

RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)

**Expression of Interest for Selection of Partner from Empanelled Business Associate for
Directorate General of Shipping, Tender No- RFP Ref. No.: 27-19/9/2025-INT-COOP-DGS
(34071)**

For

“Request for Proposal (RFP)

For

**“Request for Proposals (RFP) for Selection of System Integrator for the Development of
the I.M.O Strategic Engagement Platform (QCBS)”**

EOI No: RCIL/DGS/MUMBAI/Mktg/25-26/41 Dt: 05th March 2026

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EOI NOTICE

**RailTel Corporation of India Ltd,
Western Railway Microwave Complex, Senapati Bapat Marg,
Mahalaxmi, Mumbai – 400013**

EOI No: RCIL/DGS/MUMBAI/Mktg/25-26/41 Dt: 05th March 2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empanelled Partners for the selection of suitable partner for Tender No.: **27-19/9/2025-INT-COOP-DGS (34071) for Request for Proposals (RFP) for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform (QCBS) and any other addendums/ corrigendum’s documents contained within and related to the same.**

The details are asunder:

1	Last date for submission of Technical Packet against EOIs by bidders	10th March 2026 12:00 hrs
2	Opening of Technical Bid of EOIs	10th March 2026 12:30 hrs
4	EOI fees inclusive tax (Non-refundable)	Rs. 10,000/- (Inclusive of 18% GST)
5	EMD for Pre-Bid Arrangement	Rs. 11,56,000 /- in the form of online transfer as EMD along with submission of Eoi response

The EMD should be in the favor of RailTel Corporation of India Limited payable at Mumbai through online bank transfer only. Partner needs to share the online payment transfer details like UTR No, date of payment.

RailTel Bank Details: Union Bank of India, Account No. 317801010036605, IFSC Code - UBIN0531782.

Eligible Business Associates are required to direct all communications related to this Invitation for Eoi document, through the following Nominated Point of Contact persons:

Level 1

- 1. Contact Name:** Sh. Saish Sankhe
- 2. Designation:** Deputy Manager/Marketing
- 3. E-Mail Address:** saish.sankhe@railtelindia.com
- 4. Mobile No:** +91-8999292981

Level 2

1. **Contact Name:** Sh. Viplov Nath Mishra
2. **Designation:** Senior Deputy General Manager/ Marketing
3. **E-Mail Address:** viplovnmishra@railtelindia.com
4. **Mobile No:** +91- 90044 44124

Note:

- ❖ Empanelled partners are required to submit soft copy of technical & price packet through an e-mail at eoivr@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
- ❖ The EOI response is invited from eligible **Empanelled Partners of RailTel only. The Empanelled partner has to submit its valid empanelment Letter of Intent along with his Bid.**
- ❖ All the document must be submitted with **proper indexing** and **page no.**
- ❖ This is an **exclusive pre-RFP partnership arrangement with empanelled business associate of RailTel for participating in the end customer RFP.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel). This undertaking has to be given with this EOI Response.
- ❖ Partner has to submit their response as an individual organization only. No consortium is allowed. The Bidder has to be an empanelled partner of RailTel.
- ❖ **Transfer and Sub-letting.** The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contractor any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
- ❖ All Bidders to sign and stamp RailTel's EOI and its corrigendum's implying acceptance of all terms and conditions as mentioned and submit the same along with their Bids.
- ❖ Any changes made by RailTel's end customer in Tender No. **27-19/9/2025-INT-COOP-DGS (34071)** up to the last date of submission of the said tender by RailTel will be unquestionably & without any objection accommodated by the Bidders in their Technical & Price offer submitted against this EoI. Changes include all the technical, financial, format changes and any other changes as applicable and deemed applicable by RailTel.

i. As Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Nav Ratna Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

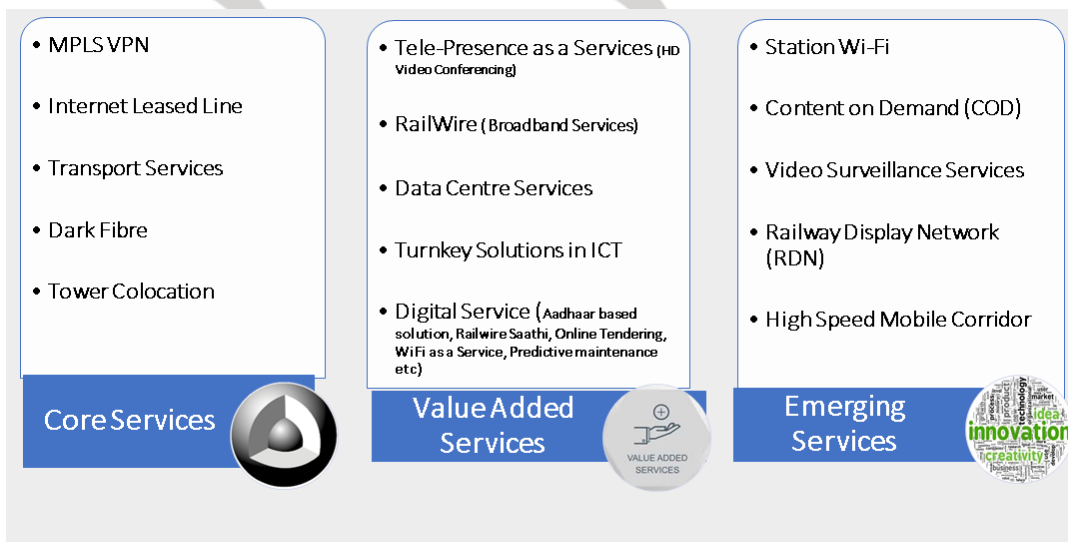
RailTel has approximately 60000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High-Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



❖ **Carrier Services**

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using . State of the art NGN based network through its Interconnection with all leading Telecom Operators.
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above.
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks.
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's.

❖ **Enterprise Services**

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the “Always ON” internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

❖ **DATA CENTER**

- Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications
- Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

❖ **National Long Distance:**

Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators.

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & Above.
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

❖ **High-Definition Video Conference:**

RailTel has unique service model of providing high -definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end

seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

❖ **Retail Services – RailWire**

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,68,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

ii. Project Background and Objective of EOI

RailTel intends to participate in RFP floated by end Customer organization for **Request for Proposals (RFP) for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform (QCBS)**

RailTel invites EOIs from RailTel's Empanelled Partners for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empanelled partner is expected to have excellent execution capability and good understanding customer local environment.

iii. Scope of Work

The scope of work will be as mentioned in the end Customer Organization Tender for **Request for Proposals (RFP) for Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform (QCBS)** with latest amendment/ Corrigendum/ Clarifications uploaded upto the last date of submission of the aforesaid tender.

The broad scope of work is mentioned in end customer **27-19/9/2025-INT-COOP-DGS (34071)** along with its latest amendments and clarifications.

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In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the tender/RFP and corrigendum/addendum released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum, and corrigendum, associated prime service agreement PSA/MSA/SLA also included.)

Business associate can participate as a sole bidder only. No consortium is permitted. Bidder must be RailTel's empanelled partner and will be responsible for all the conditions mentioned in this and the end customer RFP.

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.

iv. Response to EOI guidelines

b. Language of Proposals

The proposal and all correspondence and documents shall be written in English in soft copy through an email.

❖ RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

❖ EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

❖ Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of Bid submission issued by the end Customer organization for which bid is going to be submitted.

❖ Bid Earnest Money (EMD)

- The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favour of "RailTel Corporation of India Limited" along with the offer. This will be called as EOI/Token EMD.
- Offers not accompanied with valid Token Earnest Money Deposit shall be summarily rejected.
- In case if offer is selected for bidding, the partner has to furnish Earnest Money Deposit (for balance amount as mentioned in the customer's Bid or as per

RailTel policy as applicable) for the bid to RailTel in the form of Online Transfer/BG/combination of both. The selected Business Associate shall have to submit EMD before submission of bid to end customer as applicable.

