

Request for Expression of Interest (REOI)

for

Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform.

Published by:

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

10 October 2025

Reference No: 27-19/9/2025-INT-COOP-DGS (34071)

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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, induction 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>

Organization Background of International Maritime Organization

The **International Maritime Organization (IMO)** is a specialized agency of the United Nations responsible for regulating shipping across the globe. Its primary objective is to develop and maintain a comprehensive regulatory framework for international shipping, covering safety, environmental concerns, legal matters, technical cooperation, and maritime security.

To carry out its wide-ranging mandate, the IMO is supported by a robust **governance and technical structure**, comprising an **Assembly**, a **Council**, and five principal **technical committees**, further assisted by specialized **sub-committees**.

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 'REOIs') from eligible and qualified Indian companies/agencies for Selection of System Integrator for the IMO Shadow Committee Portal.

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.

2. Instructions for REOI

2.1 Important Dates

#	Particulars	Date
1	Date of availability of REOI on CPPP portal	10/10/2025
2	Start date for submission of EOI response	11/10/2025
3	Start date for submission of queries	11/10/2025
4	Last date for submission of queries	20/10/2025

#	Particulars	Date
5	Date of uploading of responses to queries on CPP Portal	As per CPPP
5	Last date for submission of EOI response	10/11/2025
6	Opening of Bids	11/11/2025

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 Acronyms

The following Acronyms have been used in this REOI document:

CA	Chartered Accountant
CERT-In	Indian Computer Emergency Response Team
CIN	Corporate Identity No.
CMMI	Capability Maturity Model Integration
CPPP	Central Public Procurement Portal
DGS	Directorate General of Shipping
DPIIT	Department for Promotion of Industry and Internal Trade
DPR	Detailed Project Report
DSC	Digital Signature Certificate
EOI	Expression of Interest
EPF	Employees' Provident Fund
FBS	Fixed Budget Selection
FY	Financial Year
GST	Goods and Services Tax
GSTIN	Goods and Services Tax Identification Number

INR	Indian Rupee
JV	Joint Venture
JV/C	Joint Venture/ Consortium
LCS	Least-Cost Selection
LLP	Limited Liability Partner
MMD	Mercantile Marine Department
MS Act	Merchant Shipping Act
MSA	Master Service Agreement
O & M	Operations and Maintenance
PAN	Permanent Account Number
PO	Purchase Order
PQ	Pre-Qualification
PSU	Public Sector Undertaking
QCBS	Quality Cost Based Selection
REOI	Request for Expression of Interest
RFP	Request for Proposal
SMS	Short Message Service
SSS	Single Source Selection
STQC	Standardisation Testing and Quality Certification
TIA	Tender Inviting Authority
TOR	Terms Of Reference
UAT	User Acceptance Testing
URL	Uniform Resource Locator

2.5 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

2.5.1 Section II: Appendix

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

2.5.2 Section III: Qualification Criteria:

This section lays down the Qualifying Criteria for shortlisting 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.

2.5.3 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.

2.5.4 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.

2.6 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	Legal Entity	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/	Copy of certificate for Registration To be submitted for - <ul style="list-style-type: none">● Single Bid - Bidder● Consortium Bid – Lead Bidder

EC #	Condition	Criteria	Supporting Document
		Consortium (an association of several persons, firms, or companies - hereinafter referred to as JV/C).	
EC2	Registration Certification by the concerned authority/government	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 Services.	Copy of certificate for Registration To be submitted for - <ul style="list-style-type: none"> ● Single Bid – Bidder ● Consortium Bid – Lead Bidder
EC3	Declaration of Insolvency, Bankruptcy, etc.	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.	Declaration by authorised signatory in Form 1.2 In case of: <ul style="list-style-type: none"> ● Single Bid – Bidder ● Consortium Bid – All members
EC4	Blacklisting by Govt.	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 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	Declaration by authorised signatory in Form 1.2 In case of: <ul style="list-style-type: none"> ● Single Bid – Bidder ● Consortium Bid – All members

EC #	Condition	Criteria	Supporting Document
		<p>participation in procurement processes of all its entities, for:</p> <ul style="list-style-type: none"> a. offenses involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or b. offenses under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or 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>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	Conflict of Interest	<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>	<p>Declaration by authorised signatory in Form 1.2</p> <p>In case of:</p> <ul style="list-style-type: none"> • Single Bid – Bidder • Consortium Bid – All members

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 2017¹" (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 Sub-Consultants/Sub-Contracting

The system integrator may propose to associate Sub-consultants for specialised parts of the Services provided their names and details are clearly stated in the REOI. Such Sub- consultants should not circumvent the eligibility condition laid down above. The value of such sub-contracts shall not exceed the limit specified (25% of the contract price, if not specified) in Section II: Appendix. Nevertheless, the system integrator shall solely remain responsible for sub-contracted portions of the Services. Key and Non-key personnel, whether full-time employees or on contract, shall not be considered sub-consultants. Procurement of incidental goods, equipment hires, or labour engagement shall not be treated as sub-contracting.

4.4 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.

