2	Software Design Documents
3	Beta Version of Software
4	Support for User Acceptance Testing (UAT)
5	Website for global maritime safety
6	Final Version of Software
7	Security Audit (1 nos. before go-live and 3 nos during O&M)
8	User Manual
9	Video Help
10	End User Training
11	System Administration Training
12	Hosting Services (DC and DR) for a period of 36 months
13	Installation and configuration on the production server
14	Warranty Support for a period of 12 months from the date of Go-Live
15	AMC Support for a period of 24 months after the warranty support period
16	Onsite Technical Support for a period of 36 months from the date of Go-live

## 5. Resource Requirements (Indicative)

Bidder to propose the following but not limited to key and non-key resources:

#	Key Resources	No. of Resources
1.	Project Manager	To be proposed by bidder
2.	Solution Architect	
3.	Functional Consultants	
4.	Technical Consultants/Developers	
5.	Database Administrator (DBA)	
6.	Testers/QA Specialists	
7.	Change Management and Training Specialist	
8.	System Administrators	
9.	Mobile App Expert	
10.	Any other resource required	

#	Non-Key Resources	No. of Resources
1	Business Analyst	To be proposed by bidder
2	UI/UX Designers	
3	Data Analysts	
4	Infrastructure Engineers	
5	Support Staff	
6	Any other resource required	

## 6. Timelines of Services

This section outlines the development schedules for the Indian global maritime safety platform (IGMSP) to be developed. These timelines presented in the below Gantt charts. The system integrator is expected to adhere to these timelines with precision to ensure the timely delivery of high-quality software solutions that align with the project's objectives and milestones. This section serves as a crucial reference point for understanding the temporal aspects of the project and will aid in effectively managing and tracking progress throughout the engagement.

Sr. No.	Particulars	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Year 1	Year 2	Year 3
1.	Design & Development	M1	M2	M3	M4	M5	M6	M7						
2.	UAT								M8					
3.	Pilot Testing									M9				
4.	STQC & CERT-In Audit									M9	M10			
5.	Go-Live										M10			
6.	Warranty Period											Y1		
7.	O & M												Y2	Y3

## 7. Implementation and Adherence to policies as per DGS

The bidder must apply, obtain and maintain the STQC certification for the project. The cost incurred for obtaining and maintaining the certification shall be borne by the bidder. The bidder shall get the certificate as per timelines defined failing which the subsequent payments will be deferred till the certification is obtained.

The bidder shall ensure to adherence to DGS data and security standards and ensure that the system complies with defined industry and open standards. The security standards mentioned in the below listed documents need to have adhered by the bidder.

1. Model RFP Documents for Selection of Implementation Agencies by MeitY
2. Agreement for Model RFP Templates for Implementation Agencies.
3. Interoperability Framework for e Governance (IFEG) in India by MeitY
4. MeitY Guidelines for Procurement of Cloud Services - V 2.0
5. DPDP Act 2023
6. UX Design Guidelines and & Design System for Government application to enhance user experience
7. GIGW Guidelines 3.0
8. W3C's Web Content and Accessibility Guidelines (WCAG 2.1) Rights of Persons with Disabilities Act, 2016

## **PART III. REOI Submission Formats**

### **Form 1: REOI Form (Covering Letter)**

(On System integrator's Letterhead)

System integrator's Name \_\_\_\_\_

[Address and Contact Details]

System integrator 's Reference No. \_\_\_\_\_ Date.....

To

**Directorate General of Shipping, 9th Floor,  
BETA Building, I-Think Techno Campus,  
Kanjur Village Road, Kanjurmarg (E),  
Mumbai-400042**

**Ref: Your REOI document No. xx/x/xxCOMP/REOI/001**

**Tender Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.**

Sir/ Madam

Having examined the abovementioned REOI document, we, the undersigned, hereby submit/ upload our Expression of Interest (REOI) for being shortlisted for the performance of the Services.

1) About us:

We, M/s \_\_\_\_\_, hereby certify that We are a firm (or members of our JV/C are) of proven, established, and reputed System integrator having the required Experience, Past performance, Personnel, and Financial capability, with offices at \_\_\_\_\_.

2) Our Eligibility and Qualifications to participate:

- a) We comply with all the eligibility criteria stipulated in this REOI document, and the relevant declarations are made along with documents in Form 1.2 of this REOI-Form.
- b) We fully meet the qualification criteria stipulated in this REOI document, and the relevant details are submitted along with documents in Form 2: 'Qualification Criteria – Compliance' and its sub-forms.
- c) We undertake to provide originals of all self-certified copies of uploaded documents during the RFP Process. We have understood the ramifications of failure to do so as detailed in clauses 10.2.4 and 10.2.5 of Section I: REOI.
- d) We have / don't have any conflict of interest with any other System integrator as per clause 4.5 of Section I: REOI.
- e) No commissions and gratuities have been paid or are to be paid to agents or any other party by us relating to this REOI and RFP processes.

Following commissions and gratuities have been paid/ are to be paid to agents or any other party by us relating to this procurement process: -----

3) Affirmation of terms and conditions of the REOI document:

We have understood the complete terms and conditions of the REOI document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the sections of the REOI document.

4) Abiding by the REOI Validity

We agree to keep our REOI valid for acceptance for a period up to -----, as required in the REOI document, or for a subsequently extended period, if any, agreed to by us.