- Return of EMD for unsuccessful Business Associates: EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.
- Return of EMD for successful Business Associate: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) and Integrity Pact BG of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the end Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.6) from Business Associate whichever is later.
- Forfeiture of EOI EMD or EOI EMD & balance EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:
- The EOI EMD will be forfeited if the Balance EMD is not paid before RailTel's bid submission in end customers Tender
- The EOI EMD & Balance EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.
- In case of non-submission of SD/PBG (as per clause no. 4.6) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and Integrity Pact and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.
- Having participated with another party/directly/through consortium apart from RailTel in RailTel's end customer Tender

❖ **Security Deposit / Performance Bank Guarantee (PBG)**

- In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.
- As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

❖ **Last date & time for Submission of EOI response**

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

❖ **Modification and/or Withdrawal of EOI response**

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel.

No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

❖ **Details of Financial bid for the above referred tender**

Business Associate meeting eligibility criteria and lowest price will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

In case if there are Two or more Business Associate meeting eligibility criteria and quoting same price, then negotiation will be conducted within this Sole partner in the second stage for the given scope of the work and Sole bidder with overall lowest (L1) offer will be selected for exclusive pre bid arrangement for optimizing technical and commercial solution.

The final bid for the tender will be prepared jointly with the selected Business Associate so that the optimal bid can be put with a good chance of winning the Tender.

Also, it may be noted that RailTel may choose multiple BAs for final bidding depending upon the lowest offer received so that a winning bid can be put forth.

The BAs will have to encompass RailTel margin over all components of the Price in end customer Tender/RFP.

Any Changes in the end customer Tender after the last date of submission of RailTel EoI shall be unquestionably & without any objection accommodated by the BA/BAs in their Technical & Price offer submitted against this EoI.

❖ **Clarification of EOI Response**

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

❖ **Period of Association/Validity of Agreement**

RailTel will enter into a pre-bid agreement with selected bidder with detailed Terms and conditions.



i. Eligibility Criteria for Bidding Business Partner of RailTel

S No	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
A)	Company Credentials and Financial Strength	
i)	The bidder should be registered under Companies Act, 1956 or Companies Act 2013 or as amended and should have at least 5 years of operations in India as on bid submission date.	1. Certificate of Incorporation 2. GST Registration 3. PAN Card 4. ESIC 5. EPFO
ii)	Average annual turnover of bidder should have at least 12 Crore INR during last 3 Financial Years (2021-22, 2022-23 and 2023-24).	Copy of the audited Balance Sheet and Profit & Loss Statement of the company and/or Certificate from the Chartered Accountant clearly stating the average annual turnover during last 3 Financial Years (2021-22, 2022-23 and 2023-24) Only audited financial statements will be considered for evaluation purposes
iii)	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	Self-Declaration on company letterhead by authorized signatory
iv)	The Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat /Government of India or any of the PSU. Certificate / affidavit mentioning that the Bidder is not currently blacklisted by Government of Gujarat /Government of India or any of the PSU due to engagement in any corrupt & fraudulent practices.	Self-Declaration on company letterhead by authorized signatory
B)	Certifications	
v)	The bidder should have ISO 9001:2015, ISO 27001 & CMMI level 3 or above certification valid as on bid submission date.	Copies of Certificates
C)	Bidder's Expertise & Manpower Strength	
v)	The Bidder (single firm or any member of the consortium) must have System Integrator experience of successful Go-Live / completed projects during the last five years (from the last date of bid submission) in one of the following: One single order of Rs.4.6 Crore OR two orders each of Rs.3.4 Crore OR	Copies of Work Orders and/or completion certificate/customer testimonials

	three orders each of Rs 2.3 Crore each during last 5 years	
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Technical Evaluation:

The following criteria shall be used to evaluate the technical bids;

Sr. No.	Criteria	Marks	Documents required
1	System Integrator experience in the design, development, and implementation of digital platforms/Software Development project during the last five (5) years as on 31st March 2025: - Project $\geq$ 4.6 Cr. = 3 marks - Project $\geq$ 6 Cr. = 5 marks - Project $\geq$ 8 Cr. = 10 marks	15	Copies of Work Orders and/or completion certificate/customer testimonials
2	Experience in Government Sector / PSUs: Digital Platform project for any Govt./Central Govt/PSUs in India: - Project $\geq$ 1Cr. = 3 marks - Project $\geq$ 2 Cr. = 5 marks - Project $\geq$ 3 Cr. = 10 marks	15	Copies of Work Orders and/or completion certificate/customer testimonials
3	- Technical Solution & Approach (As per client RFP) - Proposed Manpower	70	Technical Proposal

The bidder shall be required to get at least **70% marks out of 100** to qualify for award of bid.

Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer/Director of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	PAN, GST, TAN Registration numbers	

ii. Evaluation Criteria

- The Business Associates are first evaluated on the basis of the Eligibility Criteria as per clause above.
- The Business Associate qualifying the Eligibility criteria and scoring the most marks in Technical Eligibility will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.
- In case if there are two or more Sole Bidders meeting eligibility criteria then the bidder with the highest technical score and best offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution.
- RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI.
- All General requirements mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

iii. Withdrawal of Bids

A Bidder wishing to withdraw its bid shall notify to RailTel by e-mail prior to the deadline prescribed for bid submission. The notice of withdrawal shall be addressed to RailTel at the address named in the Bid Data Sheet, and bear the Contract name, the <Title> and < Bid No.>, and the words “Bid Withdrawal Notice.” Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a valid submitted bid.

No bid can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the Bid Data Sheet. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder’s EMD.

❖ Evaluation Process

The evaluation process of the bid proposed to be adopted by RailTel is indicated in this section. The purpose of this section is to provide the Bidder an idea of the evaluation process that RailTel may adopt.

RailTel shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the technical and commercial bids received. The BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. RailTel may waive any informality or non-conformity in a bid which does not constitute a material deviation according to RailTel.

The bid prices should not be mention in any part of the bid other than the Commercial Bid. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid and forfeiture of EMD.

❖ Performance Bank Guarantee

The Bidder shall at his own expense, deposit with RailTel, an unconditional and irrevocable Performance Bank Guarantee (PBG) from nationalized banks or scheduled banks excluding Co-operative banks as per the format given in this bid, payable on demand, for the due performance and fulfilment of the contract by the Bidder.

This Performance Bank Guarantee will be submitted within 25 days of the notification of award of the contract/ Letter of Acceptance (LOA) issuance whichever is earlier. If PBG is not submitted within this time frame a delayed PBG penalty will be attracted. Post 25 days and up to 50 days from date of notification of award of the contract/ Letter of Acceptance (LOA) issuance a penalty at 15% per annum interest of LOA amount will be levied as delayed PBG penalty and this penalty will be deducted from the Invoices & EMD of the Bidder. After these 50 days if PBG is not submitted then it will be assumed that the Bidder is not interested in submitting PBG and the Amount of PBG along with the delayed PBG penalty calculated will be retained from Invoices & EMD of the Bidder. Non-submission of PBG can also lead to cancellation of contract and the decision with respect to whether, to retain the PBG Amount and penalty from Invoices & EMD or cancellation of contract, will be at the sole discretion of RailTel. In the event of cancellation of contract EMD will be forfeited. If PBG is retained from Invoices & EMD then the PBG Amount only and not the penalty attracted will be paid to the Bidder in such a case post

the contract period plus three months (expected PBG validity date) are over after deducting any applicable deductions (e.g.: Poor service, etc).

This Performance Bank Guarantee will be for an amount equivalent to a particular percentage of the total contract value or as specified in RailTel's end customers tender. All charges whatsoever such as premium, commission, stamp duties etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder. The Performance Bank Guarantee format can be found in this document.