4.5 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. Further details, if any, may be obtained from Shri Aniruddha Chaki, DDG International Cooperation, Directorate General of Shipping, 9th Floor, BETA Building, I-Think Techno Campus, Kanjur Village Road, Kanjurmarg (E), Mumbai-400042. Email: chaki-dgs@nic.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 180 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 up to 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 up to 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 up to 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 shortlisting 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 integrators to 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

. 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 Shortlisting

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 shortlisting. 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 misguiding 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 shortlisting criteria but shall be evaluated at the RFP stage.
- 2) System integrator's planning to subcontract any of the Key Activities indicated in Part II Schedule of Requirements to Sub- system integrators in accordance with clause 4.3 above, shall specify the activity(ies) or parts of the Services to be subcontracted in their EOI identifying the proposed Sub-consultants in their EOI. Experience (but not Financial Qualifications) of such proposed Sub-consultant(s) can be used to meet the experience requirements specified in Section III Qualification Criteria.
- 3) 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 shortlisting 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)

[Shri Aniruddha Chaki, DDG International Cooperation, email id: chaki-dgs@nic.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.

Section II: Appendix

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

Tender Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform Subject Matter of Procurement

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

1.0 Basic REOI Details			
Tender Title	REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform Subject Matter of Procurement		
Name of Project	Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform Subject Matter of Procurement		
Tender Reference Number	27-19/9/2025-INT-COOP-DGS (34071)	Tender ID	Refer CPPP Portal
Tender Type	Expression of Interest	Tender Category	Services
No. of Covers	Single Cover	Product Category	Application Platform
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	Shri Aniruddha Chaki, DDG International Cooperation	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		
2.0 Critical Dates (Clause 6; 7; 8, and 9)			
Published Date	Refer CPPP	EOI Validity (Days from the date of EOI Opening) – REOI Clause 7.2	Min. 180 days
Document Download Start Date & Time	Refer CPPP	Document Download End Date & Time	Refer CPPP
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					
3.0 Eligibility Criteria						
As mentioned in REOI; <i>Refer Section I (clause 4: Eligibility Criteria)</i>						
4.0 Obtaining the REOI document and clarifications (Clauses 6 & 8)						
eProcurement and Procuring Entity's Portal/ Help Desk	https://eprocure.gov.in/eprocure/app	Refer CPPP				
	https://www.dgshipping.gov.in/					
Cost of REOI document (INR)	Nil					
Office/ Contact Person/ email for clarifications	Shri Aniruddha Chaki, DDG International Cooperation Email id: chaki-dgs@nic.in					

5.0 Pre-EOI Conference (Clause 6.3)						
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				
6.0 Preparation and Submission and Opening of EOIs (Clauses 7 and 8)						
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. 180 days			
EOI Opening Place	Online CPPP Portal					
7.0 Evaluation of EOI and Qualification Criteria						
As mentioned in REOI; Section I (Clause 10); Section III Qualification Criteria						

Section III: Qualification Criteria

REOI document No. 27-19/9/2025-INT-COOP-DGS (34071)

Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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.

S.N O	QC #	Condition	Criteria	Supporting Document
Criteria 1 General and Similar Experience				
1.	QC1	Similar Experience	<p>The bidder or lead bidder (in case of consortium) must demonstrate relevant experience in the design, development, and implementation of cloud-based digital platforms incorporating workflow automation, document management, collaboration tools, and multi-stakeholder access, for Government, PSU, Multilateral, or Regulatory organizations.</p> <p>The bidder should have successfully completed or substantially completed at least three projects in the last five (5) years.</p>	<p>Form 1.1: Bidder Information</p> <p>Form 2.1: Performance Capability Statement.</p>

S.N O	QC #	Condition	Criteria	Supporting Document
			<p>The projects must include the following functional elements:</p> <ul style="list-style-type: none"> • Workflow Management & Task Tracking. • Document Management & Collaboration. • Multi-role User Access & Role-based Permissions. • Reporting & Dashboards for decision-making. • Hosting on MeitY-empanelled Cloud Service Providers (CSPs) or equivalent compliant infrastructure. <p>Experience with projects for International Organizations (IMO, ICAO, ILO, UN agencies, World Bank etc.) will carry higher weightage.</p> <p>In case of consortium or joint venture projects, the bidder must clearly demonstrate their scope of work and contribution.</p>	
2.	QC2	General (Certification)	<p>The Service Provider in case of consortium must have been assessed for</p> <ol style="list-style-type: none"> I. ISO 9001 for Quality Management II. ISO 27001 for Information Security Management III. CMMI Level 3 and above certification IV. ISO/IEC 27017 (Cloud Security) and ISO/IEC 27018 (Cloud Privacy Protection). <p>The certifications should be valid on the date of bid submission. In case</p>	<p>Copy of valid certificate</p> <p>In case of:</p> <ul style="list-style-type: none"> • Single Bid – Bidder • Consortium Bid – Lead bidder and Consortium members

S.N O	QC #	Condition	Criteria	Supporting Document
			<p>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>	
Criteria 2 - Financial Capability				
3.	QC3	Turnover	<p>Turnover: Minimum average annual turnover of INR 25 Cr. at least, calculated as total certified payments received for contracts in progress or completed within the last 3 years.</p> <p>For MSME INR 10 Cr. for the last three financial years ending 31st March 2025 as evidenced by the audited accounts of the company.</p> <p>In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 10 Crore (Ten Crores)</p>	<p>Form 2.2: Financial Capability Statements</p> <p>In case of:</p> <ul style="list-style-type: none"> ● Single Bid – Bidder ● Consortium Bid – Lead bidder
4.	QC4	Financial: Net worth	<p>The bidder (for single firm) should have a positive net worth for 3 consecutive years i.e. 2022-23, 2023-24 and 2024-25. In case of a Consortium, the Lead Member must have positive net worth.</p>	<p>CA Certificate for 3 Years</p> <ul style="list-style-type: none"> ● Single Bid – Bidder ● Consortium Bid – Lead bidder <p>Bidder to provide CA certificate for 2022-23, 2023-24 and 2024-25</p>
Criteria 3 - Project Experience				