5) Non-tempering of Downloaded REOI documents and Uploaded Scanned Copies

We confirm that we have not changed/ edited the contents of the downloaded REOI Formats. We realise that any such change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the REOI document. We also confirm that scanned copies of documents/ affidavits/ undertakings uploaded along with our REOI are valid, true, and correct to the best of our knowledge and belief. We shall be responsible if any dispute arises regarding the validity and truthfulness of such documents/ affidavits/ undertakings. Upon our successful shortlisting, we undertake to submit for scrutiny, on-demand by the Procuring Entity, originals and self-certified copies of all such certificates, documents, and affidavits/ undertakings.

6) Signatories:

We confirm that we are duly authorised to submit this REOI and make commitments on behalf of the system integrator. Supporting documents are submitted in Form 1.1, annexed herewith. We acknowledge that our digital/digitised signature is valid and legally binding.

7) Rights of the Procuring Entity to Reject REOI(s):

We understand that you are not bound to accept the lowest or any REOI you may receive against your above-referred REOI document.

.....

(Signature with date)

.....

(Name and designation)

Duly authorised to sign REOI for and on behalf of name, address, and seal of the System integrator]

**Form 1.1: System integrator Information  
(On System integrator's Letterhead)**

System integrator's Name \_\_\_\_\_

[Address and Contact Details]

System integrator's Reference No. \_\_\_\_\_ Date.....

REOI document No. xx/x/xxCOMP/REOI/001

Tender Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

Note: System integrator shall fill in this Form following the instructions indicated below.

System integrator shall enclose certified copies of the documentary proof/ evidence to substantiate the corresponding statement wherever necessary and applicable. System integrator's wrong or misleading information shall be treated as a breach of the Code of Integrity. Such REOIs shall be liable to be rejected as nonresponsive, in addition to other punitive actions provided for such a breach in the REOI document.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

1) System integrator/ Contractor particulars:

a) Name of the System integrator's Organisation:	
b) Corporate Identity No. (CIN):	
c) Registration, if any, with The Procuring Entity:	
d) Date of incorporation/ start of business:	
e) Place of Registration/ Principal place of business":	
f) Number of Years in Business:	
g) Number of Years in implementing software Solution	
h) System integrator's Website URL:	
i) Complete Postal Address:	
j) Pin code/ ZIP code:	
k) Telephone nos. (with country/ area codes):	
l) Mobile Nos.: (with country/ area codes):	
m) Contact persons/ Designation:	
n) Email IDs:	
o) PAN Number:	

p) GSTIN No:	
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**NB: In the case of JV/C, repeat these details for all members**

Submit documents to demonstrate eligibility as per REOI Clause 4.1-1) - A self-certified copy of registration certificate – in case of a partnership firm – Deed of Partnership; in case of Company – Notarised and certified copy of its Registration; In case of JV, letter of intent to form JV or JV agreement and in case of Society – its Byelaws and registration certificate of the firm.

- 2) System integrator/JV's Organisation Structure: Submit the overall organisation structure of the firm.
- 3) System integrator/JV's Overall profile: Submit the overall profile of the firm, highlighting technical and managerial capabilities.

Authorisation of Person(s) signing the REOI on behalf of the system integrator

Full name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signing as:

- A sole proprietorship firm: The person signing the REOI is the sole proprietor/ constituted attorney of the sole proprietor,
- A partnership firm: The person signing the REOI is duly authorised being a partner to do so under the partnership agreement or the general power of attorney,
- A company. The person signing the REOI is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the authority conferred by the Memorandum of Association/ Articles of Association.
- A Society. The person signing the REOI is the constituted attorney.
- A Joint Venture/ Consortium. The person signing the bid is the designated lead member, as named in the JV/C agreement/ MOU or similar document in connection with the formation of the JV/C or are all future proposed members, in case (JV/C) has not been legally constituted at the time of bidding.

Documents to be submitted: Registration Certificate/ Memorandum of Association/ Partnership Agreement/ Power of Attorney/ Board Resolution System integrator's Authorized Representative Information

Name:

Address:

Telephone/ Mobile numbers:

Email Address:

(Signature with date)

.....

(Name and designation)

Request for Expression of Interest (REOI) For Selection of vendor to establish the Global Maritime Safety Platform (GMSP)  
for Directorate General of Shipping Kanjurmarg(E), Mumbai.

Duly authorised to sign REOI for and on behalf of name, address, and seal of the System integrator]

DA: As above



## Form 1.2: Eligibility Declarations

(Ref REOI Clause 2.3)

(On System integrator's Letterhead, supported with copy of Incorporation Certificates (for all member in case of consortium), and copy of PAN, GST registration certificate)

REOI document No. xx/x/xxCOMP/REOI/001

Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

System integrator's Name \_\_\_\_\_

[Address and Contact Details]

System integrator's Reference No. \_\_\_\_\_

Date.....

[Note: The list below is indicative only. You may attach more documents as required to confirm your eligibility criteria.]

### Eligibility Declarations

(Please tick appropriate boxes or cross out any declaration not applicable to the system integrator)

We hereby confirm that we comply with all the stipulations of REOI Clause 4.1 of the REOI document and declare as under and shall provide evidence of our continued eligibility to the DGS as and when it may be requested:

- 1) **Legal Entity of System Integrator:** We are:
  - a) : \_\_\_\_\_ relevant documents enclosed)
  - b) We are a system integrator with valid registration regarding GSTIN, PAN, EPF, ESI, Labour, or equivalent registration certificate as applicable to the subject Services.
- 2) **Eligibility:** We solemnly declare that we (including our affiliates or subsidiaries, or constituents):
  - a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
  - b) (including our affiliates or subsidiaries, or constituents for any part of the assignment):
    - i) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its procurement processes; and/ or
    - ii) Are not convicted (within three years preceding the last date of REOI submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities for offences mentioned in REOI document in this regard.
    - iii) We have neither changed our name nor created a new "Allied Entity", consequent to the above disqualifications.
  - c) Do not have any association (as system integrator/ partner/ Director/ employee in any capacity) with such retired public official or near relations of such officials of DGS, as counter-indicated, in the REOI document.