The Performance Bank Guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the Bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the Contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. RailTel shall notify the Bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.

The 30 days' notice period shall be considered as the 'Cure Period' to facilitate the Implementation Agency to cure the breach. The PBG shall be invoked only if the breach is solely attributable to the bidder and the bidder fails to rectify the breach within the 'Cure Period'.

RailTel shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to the Bidder, the equivalent value of any payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

❖ **Rights to Terminate the Process**

RailTel may terminate the bid process at any time and without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This bid document does not constitute an offer by RailTel. The Bidder's participation in this process may result in RailTel selecting the Bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason.

❖ **Payment terms**

RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

- All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end customer organization and upon submission of correct Tax Invoices as per statutory norms.
- The Payments received from end customer will be disbursed Scope wise to the selected BA.
- Payments to selected BAs will be in Arrears only

❖ **SLA/Penalty/LD**

The selected bidder will be required to adhere to the SLA/Penalty/LD matrix as defined in the end Customer organization tender for his scope of work and the SLA/Penalty/LD breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA/Penalty/LD scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA/Penalty/LD breach which is attributable to Partner and will be passed on to the Partner proportionately based on its scope of work.

❖ **Duration of the Contract Period**

The contract shall remain in force for a minimum period of 1 year from the Commercial Operation Date (COD) which will be back-to-back as per end customer tender. The effective date will be the day when the Condition Precedents are met. After 1 year, RailTel may extend the agreement as per its end customers' requirements and performance.

Note:

- Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid
- All Documents and requirements like EMD, Tender Fees, PBG, Contract Agreement to be shared/executed Back-to-Back as per the end customer RFP/Tender with **Tender No. 27-19/9/2025-INT-COOP-DGS (34071)** In case of any discrepancy or ambiguity in any clause /specification pertaining to scope of work area, the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/ MSA/ SLA also included.)
- All clauses such as cost involved, payment term, validity, lock in period, etc will be back-to-back as per customer tender
- All required MAFs and other OEM related documents along with end customer consortium partner related documents like Integrity pact, Manpower CVs, etc which are mandatory in RailTel's end customer tender is to be arranged by Selected Bidders before RailTel's submission of Bid in end customer tender.

Annexure 1: COVERING LETTER

(To be submitted by sole Bidder on Letter head)

EoI Reference No: _____ Date: _____

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number ____ Dt. ____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory Name:

Designation:

Contact No:

E-Mail Address:

Signature:

Seal of the Organization:

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RAILTEL

Annexure 2: Self-Certificate & Undertaking

(To be submitted by sole Bidder on Letter Head)

EOI Reference No: _____ Date: _____

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

Sub: Self Certificate for Tender, Technical, Commercial & other compliances

1. Having examined the technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
2. We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected sole partner/lead partner after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected sole bidder fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected sole partner bidder.
3. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
4. We hereby agree to comply with all OEM technical & financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
5. We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
6. We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
7. We understand and agree that RailTel is intending to select a sole bidder who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

8. We hereby agree to submit that in case of being selected by RailTel as sole bidder for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
9. We hereby undertake to sign Pre-Bid Agreement, Pre-Contract Integrity Pact and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 500/- in the prescribed Format.
10. We undertake that we will not submit directly or indirectly out bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:



Annexure 3: Undertaking for not being Blacklisted/Debarred
(To be submitted by sole bidder on Letter Head)

EoI Reference No: _____ Date: _____

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

Subject: Undertaking for not being Blacklisted/Debarred

We, <Company Name>, having its registered office at <Address> hereby declares that that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:

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Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY SOLE PARTNER ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 500/-. The paper has to be in the name of the BA) **

I..... (Name and designation) * appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ Dt. _____ of (RailTel Corporation of India Ltd), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) * and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT
SEAL AND SIGNATURE OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNATURE OF THE ADVOCATE

Place:

Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate are to be filled in suitably by BA. Attestation before Magistrate/ Notary Public.**

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Annexure 5: Draft Non-Disclosure Agreement

(To be submitted on a Rs. 500 Stamp Paper)

This Non-Disclosure Agreement (“Non-Disc”) is made and entered into _____ day of _____ month _____ year (effective date) by and between _____ (“Department”) and _____ (“Company”). Whereas, Department and Company have entered into an Agreement (“Agreement”) _____ effective _____ for _____ and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, (“CONFIDENTIAL INFORMATION”).

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. Definitions. As used herein:

- a. The term “Confidential Information” shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party’s data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department’s information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.
- b. The term, “Department” shall include the officers, employees, agents, consultants, contractors and representatives of Department.
- c. The term, “Company” shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

2. Protection of Confidential Information: With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- a. Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;

- b. Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information than the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
 - c. Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Bids developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so;
 - d. Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
 - e. Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.
 - f. Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.
3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
- a. Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
 - b. After it has become generally available to the public without breach of this Agreement by Company; or
 - c. Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
 - d. Which Department agrees in writing is free of such restrictions.
 - e. Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;

- 5. Remedies.** Company acknowledges that
- (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department;
 - (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and
 - (c) injury sustained by Department may be impossible to calculate and remedy fully.
- Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
- 6. Need to Know.** Company shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.
- 7. Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
- 8. No Conflict.** The parties represent and warrant that the performance of its obligations hereunder does not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
- 9. Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
- 10. Dispute Resolution.** If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred appropriately to RailTel/ stakeholders/ partners/ patrons
- a. The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration and Conciliation Act, 1996 and amendments thereof.
 - b. The place of arbitration shall be Mumbai.
 - c. The arbitrator's award shall be substantiated in writing and binding on the parties.
 - d. The proceedings of arbitration shall be conducted in English language.
 - e. The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.
- 11. Governing Law.** This Agreement shall be interpreted in accordance with and governed by

the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Mumbai, India only.

- 12. Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and under standings among the parties with respect to the subject matter hereof.
- 13. Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
- 14. Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- 15. Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
- 16. Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
- 17. Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.
- 18. Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.
- 19. Term.** Subject to aforesaid section 17, this Agreement shall remain valid up to ____years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department

Name:

Title:

WITNESSES:

1. _____

2. _____

For Company

Name:

Title:

WITNESSES:

1. _____

2. _____

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Annexure 7: Complete EoI Examination & Nil Deviation Certificate

(To be submitted by Bidder)

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete EoI Examination & Nil Deviation Certificate

Ref: EoI Number: _____ Dated: _____

Dear Sir,

We <Bidder Name> having completely examined the referred EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI, conclude that we have understood the Terms & Conditions of the EoI and its subsequent addendums & corrigendum (if any) and any other documents/its addendums/corrigendum referred in this EoI. We declare that we have sought all clarifications for the same from RailTel or its end customer for anything contained in this EoI & any other documents/its addendums/ corrigendum referred in this EoI and have been satisfied with the clarifications to the fullest extent and there are no terms, clauses, conditions, etc which are ambiguous.

We also declare that there is no deviation from adhering to anything that is contained in this EoI and any other documents/its addendums/corrigendum referred in this EoI and that any deviation later raised by us shall lead to forfeiture of the Bid/Contract at complete discretion of RailTel.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone and Fax :
E-mail address :

Annexure 8: Back-to-Back Compliance Certificate

(To be submitted by Bidder)

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete back-to-back Compliance Certificate

Ref: 1) EoI Number: _____ Dated: _____

2) Tender Reference No-. **27-19/9/2025-INT-COOP-DGS (34071) Dtd. 29.02.26** and all of its addendums/ corrigendum's & published documents

Dear Sir,

Considering reference 1 & 2 we would like to declare that we have read and understood the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI thoroughly. We would like to give you our back-to-back compliance for all the tender terms and conditions, clauses, timelines, deliverables and anything explicitly mentioned in the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone and Fax :

E-mail address :

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Annexure 9: Performance Bank Guarantee Format

(For a sum of percentage of the value of the contract as per RailTel's end customer RFP/tender)
(Stamp Duty to be confirmed by RailTel in co-ordination with RailTel's Legal Department)
(Final Draft to be confirmed by RailTel Legal before BG issuance)

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi
Mumbai – 400013

WHEREAS:

_____ name and address of Applicant] (hereinafter called “the Applicant”) and RailTel (the “Authority”) have entered into an agreement (the “Agreement”) for tender No. **27-19/9/2025-INT-COOP-DGS (34071) for System Integrator for the Development of the I.M.O Strategic Engagement Platform**, subject to and in accordance with the provisions of the Agreement.