S.N O	QC #	Condition	Criteria	Supporting Document
5.	QC5	Technical Capability	<p>The Bidder (single firm or any member of the consortium) must have System Integrator experience of successful Go-Live / completed projects during the last three (3) years (from the last date of bid submission) in:</p> <ul style="list-style-type: none"> • ONE (1) IT/ITES project of value not less than INR 2.5 Crores, OR • TWO (2) IT/ITES projects of value not less than INR 2.0 Crores each, OR • THREE (3) IT/ITES projects of value not less than INR 1.5 Crores each. <p>Each project should include:</p> <ul style="list-style-type: none"> • Application Development & Deployment (preferably cloud-native). • Workflow automation and/or document management features. • Software support, manpower, and training components. • Operations & Maintenance / AMC scope. • Security compliance (e.g., VAPT / CERT-In audit). <p>Projects must have been executed for Central Government / State Government / Multilateral / Regulatory organizations / PSUs in India or abroad.</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>

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.

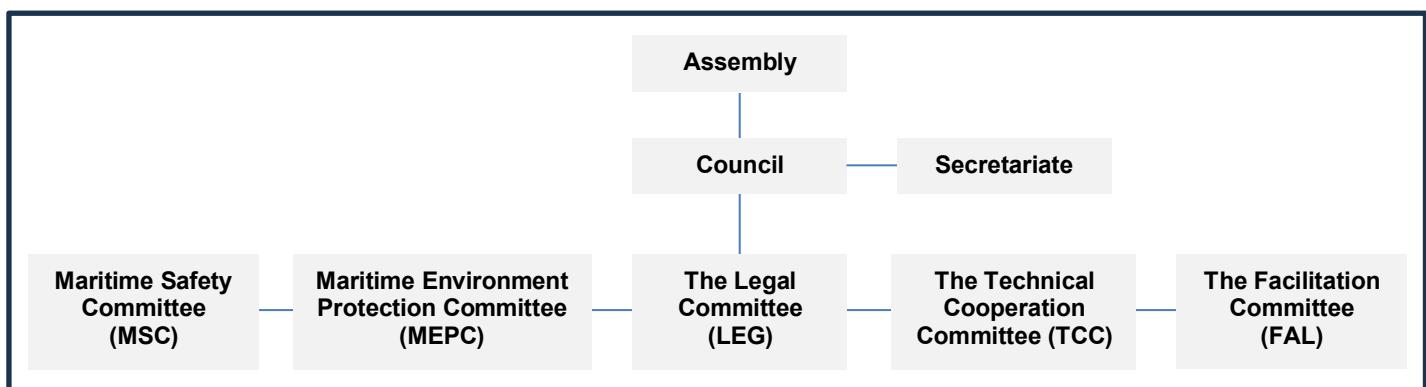
2. The system integrator shall submit the audited balance sheet and/or banking reference along with their RFP proposal. An authorised representative of the system integrator must -sign the statement.

Part II: Schedule of Requirements

SECTION IV: Terms of Reference (TOR)

1. Background

The International Maritime Organization (I.M.O) consists of **an Assembly, a Council and five main Committees**: Several Sub-Committees support the work of the main technical committees. The organization is led by a Secretary-General. The governing body of the International Maritime Organization is the Assembly which meets every two years. In between Assembly sessions a Council, consisting of 40 Member States elected by the Assembly, acts as the governing body. The technical work of the International Maritime Organization is carried out by a series of Committees. The Secretariat consists of some 300 international civil servants headed by a Secretary-General.



The technical work of the International Maritime Organization is carried out by five principal Committees. These include:

- i. The Maritime Safety Committee (MSC)
- ii. The Marine environment Protection Committee (MEPC)
- iii. The Legal Committee
- iv. The Technical Cooperation Committee, for capacity building
- v. The Facilitation Committee, to simplify the documentation and formalities required in international shipping. The Committees meet once or twice a year attended by Member States and NGOs



The **MSC and MEPC** are assisted in their work by several sub-committees which are open to all Member States. The committees are:

- i. Sub-Committee on Human Element, Training and Watchkeeping (HTW)
- ii. Sub-Committee on Implementation of IMO Instruments (III)
- iii. Sub-Committee on Navigation, Communications and Search and Rescue (NCSR)
- iv. Sub-Committee on Pollution Prevention and Response (PPR)
- v. Sub-Committee on Ship Design and Construction (SDC)
- vi. Sub-Committee on Ship Systems and Equipment (SSE)
- vii. Sub-Committee on Carriage of Cargoes and Containers (CCC)

India, as a founding Member of IMO, actively participates in these committees and has made significant contributions towards advancing maritime safety, environmental sustainability, and digital transformation in the global shipping sector. To strengthen India's engagement, streamline coordination across stakeholders, and enhance policy preparedness, there is a need for a **dedicated digital platform** that supports internal collaboration, documentation, and workflow management for IMO-related activities.

2. Purpose/ Objectives

The primary objective of this Expression of Interest (EOI) is to invite responses from experienced and qualified technology service providers for the **design, development, deployment, and maintenance of the IMO Strategic Platform**. The platform will serve as a secure, cloud-based digital system to streamline India's internal coordination and engagement with the International Maritime Organization (IMO) and related international maritime bodies.