- d) We have no conflict of interest, which substantially affects fair competition. The quoted prices are competitive without adopting unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other system integrator to submit or not to submit an REOI to restrict competition.
  - e) We certify that we fulfil other additional eligibility conditions if prescribed in the REOI document.
- 3) We certify that we are not an entity from a country identified to restrict System Integrators from India from participation in their Government Procurements as per REOI clause 4.2.1
- 4) Restrictions on procurement from system integrators from a country or countries or a class of countries under Rule 144 (xi) of the General Financial Rules 2017:**

"We have read the clause regarding restrictions on procurement from a system integrator of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

- a) we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;
- b) we shall not subcontract any assignment to a contractor from such countries unless such a contractor is registered with the Competent Authority.

**5) Start-up Status:**

We confirm that we are (Certificate of Recognition issued by the Department for Promotion of Industry and Internal Trade (DPIIT) enclosed herewith)/ are not a Start-up entity as per the Department of Promotion of Industrial and Internal Trade – DPIIT.

**6) Penalties for false or misleading declarations:**

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties.

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorised to sign REOI for and on behalf of

.....

.....Name, address, and seal of the system integrator

DA: As in Sr 1 to 5 above, as applicable

## Form 2: Qualification Criteria – Compliance

(Ref Section III: Qualification Criteria)

(Along with supporting documents, if any)

(On system integrator's Letterhead)

REOI document No.xx/x/xxCOMP/REOI/001

Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

System integrator's Name \_\_\_\_\_

[Address and Contact Details]

System integrator's Reference No. \_\_\_\_\_

Date.....

*Note to system integrator: The Procuring Entity reserves its right to call for verification originals of all self-certified copies of stipulated documents supporting the fulfilment of qualifying criteria during the following RFP Process. If the shortlisted system integrator fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 12 below). Such RFP proposals shall be liable to be rejected as nonresponsive in addition to other punitive actions for such a breach.*

### Summary of Response to Qualification Criteria

Criteria	Qualification Criteria Met (Yes, or No)
a) During the last 5 years, The Bidder / Lead bidder must have system integrator experience, and the implementation must include Platform/ application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3. These work orders should be from any of the State/Central Government Departments /Organisations / Public Sector Undertakings	
b) The Bidder / any member of consortium must have experience of successful Go-Live / completed project for IT solution in Shipping / Maritime domain in India or abroad as System Integrator* in last 3 years (as on the last date of bid submission)	
c) The Bidder / lead bidder in case of consortium must have a minimum average annual turnover of INR 12 Cr. for the last three financial years ending 31st March 2024 as evidenced by the audited accounts of the company and in case of	

Criteria	Qualification Criteria Met (Yes, or No)
<p>MSME INR 2.5 Cr. for the last three financial years ending 31st March 2024 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 2.5 Crores (Two Crores fifty lakhs)</p>	
<p>d) The bidder (for single firm) should have a positive net worth for 3 consecutive years i.e. 2021-22, 2022-23 and 2023-24. In case of a Consortium, the Lead Member must have positive net worth</p>	
<p>e) The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 5 (DEV) and above certification and ISO 27001 certification. In case of consortium, consortium member should also have at least CMMI Level 3 certification.</p> <p>The certifications should be valid on the date of bid submission. In case the certification is under renewal, the Bidder shall provide the details of the previous certifications and the current assessment consideration in the Bid Process. Bidder to submit a valid certificate at the time of signing the contract (if selected) otherwise bidder will be disqualified.</p> <p>Bidder shall ensure that the certifications continue to remain valid till the end of the Agreement.</p>	
<p>f) The Bidder (Single firm or any member of the consortium) must have System Integrator experience of successful Go-Live / completed project during the last FIVE years (from the last date of bid submission) in            ONE IT/ITES project of amount not less than Rs. 5 crores            OR            TWO IT/ITES projects of amount not less than Rs. 2.5 crores each OR            THREE IT/ITES projects of amount not less than Rs. 2 crores each            Each of which includes Platform/ Application Development, Software Support, training, support manpower &amp; maintenance involving services to any state / central government organization in India and PSU in India or abroad during the last five financial years.</p>	

*Note: system integrators shall provide evidence of their continued qualification to perform the Services satisfactorily to the Procuring Entity, as the Procuring Entity may request at any stage during the RFP process that would follow this REOI.*

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorised to sign REOI for and on behalf of

.....Name, address, and seal of the system integrator

DA: As above, if any

## **Form 2.1: Performance Capability Statement** **Statement of Performance of Services**

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(On system integrator's Letterhead)

REOI document No. xx/x/xxCOMP/REOI/001

Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

System integrator's Name \_\_\_\_\_

[Address and Contact Details]

System integrator Reference No. \_\_\_\_\_

Date.....