(A) The Agreement requires the Applicant to furnish a Performance Security for due and faithful performance of its obligations, under and in accordance with the Agreement, during the {Implementation Period/ Defects Liability Period and Maintenance Period} (as defined in the Agreement) in a sum of Rs ***** Cr.

(B) We, Through our branch at (The “Bank”) have agreed to furnish this bank guarantee (hereinafter called the “Guarantee”) by way of Performance Security. NOW, THEREFORE, the Bank hereby, unconditionally and irrevocably, guarantees and affirms as follows:

1. The Bank hereby unconditionally and irrevocably guarantees the due and faithful performance of the Applicant obligations during the {Implementation period /Defects Liability Period and maintenance period} under and in accordance with the Agreement, and agrees and undertakes to pay to the Authority, upon its mere first written demand, and without any demur, reservation, recourse, contest or protest, and without any reference to the Applicant, such sum or sums up to an aggregate sum of the Guarantee Amount as the Authority shall claim, without the Authority being required to prove or to show grounds or reasons for its demand and/or for the sum specified therein.

2. A letter from the Authority, under the hand of an officer not below the rank of General Manager in RailTel that the Applicant has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the Agreement shall be conclusive, final and binding on the Bank. The Bank further agrees that the Authority shall be the sole judge as to whether the Applicant is in default in due and faithful performance of its obligations during and under the Agreement and its decision that the Applicant is in default shall be final and binding on the Bank, notwithstanding any difference between the Authority and the Applicant, or any dispute between them pending before any court, tribunal, arbitrators or any other Authority or body, or by the discharge of the Applicant for any reason whatsoever.
3. In order to give effect to this Guarantee, the Authority shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the Applicant and/or the Bank, whether by their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Guarantee.
4. It shall not be necessary, and the Bank hereby waives any necessity, for the Authority to proceed against the Applicant before presenting to the Bank its demand under this Guarantee.
5. The Authority shall have the liberty, without affecting in any manner the liability of the Bank under this Guarantee, to vary at any time, the terms and conditions of the Agreement or to extend the time or period for the compliance with, fulfilment and/or performance of all or any of the obligations of the Applicant contained in the Agreement or to postpone for any time, and from time to time, any of the rights and powers exercisable by the Authority against the Applicant, and either to enforce or forbear from enforcing any of the terms and conditions contained in the Agreement and/or the securities available to the Authority, and the Bank shall not be released from its liability and obligation under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the Applicant or any other forbearance, indulgence, act or omission on the part of the Authority or of any other matter or thing whatsoever which under any law relating to sureties and guarantors would but for this provision have the effect of releasing the Bank from its liability and obligation under this Guarantee and the Bank hereby waives all of its rights under any such law.
6. This Guarantee is in addition to and not in substitution of any other guarantee or security now or which may hereafter be held by the Authority in respect of or relating to the Agreement or for the fulfilment, compliance and/or performance of all or any of the obligations of the Applicant under the Agreement.
7. Notwithstanding anything contained hereinbefore, the liability of the Bank under this Guarantee is restricted to the guaranteed amount and this Guarantee will remain in force for the period specified in paragraph 8 below and unless a demand or claim in writing is made by the Authority on the Bank under this Guarantee all rights of the Authority under this Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder.

The Guarantee shall cease to be in force and effect on ****\$ unless a demand or claim under this Guarantee is made in writing before expiry of the Guarantee, the Bank shall be discharged from its liabilities hereunder.

8. The Bank undertakes not to revoke this Guarantee during its currency, except with the previous express consent of the Authority in writing and declares and warrants that it has the power to issue this Guarantee and the undersigned has full powers to do so on behalf of the Bank.
9. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of the Authority that the envelope was so posted shall be conclusive.
10. This Guarantee shall come into force with immediate effect and shall remain in force and effect for up to the date specified in paragraph 8 above or until it is released earlier by the Authority pursuant to the provisions of the Agreement.

Signed and sealed this day of 20..... at SIGNED, SEALED AND DELIVERED For and on behalf of the Bank by:
(Signature) (Name) (Designation) (Code Number) (Address)

NOTES:

- a. The bank guarantee should contain the name, designation and code number of the officer(s) signing the guarantee.
- b. The address, telephone number and other details of the head office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing branch

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Annexure 11: Price Bid Format

(Back-to-Back as per end customer RFP/Tender referred including all its amendments/ corrigendums/ clarifications)

PRICE SCHEDULE

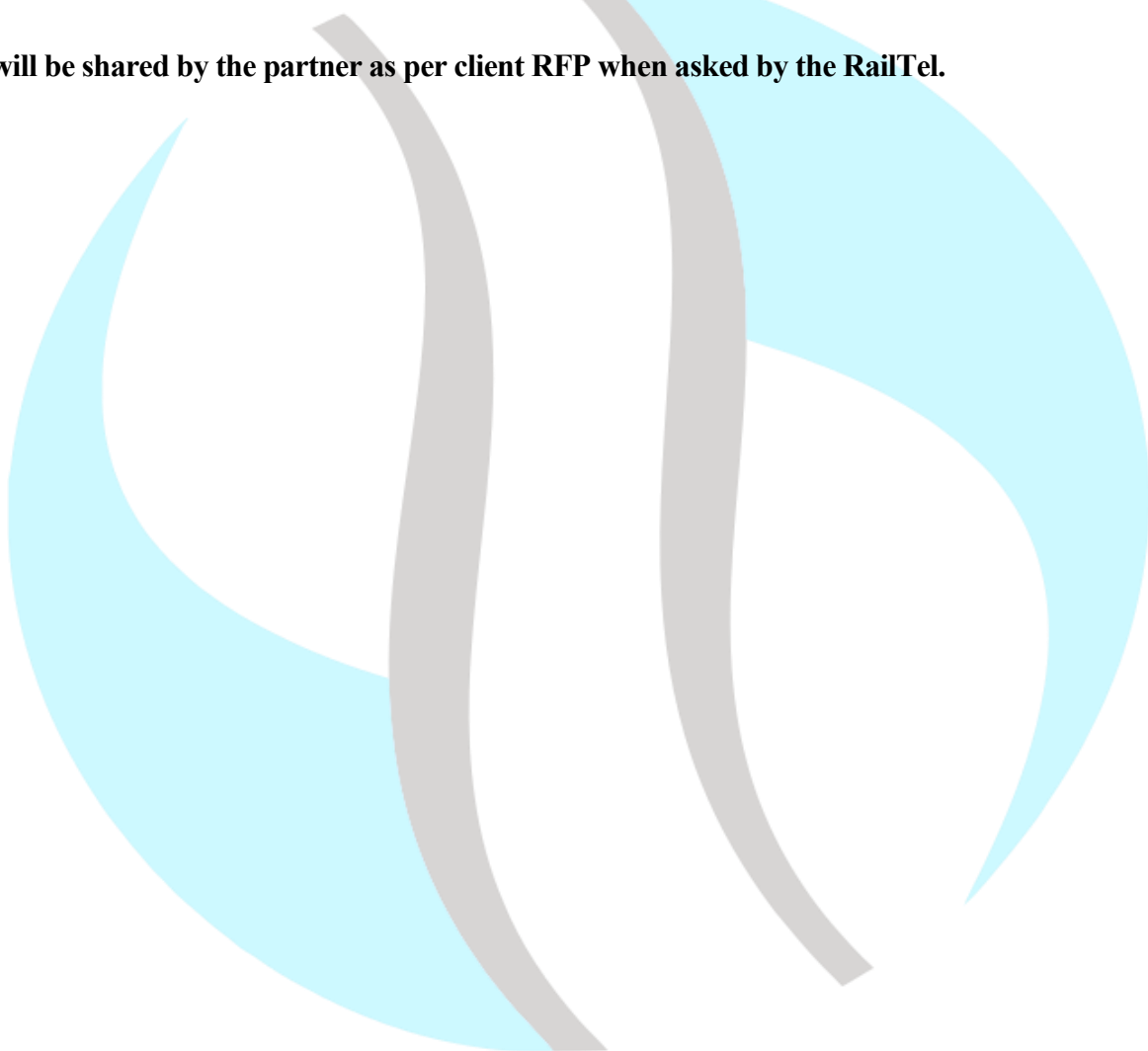
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER	NUMBER	NUMBER	NUMBER	NUMBER R #	NUMBER R #	TEXT #
Sl. No.	Item Description	Implementation Value without Tax (V1)	Implementation Value with Tax (V2)	Operations & Maintenance (O & M) without Tax (V3)	Operations & Maintenance (O & M) with Tax (V4)	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT With Taxes	TOTAL AMOUNT In Words
1	2	14	15	16	17	53	54	55
1	Software Costing							INR
2	Cloud Infrastructure							INR
3	Manpower							INR
4	IT Certifications							INR
5	Training & Capacity Building							INR
Total in Figures								INR
Quoted Rate in Words								