The specific objectives of the REOI are as follows:

- a) To create a comprehensive platform for managing committees, correspondence groups, agenda items, interventions, and documentation related to IMO deliberations.
- b) To automate end-to-end workflows including agenda distribution, task assignment, draft preparation, feedback collection, approvals, and submission tracking.
- c) To provide real-time collaboration tools enabling DGS officials and MoPSW stakeholders to contribute effectively in drafting and reviewing IMO submissions.
- d) To ensure clear role-based responsibilities, audit trails, and monitoring mechanisms that enhance accountability across all levels of participation.
- e) To establish a secure and searchable repository of all IMO-related documents, historical interventions, and meeting outcomes for institutional memory and future reference.
- f) To enable dashboards and reporting mechanisms that support evidence-based decision making, highlight bottlenecks, and track India's contributions and impact at the IMO.
- g) To develop the solution as a cloud-native application compliant with MeitY Cloud and Security Guidelines, scalable for future requirements, and adaptable to other international maritime bodies (ILO, IMSO, etc.).

3. Scope

The selected service provider shall be responsible for the end-to-end **design, development, deployment, training, and maintenance** of the IMO Strategic Engagement Platform, as per the requirements outlined by the Directorate General of Shipping (DGS) under the Ministry of Ports, Shipping and Waterways (MoPSW).

The scope primarily focusses on the following:

I. Requirement Gathering & System Study

- a) Conduct detailed requirement gathering workshops with DGS, MMDs, and MoPSW stakeholders.
- b) Study existing processes, workflows, and gaps to prepare a comprehensive **System Requirement Specification (SRS)** and **Functional Requirement Specification (FRS)**.
- c) Finalize detailed workflows and platform architecture in consultation with the Competent Authority.

II. System Design & Architecture

- a) Design of a secure, cloud-native platform in compliance with MeitY Cloud and Security Guidelines.
- b) Definition of user roles, workflows, and access control mechanisms for multiple stakeholder groups.
- c) Incorporation of scalability, disaster recovery, and high availability in system design.

III. Application Development

- a) Development of the application covering functionalities of the platform such as **Committee & Group Management, Agenda & Task Management, Document Preparation & Collaboration**, as per mentioned in the Requirements in Annexure 1
- b) Implementation of role-based dashboards, configurable workflows, and real-time collaboration tools.
- c) Integration of digital approvals, document versioning, and advanced search capabilities.
- d) Ensuring compliance with **Government of India security and data governance standards**.

IV. Cloud Infrastructure Setup

- a) Provisioning of cloud infrastructure on a **MeitY-empanelled Cloud Service Provider (CSP)**.
- b) Configuration of compute, storage, backup, network, and security services as per best practices.
- c) Implementation of encryption (in transit and at rest), WAF, IAM, SIEM/logging, and backup policies.

V. Integration & Interoperability

- a) Ensuring interoperability with other DGS/MoPSW systems where required.
- b) Enabling export/import of documents in standard formats (Word, PDF, XML, Excel).
- c) Support for integration of **digital signatures/e-Sign frameworks** for approvals.

VI. Testing, UAT & Security Audit

- a) Conduct comprehensive Unit Testing, Integration Testing, System Testing, and User Acceptance Testing (UAT) with identified user groups.
- b) Fixing of issues identified during UAT and finalization of the production-ready platform.
- c) Execution of Vulnerability Assessment & Penetration Testing (VAPT) and Security Audit through a CERT-In empanelled agency.
- d) Compliance with STQC certification requirements prior to go-live.

VII. Training & Capacity Building

- a) Preparation of user manuals, SOPs, and training materials (textual and video-based).
- b) Delivery of structured training sessions for different user categories (Admins, Leaders, Convenors, Members).
- c) Establishment of a **helpdesk/ticketing system** for user queries and issue resolution.

VIII. Operations & Maintenance (O&M)

- a) Provision of comprehensive O&M support for a minimum of **two years after go-live**.
- b) Activities include bug fixing, application tuning, security updates, and feature enhancements.

- c) Ensuring availability of skilled manpower to manage user support, SLA monitoring, and periodic performance reviews.
- d) Warranty support for **one-year post-deployment**, prior to the commencement of O&M.

IX. Documentation & Handover

- a) Preparation of all technical and functional documentation including:
 - System architecture and design documents.
 - Configuration and deployment manuals.
 - Administrator and end-user manuals.
- b) Handover of complete **source code, APIs, configurations, credentials, and knowledge transfer** to the designated DGS team at the end of contract period.

X. Technical Support:

A dedicated team shall provide technical support onsite at the DGS, ensuring smooth system functioning.

4. Deliverables/ outcomes

The System integrator shall provide the following deliverables:

Sr No.	Overall Project Deliverables
1	System Requirement Specifications
2	Software Design Documents
3	Beta Version of Software
4	Support for User Acceptance Testing (UAT)
5	Website for IMO Platform
6	Final Version of Software
7	Security Audit (3 Numbers)
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

Functional coverage of the System, not limited to FRS and SRS.