Note to system integrator:

1. System integrator or member of a Joint Venture/Consortium (JV/C) must fill in this Form to prove conformance to Section III Qualification Criteria. Mention contracts in which a system integrator or a member of a JV/C is or has been a party, whether as a system integrator, affiliate, associate, subsidiary, or any other role. The list below is indicative only. You may attach more documents as required to highlight your past performance. Add additional details not covered elsewhere in your REOI in this regard. Statements and Documents may be mentioned/ attached here.
2. List only those assignments for which the system integrator was legally contracted as a company or was one of the joint venture members. Assignments completed by the system integrator's individual experts working privately or through other firms cannot be claimed as the relevant experience of the system integrator or that of the System integrator's partners or sub-system integrator s but can be claimed by the Experts themselves in their CVs. Assignments of Sub-system integrator (s) can be used to meet the Experience requirements specified in Section III, Qualification Criteria. The system integrator should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if the Client requests.
  - 1) **The number of years of experience in development of Platform** Provide evidence for the required length of experience in similar Services and cross-reference the list of assignments below.
  - 2) **In the specified period, list similar Services assignments completed or substantially completed in a tabular form** (Period specified in Section III – Qualification Criteria Note: List only the most important and relevant ones. List the largest value and most relevant projects to this assignment first)
    - a) country, client, (source of funding),
    - b) project title, project reference number, project value, project period
    - c) brief description of the system integrator's role in the project
    - d) # of international staff months, # of national staff months deployed by you on the project
    - e) Is it a Similar Experience as per Section III: Qualification Criteria (Yes or No)
    - f) Is it in General Sector as per Section III: Qualification Criteria (Yes or No)

g) Is it in Specific Sector as per Section III: Qualification Criteria (Yes or No)

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorised to sign REOI for and on behalf of

.....

.....Name, address, and seal of the System integrator ]

DA: Performance records/ contracts

## Form 2.2 Financial Capability Statements

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(On System integrator 's Letterhead)

REOI document No. xx/x/xxCOMP/REOI/001

Tender Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

System integrator 's Name \_\_\_\_\_

[Address and Contact Details]

System integrator 's Reference No. \_\_\_\_\_

Date.....

*Note to system integrator: Fill out this Form for the system integrator and each member of a joint venture or other association that is a party to the system integrator to highlight conformance to Criteria 2: Financial Capability. The list below is indicative only. You may attach more documents as required. Add additional details not covered elsewhere in your REOI in this regard.*

### Form 2.2.1: Financial Statements

*Note: Each system integrator or member of a Joint Venture/Consortium making up a must fill in this Form.*

<b>Financial Data for Previous Three (3) Years</b>			
	<b>Year 1:</b>	<b>Year 2:</b>	<b>Year 3:</b>
<b>Information from the Balance Sheet</b>			
<b>Total Assets</b>			
<b>Total Liabilities</b>			
<b>Net Worth</b>			
<b>Current Assets</b>			
<b>Current Liabilities</b>			
<b>Working Capital</b>			
<b>Information from Income Statement</b>			
<b>Total Revenues</b>			
<b>Profits Before Taxes</b>			
<b>Profits After Taxes</b>			



Attached are copies of financial statements (either audited financial statements supported by audit report or certified financial statements supported by Income tax returns), complying with the following conditions.

- 1) All such documents reflect the financial situation of the system integrator or a member of a Joint Venture or other association and not a sister or parent company.
- 2) A Chartered accountant must audit historical financial statements.
- 3) Historical financial statements must be complete, including all notes to the financial statements.
- 4) Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorised to sign REOI for and on behalf of

.....

.....Name, address, and seal of the system integrator]

**Form 2.2.2: Average Annual Turnover**

(Ref REOI Clause 2.3, Section III: Qualification Criteria)

(On system integrator’s Letterhead)

REOI document No. xx/x/xxxCOMP/REOI/001

Tender Title: REOI For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

System integrator’s Name \_\_\_\_\_

[Address and Contact Details]

System integrator’s Reference No. \_\_\_\_\_

Date.....

*Note: Each system integrator or member of a Joint Venture/Consortium must fill in these forms.*

<b>Annual Turnover Data (Rs Crores) for the Last Three (3) Financial Years</b>	
<b>Year</b>	<b>Total Turnover Amount</b> (supported by a certificate from the Chartered Accountants)
<b>Average Annual Turnover</b>	

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorised to sign REOI for and on behalf of

.....

.....Name, address, and seal of the system integrator

### Form 3: Checklist for System integrator

Ref REOI Clause 2.3)

(On system integrator's Letterhead)

System integrator's Name \_\_\_\_\_

[Address and Contact Details]

System integrator 's Reference No. \_\_\_\_\_

Date.....

REOI document No. xx/x/xxCOMP/REOI/001

Tender Title: REOI For Selection of vendor to establish the Indian Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

*Note to system integrator's: This checklist is merely to help the system integrators to prepare their REOIs. It does not override or modify the requirement of the REOI. system integrators must do their due diligence also.*

Sr No.	Documents submitted, duly filled, signed	Yes/ No/ NA
1.	Form 1.- REOI Form (to serve as covering letter and declarations)	
2.	Form 1.1: system integrator's Information and Power of attorney and Registration Certificates etc.	
3.	Form 1.2: Eligibility Declarations, along with supporting documents	
4.	Form 2: Qualification Criteria - Compliance	
4.a	Form 2.1, 2.2 (and its sub-forms) to support Form 2 along with supporting documents	
5.	Form 3: Checklist for system Integrator	
6.	Form 4: Declaration for No Conflict of Interest	
7.	Form 5: Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units	
8.	Form 6: Other information required	
9.	Any other requirements, if stipulated in Section II: Appendix; or if considered relevant by the system integrator	

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorised to sign REOI for and on behalf of.....