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Annexure 12: BoQ

It will be shared by the partner as per client RFP when asked by the RailTel.



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नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

Request for Proposals (RFP)
for
**Selection of System Integrator for the Development of the I.M.O
Strategic Engagement Platform (QCBS)**

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

Date of Issue: 29/01/2026

ISSUING AUTHORITY:
DIRECTORATE GENERAL OF SHIPPING, MUMBAI
Postal Address: 9th Floor Beta Building, I-Think Techno Campus, Kanjurmarg (East),
Mumbai - 400 042 (India)

E-Mail: chaki-dgs[at]nic[dot]in
Tel. No.: 91-22-25752040/41/42/43/45
(From 9:30 A.M. to 6:00 P.M.)

Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicants/Consultants whether verbally or in documentary or any other form by or on behalf of the Directorate General of Shipping (DGS) is provided on the terms and conditions set out in this RFP and any other terms and conditions subject to which such information is provided.

This RFP is not an agreement and does not constitute an offer or invitation by client to the prospective Applicants or any other party. Its purpose is solely to provide information that may assist Applicants in preparing their Proposals.

This RFP contains assumptions, assessments, statements, and information made by DGS in relation to the proposed consultancy. These are provided for reference purposes only and may not be complete, accurate, adequate, or correct. Each Applicant should conduct its own independent assessment, investigation, and analysis and obtain independent advice as it may deem necessary before submitting any Proposal.

The information provided herein is not intended to be an exhaustive account of applicable legal or regulatory requirements and should not be considered a complete or authoritative statement of law. DGS shall not be responsible for the accuracy or interpretation of legal provisions contained in this document.

DGS, its employees, and advisors make no representation or warranty and shall have no liability to any person including any Applicant under any law or contract for any loss, damage, cost, or expense arising from any aspect of this RFP, including its accuracy, completeness, reliability, or suitability for any particular purpose.

DGS reserves the right to amend, revise, update, or withdraw the RFP at any stage, to accept or reject any or all Proposals, and to cancel or annul the bidding process, without assigning any reason and without incurring any liability whatsoever. The issue of this RFP does not imply that client is bound to select any Applicant or to appoint the selected Consultant.

All costs associated with the preparation and submission of the Proposal, including but not limited to documentation, travel, presentations, and other expenses, shall be borne solely by the Applicant. client shall not be liable in any manner for such costs, regardless of the outcome of the selection process.

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Section 1: Letter of Invitation

Subject: Request for Proposal (RFP) for the **Selection of System Integrator for the Development of the I.M.O Strategic Engagement Platform**

Dear Sir,

- 1) Directorate General of Shipping (DGS) (hereinafter referred to as the 'client') Government of India, is seeking to engage a System Integrator for the Development of the I.M.O Strategic Engagement Platform. The full details of this assignment are outlined in the Request for Proposal (RFP) document.
- 2) The Proposals are invited online from experienced consultant/ agencies that meet the eligibility and qualification criteria detailed in the RFP.
- 3) The RFP document is available on the Central Public Procurement Portal (CPPP) at <https://eprocure.gov.in/eprocure/app> and the official client website at <https://www.dgshipping.gov.in>

1	RFP Ref No.	27-19/9/2025-INT-COOP-DGS (34071)_____
2	Name of Assignment	System Integrator for the Development of the I.M.O Strategic Engagement Platform
3	Date of Publishing	29/01/2026; 18:00 Hrs.
4	Last date for receiving Queries / requests for clarification	16/02/2026; 18:30 Hrs.
5	Pre-Bid meeting	16/02/2026; 12: 00 Hrs.
6	Start date of submission of Proposal	02/03/2026; 15:00 Hrs.
7	Last date of submission of Proposal	03/03/2026; 15:00 Hrs.
8	Mode of submission-Online	CPPP portal (https://eprocure.gov.in/eprocure/app)
9	Opening of Technical Proposal date and time	04/03/2026; 15:00 Hrs.
10	Technical presentation by the firms	To be intimated separately
11	Date for opening of financial Proposals	To be intimated later only to qualified firms
12	Authority to be contacted in case of any clarification / request for entry permission for physical visit	Name: Shri Aniruddha Chaki Designation: Dy CS cum DDG International Cooperation Email: chaki-dgs@nic.in
13	Estimated Project Cost	₹5.78 Crores (Rupees Five Crore Seventy-Eight Lakhs only) excluding GST.

- 4) The interested firms or applicants shall submit their Technical and Financial Proposals online through the CPPP portal (<https://eprocure.gov.in/eprocure/app>) on or before specified date and time. Submissions must be digitally signed by the Consultant's

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

authorized signatory and include complete and legible scanned copies of the original documents duly initialled by the consultant Authorized Representative.

- 5) Joint ventures or consortiums **are permitted** to submit a proposal for this assignment. The maximum number of members shall be two, including the Lead Member.
- 6) The RFP includes the following documents:

Section 1 – Request for Proposals Letter

Section 2 - Instructions to Consultants and Data Sheet

Section 3 – Data Sheet

Section 4 - Eligibility Qualification and Evaluation Criteria

Section 5 – Terms of Reference

Section 6 – Proposal Submission Forms

Section 7 – General Conditions of Contract

Section 8 – Special Condition of Contract

Section 9 –Annexures

Yours Sincerely,

Shri Aniruddha Chaki,

Dy. CS cum Deputy Director General, International Cooperation

Section 2 – Instructions to Consultants (ITC)

1. General

Introduction

- a) This Section provides the relevant information as well as instructions to assist prospective consultants in preparation and submission of Proposals. It also includes the mode and procedure to be adopted by the client (hereinafter referred to as the ‘client’) for receipt and opening as well as scrutiny and evaluation of Proposals and subsequent placement of award of contract.
- b) The client named in the **Data Sheet** will select an eligible consulting firm / organization ((hereinafter referred to as the Consultant), in accordance with the method of selection specified in the **Data Sheet**.
- c) Before preparing the Proposal and submitting the same to the client, the Consultant should read and examine all the terms & conditions, instructions etc. contained in the Request for Proposals document ((hereinafter referred to as RFP) . Failure to provide required information or to comply with the instructions incorporated in this RFP may result in rejection of Proposals submitted by consultants.
- d) The successful Consultant will be expected to complete the Services by the Intended Completion period as provided in the **Data Sheet** and communicated in the services contract.