Functional Area	Coverage / Capabilities
User Management & Access Control	<ul style="list-style-type: none"> a) Role-based access for DGS and MoPSW officials b) Privileges for Admins, Convenors, Committee Leaders, and Members c) Secure authentication, SSO support, and audit logging
Committee & Correspondence Group Management	<ul style="list-style-type: none"> a) Creation and management of Committees, Sub-Committees, and Correspondence Groups b) Assignment of members, roles, and responsibilities c) Tracking of group progress, discussions, and deliverables
Agenda & Task Management	<ul style="list-style-type: none"> a) Upload/dissemination of IMO agendas, circulars, and working docs b) Task assignment with due dates and escalation rules c) Automated notifications, reminders, and action tracking
Document Preparation & Collaboration	<ul style="list-style-type: none"> a) Collaborative drafting of Indian interventions and papers b) Real-time co-authoring, inline comments, and version control c) Digital approval and e-sign integration
Feedback & Approval Workflow	<ul style="list-style-type: none"> a) Structured collection of feedback from multiple stakeholders b) Consolidation and tracking of comments c) Multi-level approval chains with audit trails
Reporting & Dashboards	<ul style="list-style-type: none"> a) Role-based dashboards for status monitoring b) Analytics on India's contributions and IMO outcomes c) Exportable reports for internal reviews
Knowledge Repository & Archival	<ul style="list-style-type: none"> a) Secure storage of all submissions and records b) Metadata tagging, advanced search, and retrieval c) Long-term archival for institutional knowledge
Administration & Governance	<ul style="list-style-type: none"> a) Tools for admins to manage users, workflows, policies b) Comprehensive audit trails for accountability c) SLA monitoring and ticketing for platform support
Compliance, Security & Scalability	<ul style="list-style-type: none"> a) Hosting on MeitY-empanelled CSP with data residency in India b) Compliance with CERT-In, STQC, and GIGW 3.0 standards c) Scalable and resilient architecture for future growth

5. Key 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

#	Key Resources	No. of Resources
2.	Solution Architect	
3.	Business Analyst (Domain Expert)	
4.	Change Management and Training Specialist	
5.	Cloud Infrastructure expert	
6.	Operation and Maintenance support	
7.	Any other resource required	
#	Non-Key Resources	No. of Resources
1		To be proposed by bidder

6. Timelines of Services

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	Month 11	Month 12	Year 1	Year 2	Year 3	
1	Design & Development	M1	M2	M3	M4	M5											
2	UAT and Pilot Testing							M6									
3	Go-Live								M7								
4	STQC & CERT-In Audit									M8							
5	System Stabilization										M9	M10					
6	Training & Change Management												M11	M12			
7	Warranty Period														Y1		
8	O & M															Y2	Y3

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

Direktorate General of Shipping, 9th Floor,

BETA Building, I-Think Techno Campus,

Kanjur Village Road, Kanjurmarg (E),

Mumbai-400042

Ref: Your REOI document No. 27-19/9/2025-INT-COOP-DGS (34071)

Tender Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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. 27-19/9/2025-INT-COOP-DGS (34071)

Tender Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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 ERP systems	
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:	

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)

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. 27-19/9/2025-INT-COOP-DGS (34071)

Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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. 27-19/9/2025-INT-COOP-DGS (34071)

Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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

SN	Qualification Criteria	(Yes, or No)
1	<p>The bidder or lead bidder (in case of consortium) must demonstrate relevant experience in the design, development, and implementation of cloud-based digital platforms incorporating workflow automation, document management, collaboration tools, and multi-stakeholder access, for Government, PSU, Multilateral, or Regulatory organizations.</p> <p>The bidder should have successfully completed or substantially completed at least three projects in the last five (5) years.</p> <p>The projects must include the following functional elements:</p> <ul style="list-style-type: none">• Workflow Management & Task Tracking.• Document Management & Collaboration.• Multi-role User Access & Role-based Permissions.• Reporting & Dashboards for decision-making.• Hosting on MeitY-empanelled Cloud Service Providers (CSPs) or equivalent compliant infrastructure.	

SN	Qualification Criteria	(Yes, or No)
	<p>Experience with projects for International Organizations (IMO, ILO, UN agencies, World Bank) or Government of India/State Governments/Regulatory Authorities will carry higher weightage.</p> <p>In case of consortium or joint venture projects, the bidder must clearly demonstrate their scope of work and contribution.</p>	
2	<p>The Service Provider in case of consortium must have been assessed for</p> <ul style="list-style-type: none"> • ISO 9001 for Quality Management • ISO 27001 for Information Security Management • CMMI Level 3 and above certification • ISO/IEC 27017 (Cloud Security) and ISO/IEC 27018 (Cloud Privacy Protection). <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>	
3	<p>Turnover: Minimum average annual turnover of INR 25 Cr. at least, calculated as total certified payments received for contracts in progress or completed within the last 3 years.</p> <p>For MSME INR 10 Cr. for the last three financial years ending 31st March 2025 as evidenced by the audited accounts of the company.</p> <p>In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 10 Crore (Ten Crores)</p>	
4	<p>The bidder (for single firm) should have a positive net for 3 consecutive years i.e. 2022-23, 2023-24 and 2024-25</p> <p>In case of a Consortium, the Lead Member must have positive net worth.</p>	
5	<p>The Bidder (single firm or any member of the consortium) must have System Integrator experience of successful Go-Live / completed projects during the last three (3) years (from the last date of bid submission) in:</p> <ul style="list-style-type: none"> • ONE (1) IT/ITES project of value not less than INR 2.5 Crores, OR • TWO (2) IT/ITES projects of value not less than INR 2.0 Crores each, OR • THREE (3) IT/ITES projects of value not less than INR 1.5 Crores each. <p>Each project should include:</p> <ul style="list-style-type: none"> • Application Development & Deployment (preferably cloud-native). • Workflow automation and/or document management features. • Software support, manpower, and training components. • Operations & Maintenance / AMC scope. • Security compliance (e.g., VAPT / CERT-In audit). 	

Request for Expression of Interest (REOI) Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

SN	Qualification Criteria	(Yes, or No)
	Projects must have been executed for Central Government / State Government / Multilateral / Regulatory organizations / PSUs in India or abroad.	