[Name, address, and seal of the system integrator]

**Form 4: Declaration for No Conflict of Interest**  
**<<To be submitted on the Company Letter head of the Lead Bidder>>**

Date:

To

Directorate General of Shipping,  
9th Floor, Beta Building,  
i-Think Techno campus  
Kanjurmarg (East), Mumbai – 400042

Sir,

Sub: Undertaking on No Conflict of Interest

I / We as System Integrator (SI) do hereby undertake that there is absence of, actual or potential conflict of interest on our part, on part of our Consortium partner (in case of a Consortium) due to prior, current, or proposed contracts engagements, or affiliations with Directorate General of Shipping, Government of India.

I / We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements of this REOI.

We undertake and agree to indemnify and hold Directorate General of Shipping, Government of India harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) Directorate General of Shipping, Government of India and / or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory  
Designation  
Date  
Time  
Seal  
**Business Address**

## **Form 5: Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units**

<<On the letterhead of the Bidding Organization>>

<<In case of consortium, separate certificates to be submitted from respective authorized representatives>>

Date:

To:

Directorate General of Shipping  
9<sup>th</sup> Floor, Beta Building,  
i-Think Techno campus  
Kanjurmarg (East), Mumbai - 400042

**Subject:** Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units in India

Dear Sir,

We, the undersigned, hereby declare that

We are not under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

## Form 6: Authorization to Attend Pre-EOI Conference

Refer to REOI Clause 6.3)

(On The system integrator 's Letterhead)

System integrator's name \_\_\_\_\_

[Address and Contact Details]

System integrator Reference No. \_\_\_\_\_

Date.....

To,

Directorate General of Shipping, 9th Floor,

BETA Building, I-Think Techno Campus,

Kanjur Village Road, Kanjurmarg (E),

Mumbai-400042

Ref: REOI document No. xx/x/xxCOMP/REOI/001

Title: REOI for Selection of System Integrator for Implementation of ERP System for Seamen's Provident Fund Organisation, Govt of India

Subject: Authorisation to attend Pre-EOI Conference on \_\_\_\_\_ (date).

The following persons are authorised to attend the Pre-EOI Conference for the REOI mentioned above on behalf of \_\_\_\_\_ (System integrator) in the order of preference given below.

Sr.	Name	Government Photo ID Type/ Number
I.		
II.		
Alternate Representative		

Note:

1. Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-EOI opening. An alternate representative shall be permitted when regular representatives are not able to participate.
2. Permission to enter the hall where the Pre-EOI conference is conducted may be refused if authorisation as prescribed above is not submitted.

Signatures of System integrator

or

The officer authorised to sign the REOI.

Documents on behalf of the System integrator

Name, address, and seal of the System integrator

## Form 7: Other information required

### 1. Approach and Methodology (Mandatory)

Sr.No.	Question
1.1	a) What are the core objectives and desired outcomes for the Indian Global Maritime Safety Platform?
1.2	How will the existing Incident Reporting System be integrated with the new platform?
1.3	What data sources and formats will be used, and how will they comply with IMO standards? (What are the IMO Standards being referred here ?)
1.4	What methodologies will be employed to ensure data accuracy and integrity during integration?
1.5	How will user roles and permissions be managed to ensure secure access to the platform?
1.6	What approach will be taken to develop customizable and interactive data visualization dashboards?
1.7	How will the multilingual support be implemented for the documentation repository?
1.8	What strategies will be used to expand the educational and training content modules?
1.9	How will predictive analytics and risk assessment tools be developed and integrated?
1.10	What real-time monitoring and alerting mechanisms will be established?
1.11	How will compliance with maritime safety regulations be monitored and reported?
1.12	What system will be put in place for updating and disseminating regulatory information?
1.13	How will knowledge management and dissemination be handled within the platform?
1.14	What cybersecurity measures and data protection policies will be implemented?
1.15	How will the platform's user interface and experience be designed to ensure ease of use and accessibility?
1.16	What training and support will be provided to users of the platform?
1.17	How will the platform be maintained and updated to accommodate future enhancements and changes?
1.18	What methodologies will be used for continuous improvement based on user feedback and platform analytics?
1.19	How will the platform align with international maritime safety practices and adapt to changes in IMO regulations?
1.20	What approach will be taken to ensure scalability and performance of the platform as user load and data volume grow?

### 2. Tentative Timeline & Rough Cost estimation for Platform development (Mandatory)

Sr. No	Particulars	Tentative Timeline for Go-Live (In Months)	Rough cost estimation for Platform development (in INR)	Exclusions, if any.
2.1	Indian Global Maritime Safety Platform (IGMSP)		1. Software Design & Development (Implementation) 2. Software and related cost for O & M (2 years AMC and 1 Year warranty) 3. Network Infrastructure 4. Cloud (DC & DR) cost for Implementation 5. Cloud (DC & DR) cost for O & M 6. System Integrator and Manpower Cost 7. IT Certifications (STQC + CERT-IN) 8. IT Facilities Management 9. SMS and Email Gateway 10. Payment Gateway 11. Digital Signature/e-sign Any other cost	

**3. Please provide the relevant Platform development services offered by your organization (Mandatory)**

(Such as Development of software solutions, Integration with existing business processes, Implementation of financial management modules, Human resources management, Supply chain management, Customer relationship management, technical support, Data migration and storage, Cloud infrastructure setup, Provision of physical infrastructure required for Platform implementation, Network and security setup, and not limited to).