1.1 Code of Integrity

- a) The client and all officers or employees of the client, whether involved in the procurement process or otherwise, or Consultants and their representatives or employees participating in a procurement process or other persons involved, directly or indirectly in any way in a procurement process shall maintain an unimpeachable standard of integrity in accordance with the code of integrity prescribed under GFR.
- b) In case of breach of the code of integrity by a consultant, the client, after giving a reasonable opportunity of being heard, may take appropriate measures including.
 - (i) exclusion of the Consultant from the procurement process.
 - (ii) calling off of pre-contract negotiations and forfeiture or encashment of Proposal security.
 - (iii) forfeiture or encashment of any other security or bond relating to procurement.
 - (iv) recovery of payments made by the client along with interest thereon at bank rate.
 - (v) cancellation of the relevant contract and recovery of compensation for loss incurred by the client.
 - (vi) debarment of the Consultant from participation in any future procurements of any client for a period of up to three years.

1.2 Eligibility and Qualification Criteria for Consultants

- a) This RFP is open to all Consultants who meet all eligibility and qualification criteria specified in Section 4 of this RFP document. Consultants must also ensure that they do not have any conflict of interest, as defined under the ITC 4.
- b) client employees, Committee members, Board members, and their immediate relatives (spouses or children) are not eligible to participate.
- c) Additionally, consultant who have been involved in corrupt or fraudulent practices or have been debarred from public procurement by any state or central government entity, are also ineligible.

1.3 Conflict of Interest

- a) A consultant must provide professional, objective, and impartial advice. Their primary duty is to prioritize the client's interests, avoiding any conflicts that may arise from other assignments, their own corporate interests, or the desire for future work.
- b) A consultant is obligated to immediately disclose any actual or potential conflicts of interest that could impact their ability to act in the client's best interest. Failure to do so may result in their disqualification, contract termination
- c) Prohibited Circumstances: A consultant will be disqualified under the following specific circumstances:
 - i) Conflict between consulting activities and procurement: A firm hired to provide goods, works, or non-consulting services for a project or its affiliates is barred from also providing consulting services related to those same goods or works. Similarly, a firm providing consulting services for a project's preparation cannot later provide the goods, works, or non-consulting services for that project.
 - ii) Conflict among consulting assignments: A consultant, including its experts and sub-consultants, or any of their affiliates, cannot be hired for an assignment that conflicts with another assignment they are undertaking for the same or a different client.
 - iii) Relationship with client's staff: A consultant with a close business or family relationship with a client's professional staff who are directly or indirectly involved in the assignment's terms of reference, selection, or supervision is ineligible for the contract. This disqualification can only be waived if the conflict is resolved to the satisfaction of the client throughout the selection and execution of the contract.

2. Preparation of Proposals

2.1 General Considerations:

The consultant must prepare their proposal in strict accordance with the requirements outlined in the RFP . Failure to include all requested information will be considered a material deficiency and may result in the rejection of the proposal.

2.2 Bid Security

- a) Consultant who are not exempted from submission of bid security/EMD, shall furnish bid security as specified in the **Data Sheet**. Any proposal not accompanied by Bid Security other than exempted consultant shall be rejected as non-responsive.
- b) Consultants mentioned in the **Data Sheet** are exempted from payment of EMD.
- c) Unless otherwise specified in **Data Sheet**, the earnest money shall be valid for a period of forty-five days beyond the final bid validity period. Document for establishing submission or waiver of EMD must be uploaded.
- d) The Bid Security shall be forfeited / Bid security declaration shall be executed under the following circumstances:
 - 1) If the Consultant is found to have violated the Code of Integrity.
 - 2) If the Consultant withdraws, amends, or modifies its proposal during validity period or any extension agreed by the consultant thereof.
 - 3) If the successful Consultant fails to sign the Contract Agreement within the stipulated time after being notified of the award.
 - 4) If the successful Consultant fails to furnish the required Performance Security within the specified time frame.
 - 5) If the Consultant is found to have submitted false, incorrect, or misleading information or documents in support of its proposal.
 - 6) If the Consultant engages in corrupt, fraudulent, coercive, or collusive practices in competing for the contract.
- e) The Bid Security of unsuccessful consultant shall be returned without interest after expiry of the final Bid validity and latest on or before the 30th day after the signing of the Contract with the successful consultant and the furnishing of the required Performance Security.
- f) The Bid Security of the successful consultant shall be returned /bid-Securing Declaration stand expired upon signing of the Contract and submission of the required Performance Security.

2.3 Cost of Preparation of Proposal:

The Consultant(s) shall bear all direct or consequential costs, losses and expenditures associated with or relating to the preparation, submission, and subsequent processing of their Proposals, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any submission of samples, demonstrations, or presentations which the client may require, or any other costs incurred in connection with or relating to their Proposals. All such costs, losses and expenses shall remain with the Consultant(s), and the client shall not be liable in any manner whatsoever for the same or any other costs, losses and expenses incurred by a Consultant(s) for participation in the Procurement Process, regardless of the conduct or outcome of the Procurement Process.

2.4 Language Proposals

Proposal submitted by the Consultant and all subsequent correspondences and documents relating to the Proposal exchanged between the Consultant and the client,

shall be written in English language. However, the language of any printed literature furnished by the Consultant in connection with its Proposal may be written in any other language, provided the same is accompanied by a self-certified English translation and, for purposes of interpretation of the Proposal, the English translation shall prevail.

2.5 Documents Comprising the Proposal:

The Consultant shall upload all documents specified in the ***Data Sheet***, strictly using the formats provided in ***Section 6*** of this RFP.

A. Only One Proposal:

A Consultant, including any member of a joint venture, shall submit only one proposal, either independently or as part of a joint venture. If a Consultant or joint venture member participates in more than one proposal, all such proposals shall be disqualified.

However, a sub-consultant or a consultant's personnel may be included as Key Experts or Non-Key Experts in multiple proposals only if the circumstances justify it and the ***Data Sheet*** permits it.

B. Pre-Proposal Conference

- a) To address any queries or clarify issues related to the RFP, a Pre-Proposal Meeting may be convened at the date, time, and location specified in the ***Data Sheet***.
- b) Participation is not mandatory: However, if a Consultant chooses not to (or fails to) participate in the Pre-Proposal conference or does not submit a written query, it shall be assumed that they have no issues regarding the techno-commercial conditions.
- c) During the meeting, queries raised by representatives of prospective Consultants shall be responded to appropriately. However, participants shall also be requested to submit their queries in writing either by the close of office the following working day or via email to maintain an official electronic record.
- d) The client shall issue written responses to all such queries without disclosing the identity of the originator. If required, the client shall issue an amendment to the RFP in accordance with the provisions of the ***ITC13***. Such amendments shall be binding on all prospective Consultants.

C. Proposal Validity:

- a) Proposals shall remain valid for the period specified in the ***Data Sheet***, or any extended date as may be amended by the client in accordance with ***ITC 13***.
- b) A Proposal valid for a shorter period shall be rejected as nonresponsive.

- c) In case the day upto which the Proposals are to remain valid falls on/subsequently declared a holiday or closed day for the client , the Proposal validity shall automatically be deemed to be extended upto the next working day.
- d) In exceptional circumstances, before the expiry of the original time limit, the client may request the Consultants to extend the validity period for a specified additional period. The request and the Consultants' responses shall be made in writing or electronically.
 - 1. The Consultant has the right to refuse to extend the validity of its Proposal, in which case such Proposal shall not be further evaluated.
 - 2. If the Consultant agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the confirmation of the availability of the Key Experts.
 - 3. If any Key Experts become unavailable for the extended validity period, the Consultant shall seek permission to substitute another Key Expert. The Consultant shall provide adequate written justification and evidence to the Procuring Entity with the substitution request. In such case, a substitute Key Expert shall have equal or better qualifications and experience than the originally proposed one. The technical evaluation score, however, shall remain based on the evaluation of the CV of the original Key Expert.
 - 4. If the Consultant fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Procuring Entity, such Proposal shall be rejected.