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. 27-19/9/2025-INT-COOP-DGS (34071)

Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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 Application development:** 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

Note:

Criterion	Focus	Purpose
General Sector	Broad IT/ITES experience across any domain	Ensures bidder has wide IT delivery capacity
Specific Sector	Domain relevance (maritime / ports / transport / regulatory)	Ensures bidder understands sector-specific needs
Similar Experience	Functional & technical similarity (workflow + cloud + collaboration)	Ensures bidder can deliver the specific type of solution required

Form 2.2 Financial Capability Statements

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

(On System integrator's Letterhead)

REOI document No. 27-19/9/2025-INT-COOP-DGS (34071)

Tender Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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.

1.1

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.

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

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]

1.2 Form 2.2.2: Average Annual Turnover

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

(On system integrator's Letterhead)

REOI document No. 27-19/9/2025-INT-COOP-DGS (34071)

Tender Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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.

Annual Turnover Data (Rs Crores) for the Last Three (3) Financial Years		
Year	Total Turnover Amount	Turnover from IT/ITES Application Development, Cloud Hosting, O&M, and Support Services (supported by a certificate from the Chartered Accountants)
Average Annual Turnover		

.....
(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. 27-19/9/2025-INT-COOP-DGS (34071)

Tender Title: REOI for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

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	

Request for Expression of Interest (REOI) Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform

Sr No.	Documents submitted, duly filled, signed	Yes/ No/ NA
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
9th 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: Other information required

(All Questions except S.No.5 are mandatory for bidders who are submitting the response for this REOI)

1. Approach and Methodology (Mandatory)

Sr. No.	Question
1.1	<ul style="list-style-type: none">a) Please provide your understanding of the functional objectives of the proposed IMO Strategic Platform.b) What do you perceive as the key challenges in implementing such a system for a government/regulatory body.
1.2	<ul style="list-style-type: none">a) Briefly describe your typical approach to requirement gathering, stakeholder consultations, and workflow mapping in projects of this nature.b) How do you ensure smooth transition from requirement gathering to development and deployment?c) What innovative practices or methodologies do you follow to ensure timely delivery and quality assurance?
1.3	<ul style="list-style-type: none">a) What cloud-native technology stack(s) and tools would you recommend for a secure, scalable, and future-ready platform of this nature?b) How would you incorporate security-by-design and compliance with MeitY / CERT-In, GDPR, etc requirements?c) What approach would you adopt for API integrations with external systems?d) Network Security: Firewall Implementation: Deploy advanced firewalls to protect against external threats.e) Data Centre Considerations: Data Centre Location: Choose data center locations with low risk of natural disasters and high physical security standards.f) Disaster Recovery (DR) Site: Establish a geographically separated DR site to ensure business continuity.g) Multi-Factor Authentication (MFA): Implement MFA to add an extra layer of security for user access.h) Role-Based Access Control (RBAC): Use RBAC to restrict system access based on user roles and responsibilities.i) Data Protection: Data Encryption: Encrypt data at rest and in transit to protect against unauthorized access.j) Data Masking and Anonymization: Use data masking and anonymization techniques for non-production environments to protect sensitive information.k) Monitoring and Incident Response:<ul style="list-style-type: none">a. Security Information and Event Management (SIEM): Deploy SIEM systems to monitor and analyse security events in real-time.b. Incident Response Plan: Develop and regularly update an incident response plan to address potential security breaches effectively.l) Regular Security Assessments:

	<ul style="list-style-type: none"> a. Vulnerability Assessments and Penetration Testing: Conduct regular vulnerability assessments and penetration testing to identify and mitigate security weaknesses. b. Security Audits: Perform regular security audits to ensure ongoing compliance and effectiveness of security measures.
1.4	<ul style="list-style-type: none"> a) How do you typically structure your Operations & Maintenance support (including manpower, helpdesk, monitoring, upgrades)? b) What Service Level Agreements (SLAs) do you generally propose for availability, response, and resolution times
1.5	<ul style="list-style-type: none"> a) What strategy would you suggest for ensuring adoption of the system by diverse stakeholders (DGS officials, MoPSW)? b) What kind of training and capacity-building mechanisms do you usually incorporate?
1.6	Please describe the top 3–5 risks you foresee in this project and your strategies to mitigate them.
1.7	<ul style="list-style-type: none"> a) Based on your experience, what additional features, innovations, or international best practices could be relevant for the IMO Strategic Platform? b) How would you ensure that the platform remains adaptable to future policy or regulatory changes c) Based on your past projects, what is the indicative effort (person-months) and cost drivers you foresee for a platform of this scale?
1.8	Please specify the assumptions and exclusions if any

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

Sr. No	Tentative Timeline for Go-Live (In Months)	Rough cost estimation for software development (in INR)	Exclusions, if any.
2.1		<ul style="list-style-type: none"> 1. Software Design & Development Implementation and O & M ((2 years AMC and 1 Year warranty) 2. Cloud (DC & DR) cost for Implementation and O & M (2 years AMC and 1 Year warranty) 3. Manpower Cost during Implementation and O & M 4. IT Certifications (STQC + CERT-IN) 5. SMS and Email Gateway 6. Digital Signature/e-sign 7. Any other cost 	

- 3. Please provide such relevant Application development services offered by your organization (Mandatory)**
- 4. Details of the Software solution (Mandatory)**

Sr No.	Particulars	Response
4.1	Is it open source-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 Required Specifications

1. User Roles

The platform shall implement **role-based access control (RBAC)** with the following roles and privileges:

- a) **Super User (DGS/DDG – International Cooperation):** Full configuration rights, including committee setup, user onboarding, workflow management, and oversight.
- b) **Administrators:** Manage shadow committees, agenda, meetings, documents, and task assignments.
- c) **Delegation Leaders:** Lead committee-level activities, consolidate feedback, approve final papers, and manage delegation outputs.
- d) **Coordinators:** Manage sub-groups or correspondence groups, assign tasks, consolidate member feedback.
- e) **Members:** Review agenda documents, provide comments/feedback, complete assigned tasks.
- f) **Consultants/Support Staff:** Support drafting and documentation under delegated authority.