**4. Details of the Software solution (Mandatory)**

Sr No.	Particulars	Response
4.1	Is it opensource-based software solution	Yes/No
4.2	Whether Source code can be transferred after the development?	Yes/No
4.3	Whether the software is certified by Cert-In empanelled agency	Yes/No
4.4	Whether customization of the software is possible?	Yes/No
4.5	What would be the mode of Software hosting?	Cloud/ On-premises
4.6	Whether your software is capable of maintaining records?	Yes/No

**5. Feedback/Suggestion on the Terms of References/Scope of the REOI (Optional)**



## Annexure – I Functional Requirements Specification

### 1. Casualty Data Representation, Integration and Analysis Framework

#### 1.1. Incident Reporting Integration and Data Exchange:

- The System should allow users to create personalized dashboards with various widget types for incident reporting and analysis.
- The System should offer visualization widgets, such as charts, graphs, maps, and tables, that users can configure with casualty data.
- The System should enable customization of dashboard elements, including colours, fonts, and themes, to align with IMO guidelines (which IMO Guidelines) and organizational branding.
- The System should provide the ability to set up role-specific dashboards displaying relevant information tailored to each user's responsibilities.
- The System should support real-time data feeds integration into dashboards for up-to-the-minute casualty data visualization.
- The System should allow users to interact with dashboard elements for in-depth analysis, including filtering data and drilling down for more detailed information.
- The System should permit users to save and manage multiple dashboard configurations for quick access to different data views.
- The System should facilitate the sharing of dashboards among users or groups with appropriate access controls.
- The System should ensure dashboards are responsive and render effectively across various devices.
- The System should provide options for exporting dashboard data into different formats for reporting or presentation purposes.
- The System should include the ability to schedule automated refreshes of dashboard data at user-defined intervals.
- The System should incorporate dashboard usage analytics to track user engagement and identify frequently accessed dashboards or widgets.
- The System should maintain dashboard performance, even when handling large volumes of data or complex visualizations.
- The System should offer a library of pre-designed dashboard templates for common maritime safety monitoring scenarios.

- The system should be integrated with AI to identify patterns and anomalies in casualty reports, flagging inconsistencies or potential risks in real-time.
- The System should use AI to recommend optimal chart types, graphs, and widgets based on data trends, improving user experience.
- The system should use AI to track user behaviour and suggest dashboard modifications or widgets that align with individual user preferences and responsibilities.
- The System should use AI to correlate different data sources (e.g., weather, vessel movement, historical incidents) for comprehensive casualty analysis.

## 2. Integrated Dashboard

### 2.1. Dashboard Design and Features:

- The System should allow users to create personalized dashboards by selecting, positioning, and resizing various widget types.
- The System should offer a wide range of visualization widgets, such as charts, graphs, maps, and tables, that users can configure with different data sets.
- The System should enable users to customize the appearance of dashboard elements, including colours, fonts, and themes, to align with user preferences or organizational branding.
- The System should provide the ability to set up different dashboards for various user roles, displaying relevant information tailored to the responsibilities of each role.
- The System should support the integration of real-time data feeds into dashboards, allowing for up-to-the-minute data visualization.
- The System should allow users to interact with dashboard elements, such as filtering data, drilling down for more detailed information, or linking to external reports.
- The System should permit users to save and manage multiple dashboard configurations, enabling quick switching between different views.
- The System should facilitate the sharing of dashboards among users or groups, with appropriate access controls to manage viewing and editing permissions.
- The System should ensure that dashboards are responsive and render effectively across various devices, including desktops, tablets, and smartphones.
- The System should provide options for exporting dashboard data or visualizations into different formats for reporting or presentation purposes.
- The System should include the ability to schedule automated refreshes of dashboard data at user-defined intervals.

- The System should incorporate a dashboard usage analytics feature to track user engagement and identify the most frequently accessed dashboards or widgets.
- The System should maintain performance and loading speed of dashboards, even when handling large volumes of data or complex visualizations.
- The System should offer a library of pre-designed dashboard templates that serve as starting points for common scenarios.
- The System should be developed using well-established technologies, preferably open source, without financial implications.
- The System should comply with W3C Guidelines and GIGW and undergo security audits by selected agencies.
- The System should provide multiple design options/templates for the dashboard, ensuring a user-friendly information architecture and speed optimization.
- The System should allow customization of the UI in terms of colour, font size, and language.
- The System should integrate social media and accessibility features as per GIGW Guidelines.
- The system should use AI to enhance data organization by automatically tagging and classifying datasets for more effective searchability and filtering.
- The system should use AI to monitor dashboard usage patterns to recommend layout optimizations, ensuring efficiency and improved user engagement.
- The system should have AI-powered virtual assistants to guide users through dashboard functionalities, helping them set up widgets or troubleshoot issues.

## **2.2. Dashboard Maintenance:**

- The System should create new web pages within the existing Dashboard as required.
- The System should allow for Dashboard design changes as needed.
- The System should upgrade Dashboard technical functionality as required.
- The System should monitor and maintain Dashboard speed, sign-up process, navigation links, etc.
- The System should design and upload banners, jQuery, graph artwork, infographics, and audio–video files on the Dashboard.
- The System should convert documents to required formats such as HTML/HTML5.
- The System should keep the Dashboard secured from all possible cyber-attacks and hackers at all times.