D. Clarification and Amendment of RFP:

- a) The Consultant may seek clarification on any part of the RFP during the period specified in the **Data Sheet**. All such requests shall be made in writing or by electronic means to the client's address as provided in the **Data Sheet**. The client shall respond in writing or by electronic means and circulate the response, including an explanation of the query (without disclosing the source), on online procurement portal.
- b) The client finds it necessary to amend the RFP based on the clarifications, it shall issue a formal amendment in writing or electronically before the Proposal submission deadline. Such amendments shall be uploaded on online procurement portal and communicated to the concern Consultant and shall be binding on them.
- c) In case of substantial amendments, the client may extend the Proposal submission deadline to provide adequate time for Consultants to incorporate the changes.
- d) The Consultant may submit a revised Proposal or modifications to any part thereof at any time prior to the Proposal submission deadline. No modifications shall be accepted after the deadline.

E. Technical Proposal Format and Content:

- a) The Technical Proposal shall be prepared using the Standard Forms provided in **Section 6** and should upload all documents as per **ITB 9**. The Technical Proposal

shall strictly exclude any financial information. Any Technical Proposal containing material financial data shall be considered non-responsive and rejected.

- b) The Consultant shall submit only one Curriculum Vitae (CV) per Key Expert position and shall not propose alternative Key Experts. Non-compliance with this requirement will result in the Proposal being declared non-responsive.

F. Financial Proposal:

- a) The Consultant shall prepare and upload the Financial Proposal using the prescribed template (BOQ in Excel) provided with this RFP.
- b) The Financial Proposal must be a Fixed Price offer in Indian Rupees, clearly indicating the consolidated amount for all deliverables and services. Conditional or variable pricing will not be accepted.
- c) The quoted price shall be comprehensive and inclusive of all applicable taxes, duties, levies, and out-of-pocket expenses (boarding, lodging, travel, forwarding, insurance, transportation, delivery, etc.). No additional charges beyond the quoted price shall be payable by the client.
- d) Taxes should be quoted at prevailing rates at the time of submission. Any increase in taxes after submission shall be borne by the client, while any reduction or exemption shall be passed on to the client.
- e) The client reserves the right to request proof of payment for any tax, duty, or levy included in the proposal.
- f) All fields in the Financial Proposal must be duly completed.
- g) Discounts and Rebates: Conditional discounts/rebates or those offered suo-motu after the Proposal Opening (technical or financial) shall not be considered for evaluation or ranking. However, if the Consultant is selected without considering such discounts/rebates, the same shall be availed and incorporated in the contract..
- h) The quoted price shall be treated as the final and only payment for the complete discharge of all contractual obligations. No additional claims shall be entertained, except for statutory taxes as per prevailing laws.
- i) Any Financial Proposal that is conditional or not submitted in the prescribed format shall be summarily rejected.

2.6 Submission, Opening and Evaluation of Proposals:

A. Submission of Proposal:

- a) Technical and Financial Proposals must be uploaded on the eProcurement Portal mentioned in the **Data Sheet** accordance with the instructions given in Annexure -1. The information is also available on the online procurement portal CPPP. The proposals must be uploaded until the deadline for the Proposal submission as notified therein. If the office happens to be closed on the deadline to submit the Proposal as specified above, this deadline shall not be extended. No manual Proposals shall be made available or accepted for submission. Proposals submitted through modalities other than those stipulated in Data Sheet shall be liable to be rejected as nonresponsive.

- b) Consultants are advised to ensure they submit their Proposal within the deadline of submission, taking the server clock as a reference, failing which the portal shall not accept the Proposal. No request on the account that the server clock was not showing the correct time and that a particular consultant could not submit their Proposal 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 client shall not be responsible for any failure, malfunction or breakdown of the e-procurement portal.
- c) The date for submission and opening of Proposals shall be extended, under the following circumstances:
 - i) A sufficient number of Proposals have not been received within the stipulated time, and the client is of the view that an extension may lead to receipt of additional Proposals; or
 - ii) The RFP document requires substantial modifications arising from discussions during the pre-Proposal meeting or otherwise and the time available for preparation of Proposals is deemed insufficient, warranting an extension.
- d) Modification & Resubmission: Once submitted in e-Procurement, the Consultant cannot view or modify his Proposal since it is locked by encryption. However, resubmission of the Proposal by the Consultants for any number of times superseding earlier Proposal(s) before the submission date and time is allowed. Resubmission of a Proposal shall require uploading all documents, including the financial Proposal, afresh. The system shall consider only the last Proposal submitted.
- e) Withdrawal: The Consultant may withdraw his Proposal before the Proposal submission deadline, and it shall be marked as withdrawn and shall not get opened during the Proposal opening. No Proposal should be withdrawn after the Proposal submission deadline and before the Proposal validity period expires. If a Consultant withdraws the Proposal during this period, the client shall be within its right to forfeit the Bid Security (or enforce the Bid Securing Declaration, if it was allowed in lieu of Bid Security), in addition to other punitive actions provided in the RFP Document.

B. Opening of the Technical Proposal:

- a) The client shall publicly open online the *Technical Parts* of all proposals received by the submission deadline, at the date, time, and place specified in the **Data Sheet**, in the presence of the designated representatives of the consultants and any other interested parties who wish to attend. The status of opening may also be viewed by the consultants online through the e-procurement portal.
- b) The *Financial Parts* of the proposals shall remain encrypted and unopened in the e-procurement system until the public opening scheduled after the evaluation of the Technical Parts has been completed.
- c) During the opening, the client will announce the consultants' names, the presence or absence of a Bid Security or Bid Securing Declaration (if required) and any other relevant details may also be announced online.

- d) If the scheduled proposal opening day is declared a holiday for the client, the proposals will be opened at the same time and location on the next working day.
- e) An electronic summary of the bid opening shall be generated and uploaded on the e-procurement portal. The client shall also prepare the official minutes of the bid opening, capturing all information disclosed during the process, and make the same available online for viewing.

C. Determination of Responsiveness

- a) The Proposal Evaluation Committee, constituted by the client, shall determine the responsiveness of each Proposal with reference to the requirements outlined in the RFP, based solely on the contents of the Proposal as submitted.
- b) A Proposal shall be considered substantially responsive if it meets all the requirements of the RFP, without material deviation, reservation, or omission. For this purpose:
 - i) A “deviation” means a departure from the specified requirements of the RFP.
 - ii) A “reservation” means setting conditions or limitations, or failure to accept the terms of the RFP in full.
 - iii) An “omission” means failure to provide part or all the information or documentation required under the RFP.
- c) A material deviation, reservation, or omission is one that:
 - i) Substantially affects the scope, quality, or performance of the Services to be provided under the Contract;
 - ii) Limits in a substantial way the rights of the client or the obligations of the Consultant under the Contract; or
 - iii) If rectified, would unfairly affect the competitive position of other Consultants who submitted substantially responsive Proposals.
- d) The Proposal Evaluation Committee shall carefully examine the technical aspects of each Proposal to confirm compliance with the RFP requirements, and to ensure that there are no material deviations, reservations, or omissions.
- e) A Proposal shall be deemed responsive if it conforms to all terms, conditions, and requirements set out in the RFP, or if it contains only minor deviations or errors that do not materially affect the substance of the Proposal and can be corrected without altering the intent or content of the Proposal.
- f) Proposals that are determined to be non-responsive or found to contain material deviations, reservations, or omissions shall be rejected and shall not be considered for further evaluation.