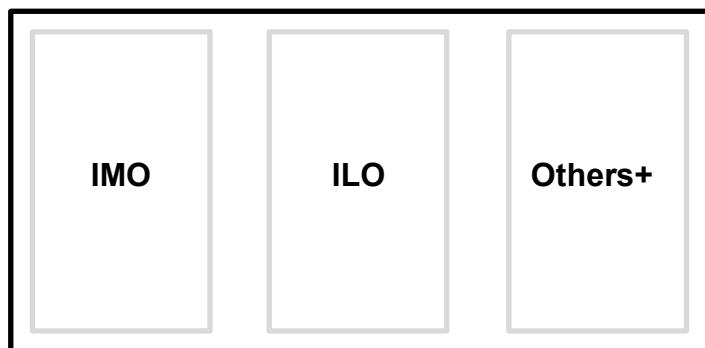
2. Functional Requirements

2.1 User Authentication and Security

- a) Secure login with username and password.
- b) Multi-factor authentication (MFA) for sensitive roles.
- c) Role-based permissions ensuring users only access relevant committees, documents, and tasks.
- d) Full audit trail of login attempts, approvals, edits, and submissions.
- e) Support for Single Sign-On (SSO) with government identity systems.

2.2 Shadow Committee and Meeting Management

- a) Repository of all **IMO committees, sub-committees, Assembly, Council, with ability to expand for ILO, IMSO, and bilateral/regional collaborations** (such as JWG).
- b) Meeting creation and scheduling with metadata (dates, location, agenda, participants).
- c) Dashboard view per meeting: showing agenda, uploaded documents, tasks, deadlines, and participation status.
- d) Chronological listing of past and upcoming meetings.
- e) Calendar sidebar with hover-over summaries of upcoming meetings.



2.3 Agenda and Group Management

- a) Each meeting to contain agenda items with linked documents, tasks, and assigned members.
- b) Creation of **groups and sub-groups** linked to agenda items.
- c) **Group roles:** Convener, Coordinator, Members.
- d) Ability to create correspondence groups with dedicated task tracking.
- e) Automated role-based notifications and reminders for assigned responsibilities.
- f) Self-service for admins to add consultants/support staff.

2.4 Task Management

- a) Task creation by leaders or coordinators with linkage to agenda/document.
- b) Assignment to one or multiple members with due dates.
- c) Member view of pending, ongoing, and completed tasks via personal dashboard.
- d) Automatic reminders for approaching or overdue deadlines.
- e) Escalation workflow for unresolved tasks.
- f) Leaders' dashboard summarizing all pending/completed tasks. Task completion summary reports exportable in XML/Excel formats.

Sn	Agenda and Source	Name of the Document	Summary	Comments	Concerned person/group
1					
2					
3					

2.5 Document and Paper Preparation

- a) Upload, view, download, and archive official meeting documents.
- b) Creation of dedicated **paper preparation folders** for each meeting/agenda.
- c) Multi-level approval workflow: Member → Coordinator/group leader → Delegation Leader → CS/NA/CSS → DG/MoPSW.
- d) Version control with automatic timestamping and rollback capability.
- e) Document locking upon finalization by Delegation Leader.
- f) Export options in PDF, XML, and Excel formats.

2.6 Feedback and Review

- a) Members provide structured feedback via rich-text editor.
- b) Feedback consolidated by coordinators at group level.
- c) Delegation leader compiles committee-level final response.
- d) Dashboards showing pending/overdue feedback at user, group, and committee level.
- e) Historical archive of feedback per meeting/agenda for institutional memory.
- f) Automated tools for comparison of successive versions.
- g) Structured templates for interventions, comments, and national positions.
- h) AI-assisted summarization of multiple feedback inputs (optional, future-ready).

2.7 Collaboration and Discussion Interface

- a) Real-time discussion boards linked to specific agenda items.

- b) Ability for multiple users to simultaneously edit draft papers with attribution and tracked changes.
- c) Commenting, tagging, and @mention functionality for collaboration.
- d) Final approval workflow with locking of agreed text before submission.

2.8 Reporting and Monitoring

- a) Auto-generation of Summary Report, Minutes of Meetings (MoM) with attendee list, agenda discussion, and decisions taken after the IMO meeting.
- b) Preparation status reports (per committee, per meeting).
- c) Tracking of national stand/intervention across agenda items.
- d) Member performance metrics: meetings attended, agenda involvement, interventions made.
- e) Visualization tools (charts, progress indicators) for leadership monitoring.
- f) Export options: PDF, Excel, XML.

2.9 International Engagements Module (“Others+”)

- a) Repository for bilateral and regional working group activities.
- b) Upload of Terms of Reference, agreements, MoUs, minutes, and action items.
- c) Tracking of outcomes, resolutions, and progress against commitments.
- d) Summary reports for download and sharing with stakeholders.

3. Non-Functional Requirements

The IMO Strategic Platform shall comply with the following non-functional requirements to ensure reliability, security, scalability, and user experience for internal stakeholders of DGS, MoPSW, and MMDs.