- The System should conduct security audits as required.
- The System should provide content upload and Dashboard support on a 24x7 basis.
- The System should keep an activity log for all web updates.
- The System should create and maintain the archive section on the Dashboard.
- The System should troubleshoot issues as they arise.
- The system should use AI to proactively detect and suggest resolutions for common dashboard errors, reducing downtime and manual intervention.

### **3. Safety Circulars & Documentation Repository:**

#### **3.1. Document Management System:**

- The System shall have a document management module for storing, archiving, and retrieving documents efficiently.
- The system shall store documents like lessons to be learned for presentation to seafarers, the analysis of casualty reports, potential safety issues, and draft safety recommendations.
- The System must be scalable to accommodate growing data and user needs and adhere to e-Government standards as formulated by MeitY, GoI.
- The System shall offer out-of-the-box integration with leading application servers.
- The System shall provide a web interface with drag-and-drop functionality, supporting popular browsers like Microsoft Explorer, Firefox, Netscape, and Google Chrome.
- The System shall allow for document/image capturing and provide the ability to send these to a centralized repository.
- The System shall offer a standard file hierarchy structure with folders and sub-folders for document organization and state any limitations on the number of folders or subfolder levels.
- The System shall enable document creation, editing, and management, with automatic version updating when the original document is updated.
- The web interface shall provide multiple views of content and allow user access based on rights and permissions, with the ability to restrict access based on pre-defined user rights and privileges.
- The System must provide a web-based administration tool for managing repositories, servers, users, and groups from a single access point.
- The System shall allow users to add attributes/metadata to documents and classify them based on their type.

- The System shall have both simple and advanced search facilities.
- The System shall provide a policy engine to execute storage placement and migration policies.
- The System shall maintain audit trails and migration logs for traceability of operations on content.
- Documents received from external agencies shall be stored and managed within the DMS.
- The System shall store and support various document formats and be capable of supporting additional content types like audio and video in the future.
- The System shall not require additional licenses for data exchange between client/host machines and the server.
- The System shall support the application of metadata taxonomy based on keywords within the document.
- The System shall enable cross-referencing of documents for easy navigation and association.
- The System shall support full-text searching, metadata searching, or a combination of both.
- The System shall enable users to search and find documents based on associated metadata such as document type, author, title, location, active/inactive status, date created, etc.
- The System shall provide the capability to refine searches to narrow down results.
- The System shall provide an interface for managing the entire lifecycle of a document, from creation to disposition.

### **3.2. Multilingual Support and Distribution:**

- The System should provide a multilingual interface and document translation for global accessibility. (specify the number of languages)
- The System should enable automated distribution of safety circulars to targeted user groups.
- The System should incorporate a user feedback mechanism for continuous improvement of repository content.
- The System should integrate AI-driven translation services to provide multilingual support for global accessibility.

### **3.3. Search Engine:**

- The System shall enable full-text search capabilities, allowing users to search within the content of safety circulars and documentation for specific terms or phrases.
- The System shall support advanced search options, including the use of Boolean operators, wildcards, and exact phrase matching to refine search results.
- The System shall allow users to search by metadata attributes associated with safety circulars, such as document type, author, publication date, topic, and relevance to specific safety standards or regulations.
- The System shall provide a faceted search feature that enables users to filter results by multiple criteria simultaneously, such as category, date range, or status.
- The System shall offer the capability to save frequently used search queries or filters for quick access in future searches.
- The System shall maintain search history for individual users, allowing them to revisit previous searches and results.
- The System shall index safety circulars and documentation in real-time to ensure that newly added or updated materials are immediately searchable.
- The System shall provide search suggestions and auto-complete features to assist users in formulating their search queries.
- The System shall enable the ranking and sorting of search results based on relevance, date, frequency of access, or other customizable criteria.
- The System shall support the search within attachments or linked documents related to safety circulars, ensuring comprehensive coverage of all related materials.
- The System shall allow for the configuration of access permissions within the search engine to ensure that users only see search results for documents they are authorized to view.
- The System shall provide a preview feature that allows users to view snippets or summaries of documents within the search results before opening the full document.
- The System shall offer the capability to export search results into various formats for reporting or analysis purposes.
- The System shall ensure that the search engine's performance is optimized for speed and efficiency, even when handling large volumes of documents and complex queries.
- The System shall include the ability to cross-reference search results with related safety circulars or documentation, facilitating a more comprehensive understanding of safety topics.

- The System should use AI to rank search results based on document importance, user engagement, and contextual relevance.
- The system should use AI-powered virtual assistants or bot should guide users for findings safety circulars & documentations.
- The system should use AI-driven voice recognition to enable hands-free document search, enhancing accessibility.
- The system should use AI to continuously index documents as they are added or updated, ensuring instant availability in search results.

## **4. Educational and Training Content Module:**

### **4.1. E Learning Platform Enhancement:**

- The System should integrate with existing e-learning systems (of the Directorate?) and support the development of new training modules based on IMO standards.
- The System should track user progress, certifications, and compliance with mandatory training requirements.
- The System should support interactive learning experiences, such as simulations and VR, to enhance training effectiveness.

### **4.2. Safety Video Library:**

- The System should expand the video library to include training content on IMO conventions, codes, and emerging maritime safety topics. (Who will make these videos ?)
- The System should enable easy access to safety videos for seafarers and maritime professionals, with bookmarking and offline viewing features.
- The System should provide analytics on video usage to identify popular topics and areas for additional training resources.

### **4.3. Search and Filtering:**

- The System should include a powerful search engine to locate information and documents quickly using keywords or phrases. Advanced search options should be available to refine search results based on criteria such as date range or document type.
- The System should provide filtering options to narrow down search results and view specific categories of information. Filtering should be available in various sections, including reports, requests, and document libraries.

- The System should display search results in an organized manner, with options to sort and group results. Users should be able to save frequent searches and access them easily.
- The system should use AI-driven voice recognition to enable hands-free document search, enhancing accessibility.

## **5. Advanced Analytical and Proactive Safety Tools (AAPST):**

### **5.1. Predictive Analytics and Risk Assessment:**

- The System should utilize predictive analytics to identify vessels, companies, or regions with higher risk profiles based on historical data and compliance records.
- The System should integrate risk assessment tools that align with IMO risk management frameworks, such as Formal Safety Assessment (FSA) guidelines.
- The System should support the proactive identification of safety trends and the development of preventive measures in line with IMO's proactive safety approach.

### **5.2. Real Time Monitoring and Alerting:**

- The System should enable real-time monitoring of maritime operations and provide an automated alerting system with customizable parameters.

## **6. Knowledge Information and Dissemination (KMD):**

### **6.1. Knowledge Repository Integration:**

- The System should integrate with existing knowledge repositories, including IMO's Global Maritime Information Sharing Symposium (GMISS) and other maritime safety forums.
- The System should provide advanced search capabilities to quickly locate IMO documents, resolutions, and other maritime safety information.
- The System should offer a user-friendly interface for accessing a wide range of safety knowledge assets, including research papers, case studies, and best practice guidelines.

### **6.2. Communication and Outreach Platform:**

- The System should serve as a communication platform for disseminating safety communications, updates, and alerts in line with IMO's outreach initiatives.
- The System should integrate with social media and other digital platforms to engage with the maritime community and promote safety awareness.
- The System should include analytics to measure the reach and impact of safety communications, supporting continuous improvement of outreach strategies.



## **7. Cybersecurity and Data Protection (CDP):**

### **7.1. Security Enhancement for Integrated Systems:**

- The System should implement cybersecurity measures that adhere to IMO guidelines on maritime cyber risk management.
- The System should conduct regular security audits, vulnerability assessments, and penetration testing to ensure the protection of maritime safety data.
- The System should have a comprehensive incident response plan that aligns with IMO's guidelines for responding to maritime cyber incidents.

### **7.2. Privacy and Data Governance for Integrated Data:**

- The system should establish robust data governance policies aligned with international data protection regulations, including GDPR.
- The system should ensure privacy compliance for user data, with clear policies on data collection, processing, and sharing.
- The system should implement data access management and monitoring mechanisms to regulate and audit access to sensitive maritime safety information.
- The system should define and enforce a structured data retention and deletion policy in line with the GDPR's "storage limitation" principle (Article 5) and the "right to be forgotten" (Article 17). This policy should specify retention periods (in days/months), review mechanisms, and procedures for data deletion or anonymization once data is no longer required. This will be complying as per the policy or circular of Directorate General of Shipping to be implemented.
- The system should align with DG Shipping's forthcoming Data Privacy Framework, ensuring compliance with the DPDP Act and Rules.

## **8. Compliance and Regulatory Framework:**

### **8.1. Compliance Monitoring and Reporting:**

- The System should monitor vessel and [company compliance with IMO conventions, including MARPOL, SOLAS, and the Ballast Water Management Convention](#).
- The System should automate the generation of compliance reports for submission to the IMO and flag states.
- The System should provide a compliance dashboard that displays real-time compliance status and highlights areas requiring attention.

### **8.2. Regulatory Information System:**

- The System should provide robust authentication mechanisms, including multi-factor authentication, to ensure secure access to the platform.
- The System should manage user roles and permissions in accordance with IMO's access control guidelines, ensuring that users have appropriate access to the system's features and data.

## **9. User Access Management:**

### **9.1. User Authentication and Authorization:**

- The System should provide secure authentication mechanisms, including multi-factor authentication, for user access to the platform.
- The System should manage user roles and permissions, ensuring that users have appropriate access to the system's features and data.

### **9.2. User Account Management:**

- The System should allow administrators to create, modify, and deactivate user accounts in a secure and auditable manner.
- The System should provide self-service options for users to manage their account settings, preferences, and password resets, enhancing user autonomy and reducing administrative overhead.

### **9.3. Access Control Policies:**

- The System should enable the definition and enforcement of comprehensive access control policies that govern how users interact with the platform.
- The System should support the creation of policies based on user attributes, data classification, and contextual factors such as location or time of access.

### **9.4. Identity Federation and Single Sign-On (SSO):**

- The System should support identity federation to allow users to access multiple related but independent software systems with one set of credentials.
- The System should implement Single Sign-On (SSO) capabilities to streamline user access across integrated systems and services within the maritime safety platform.

### **9.5. User Training and Awareness:**

- The System should offer training modules to educate users on security best practices, platform features, and responsible use of the system.
- The System should provide awareness programs to ensure users understand the importance of security measures such as multi-factor authentication and password management.

### **9.6. User Support and Helpdesk:**

- The System should include a helpdesk or support system to assist users with access issues, account recovery, and other related inquiries.
- The System should provide a knowledge base or FAQ section to help users resolve common issues independently.

Request for Expression of Interest (REOI) For Selection of vendor to establish the Global Maritime Safety Platform (GMSP) for Directorate General of Shipping Kanjurmarg(E), Mumbai.

## **Annexure- II- Circulars**

*Relevant circulars are annexed.*