3.1 Security

- a) Secure authentication using email/official ID-based login.
- b) Role-based access control ensuring data confidentiality and restricted permissions.
- c) Encrypted data transmission (HTTPS/TLS 1.3 or higher).
- d) Audit logs for all user actions including login, upload, edits, approvals, and feedback.
- e) Periodic security testing and compliance with **MeitY Cloud Security Guidelines**.

3.2 Usability

- a) Intuitive web-based interface accessible via standard browsers (Chrome, Edge, Firefox).
- b) Role-specific dashboards (Member, Coordinator, Delegation Leader, Administrator).
- c) Rich-text editor with track changes for collaborative document editing.
- d) Responsive design for desktops, laptops, and tablets.
- e) Context-sensitive help and tooltips for first-time users.

3.3 Performance and Scalability

- a) The system shall support a minimum of **150 concurrent users** with scalable architecture to extend up to **300 concurrent users** during peak activity periods.
- b) Response time for common transactions (login, document retrieval, feedback submission) shall not exceed **3 seconds** under normal load.
- c) Upload/download of documents (up to 100 MB)
- d) Database design shall ensure optimized query performance for agenda, task, and document retrieval.

- e) The system must be designed to scale horizontally with the increase in the user base (e.g., containerized or microservices-ready deployment).

3.4 Availability and Reliability

- a) Minimum **99.5% uptime** excluding planned maintenance.
- b) Planned maintenance windows must be notified at least **48 hours in advance**.
- c) Automated daily backups with retention of at least **90 days**.
- d) Disaster recovery provision with RPO ≤ 15 mins and RTO ≤ 2 hours.
- e) Redundancy at application and database tiers to prevent single point of failure.

3.5 Auditability and Compliance

- a) Complete audit trail of user activities, accessible only to administrators.
- b) Compliance with **GFR 2017, MeitY Cloud Guidelines**, and **ISO/IEC 27001** best practices.
- c) Logging of system errors and exceptions with proactive monitoring alerts.

3.6 Interoperability

- a) Support for import/export of documents and reports in **XML, Excel, and PDF** formats.
- b) Open APIs for potential future integration with DG Shipping E governance or other national maritime digital platforms.

4. Comprehensive Workflow of the Platform

4.1 User & Committee Setup

- a) Annual **nomination of members** (internal & external) by Administration.
- b) Delegation Leader validates and approves **external members**.
- c) **Administrator** creates committee structures (Assembly, Council, Committees, Sub-Committees, Working Groups).
- d) User roles & access rights assigned (Leader, Convener, Coordinator, Member, Support Staff).

4.2 Agenda & Meeting Preparation

- a) Agendas of forthcoming meetings **uploaded by Delegation Leader/Convener**.
- b) Papers linked to agenda items uploaded into **Paper Preparation Folders**.
- c) **Delegation of each agenda** to responsible member(s).
- d) **Leader of each agenda identified** for ownership.
- e) Automatic calendar updates & dashboard alerts for members.

4.3 Task Distribution & Group Management

- a) Leaders distribute issues and tasks to agenda members.
- b) Creation of **Correspondence Groups** or sub-groups for specialized issues.
- c) Each task tagged with:
 - Agenda ID,
 - Responsible member(s),
 - Due date,
 - Linked documents.
- d) System-generated reminders for deadlines.

4.4 Document Preparation & Collaboration

- a) Members draft papers/interventions using collaborative editor.

- b) Features: Track changes, versioning, comments, real-time editing.
- c) Drafts go through sequential workflow:
Member → Group Leader → Delegation Leader → CS/NA/CSS → DG Shipping → MoPSW.
- d) Final draft locked after approval.

4.5 Feedback & Consolidation

- a) Members provide feedback on agenda-linked documents.
- b) Group Leaders consolidate feedback from their groups.
- c) Delegation Leaders prepare **final position papers** (India's stand on each agenda).
- d) Feedback/stand documents exported in **Excel/XML/PDF** formats.

4.6 Pre-Meeting Approval

- a) Final stand including interventions and draft papers reviewed by Delegation Leaders.
- b) Approval workflow: **Delegation Leaders** → **DG Shipping** → **Ministry (MoPSW)**.
- c) Approved positions locked for meeting use.

4.7 Meeting Phase (Dynamic Updates)

- a) Real-time **intervention edits** made as discussions evolve.
- b) Platform supports **live co-editing and chat/discussion board**.
- c) Any changes tracked with timestamp and author.

4.8 Post-Meeting Documentation

- a) Final approved output on each issue uploaded by agenda leaders.
- b) Leader of Delegation gives final approval.
- c) **Automatic generation of summary reports** (issue-wise, intervention-wise, action points).

4.9 To-Do List & Action Tracking

- a) System auto-creates a **To-Do List** of pending regulations, amendments, and follow-ups.
- b) Assigned to Convenor and approved by Leader of Delegation.
- c) Deadlines and progress tracked via dashboard.

4.10 Reporting & Monitoring

- a) Leaders and Admins generate reports anytime:
 - Status of agenda deliberations.
 - To-do item tracking.
 - Committee performance dashboards.
 - Member participation reports.
- b) Reports downloadable in **XML, Excel, PDF**.

4.11 Archival & Knowledge Management

- a) Completed meeting cycles archived with:
 - Meeting ID, Agenda reference, Date, Contributors.
- b) **Searchable archive** by committee, keyword, agenda ID.
- c) Past interventions and position papers reusable as references.