D. Non-conformities, Errors, and Omissions

- a) Provided that a Proposal is substantially responsive, the client may waive any non-conformity, deviation, or omission that does not constitute a material deviation.

- b) Where a Proposal is substantially responsive, the client may request the Consultant to submit additional information or documentation within a reasonable time frame to correct non-material omissions or documentary non-conformities. Such clarifications shall not relate to any aspect of the Proposal Price. Failure to respond within the stipulated time may result in rejection of the Proposal.
- c) If a Proposal is substantially responsive, the Proposal Evaluation Committee may rectify quantifiable non-material non-conformities related to the Proposal Price. For comparison purposes only, the Proposal Price shall be adjusted to reflect the price of missing or non-conforming items or components, as applicable.

E. Immaterial non-conformities

- a) The Proposal Evaluation Committee may waive minor deviations, non-conformities, or omissions in the Proposal that do not constitute a material deviation, reservation, or omission, and may deem such Proposal to be responsive.
- b) The Proposal Evaluation Committee may, at its discretion, request the Consultant to provide clarifications or submit documents of a historical and factual nature within a reasonable period. Failure to comply with such a request within the stipulated time shall result in rejection of the Proposal.
- c) The Proposal Evaluation Committee may rectify immaterial non-conformities or omissions based on the information or documentation submitted by the Consultant, provided such rectification does not affect the substance of the Proposal.

F. Clarification of Proposals

- a) During the evaluation of Techno commercial or Financial Proposals, the client may, at its discretion, but without any obligation to do so, ask the Consultant to clarify its Proposal by a specified date. The consultant should answer the clarification within that specified date (or, if not specified, 7 days from receiving such a request). The request for clarification shall be submitted in writing or electronically, and no change in prices or substance of the Proposal shall be sought, offered, or permitted that may grant any undue advantage to such Consultant. Any clarification submitted by a Consultant regarding its Proposal that is not in response to a request by the client shall not be considered.
- b) The client reserves its right to, but without any obligation to do so, seek any shortfall information/ documents only in case of historical documents which pre-existed at the time of the Proposal Opening and which have not undergone change since then and do not grant any undue advantage to any Consultant. There is a provision on the portal for requesting Short-fall documents from the Consultants. The system allows taking the shortfall documents from consultants only once after the technical Proposal opening.
- c) If the consultant fails to provide satisfactory clarification and/or missing information, its RFP shall be evaluated based on available information and documents.

G. Evaluation of Technical Proposals

- a) The evaluation shall be based upon scrutiny and examination of all relevant data and details submitted by the Consultant in its/ his Proposal and other allied information deemed appropriate by client. Evaluation of Proposals shall be based only on the criteria/ conditions mentioned in the **Section 4 – Evaluation Criteria**.
- b) The determination shall not consider the qualifications of other firms, such as the consultant's subsidiaries, parent entities, affiliates, or any other firm(s) different from the consultant.
- c) The Consultant's Technical Proposal shall be evaluated in two parts:
 - i) Part A comprises mandatory eligibility and qualification criteria that must be met by all Consultants. Technical Proposals that do not satisfy the requirements under Part A shall be deemed non-responsive and will not be considered for further evaluation under Part B.
 - ii) Technical Proposals of Consultants who qualify under Part A shall then be evaluated under Part B, using the scoring criteria, sub-criteria, and point system specified in the **section 4**.
- d) Shortlisted Consultants (those meeting the criteria in Part A) shall be required to deliver a presentation on their submitted Technical Proposal, as per the details provided in the **Data Sheet**. The presentation shall be strictly limited to the contents of the submitted Technical Proposal to facilitate better understanding of the proposal by the client evaluation committee.
- e) The client's Evaluation Committee shall evaluate each responsive Technical Proposal based on its alignment with the TOR and the RFP requirements.
- f) Each proposal will be assigned a technical score.
- g) Any proposal that fails to achieve the minimum qualifying technical score stated in the **Data Sheet** shall be rejected and excluded from further consideration.
- h) Only those consultants who meet the minimum qualifying technical score requirement shall be eligible for the opening of their financial proposals.

H. Confidentiality:

- a) From the time of opening of the Proposals until the publication of the Contract award, Consultants shall not contact the client on any matter related to their Technical or Financial Proposal. Any information relating to the evaluation of Proposals and the recommendation for award shall remain confidential and shall not be disclosed to Consultants or any other person not officially involved in the process, until the client issues the Notification of Intention to Award the Contract. However, the client may notify Consultants of the outcome of the Technical Proposal evaluation, where applicable.
- b) Any attempt by a Consultant, or by any person acting on its behalf, to unduly influence the client during the evaluation process or in the decision-making for the award of the Contract shall result in the rejection of the Consultant's Proposal. Such conduct may also invite action against the consultant under the prevailing law or debarment.

- c) Notwithstanding the above, if a Consultant wishes to communicate with the client on any matter related to the selection process during the period between Proposal opening and Contract award publication, such communication shall be made only in writing.

I. Opening of Financial Proposals:

- a) Upon completion of the technical evaluation, the client shall notify through online procurement portal to all Consultants whose Proposals have been determined to be non-responsive, i.e., those that did not meet the minimum qualifying technical score.
- b) Simultaneously, the client shall notify those Consultants who have achieved the minimum qualifying technical score, disclosing their overall technical score along with a detailed breakdown by criterion and sub-criterion. The notification shall also specify the date, time, and location of the public opening of the Financial Proposals and include an invitation to attend.
- c) The public opening of Financial Proposals shall be scheduled no earlier than the number of Business Days specified in the **Data Sheet** from the date of publication of the technical evaluation results on the online procurement portal.
- d) Attendance at the public opening of Financial Proposals whether in person or online and is optional and at the discretion of the Consultant.
- e) The Financial Proposals shall be opened publicly by the client, in the presence of the representatives of the Consultants and any other interested parties who choose to attend.
- f) A record of the public opening shall be prepared and uploaded on the online procurement portal.

J. Selection of Consultant:

(i) Quality-and-Cost-Based Selection (QCBS).

Combined Technical and Financial Evaluation

In a Quality-and-Cost-Based Selection (QCBS) process, the total score is calculated by weighting and combining the technical (quality) and financial (cost) scores. The weightage of technical and financial proposal is given in **Data sheet**. The specific formula is provided in the **section 4**. The consultant with the highest combined score will be considered to have the most advantageous proposal and will be invited to contract negotiations.

2.7 Negotiations and Award:

A. Negotiations

a) Technical Negotiations

- i) Technical negotiation shall be held at the date, time, and address specified in the **Data Sheet**. The Consultant shall be represented by an authorized person(s) who holds a valid Power of Attorney authorizing them to negotiate and sign the Contract on behalf of the Consultant. Technical negotiations shall include discussions on the TOR, the Consultant's proposed methodology and work plan, the client's inputs, relevant Special Conditions of the Contract, and finalization of the "Description of Services" section of the Contract.

- ii) These discussions shall not result in any substantial modification to the original scope of services defined in the TOR or the key terms of the Contract, as such changes may affect the quality of outputs, the price, or the basis of the original evaluation.

iii) Availability of Key Experts

- b) The invited Consultant shall confirm the availability of all Key Experts proposed in its Technical Proposal as a condition precedent to entering into negotiations. If any Key Expert is not available, the Consultant shall propose a replacement in accordance with *ITC Clause 12*. Failure to confirm the availability of the proposed Key Experts or provide acceptable replacements may result in the rejection of the Consultant's Proposal and initiation of negotiations with the next-ranked Consultant.
- c) Substitution of Key Experts during negotiations shall be permitted only in cases of circumstances beyond the reasonable control of the Consultant and not foreseeable at the time of Proposal submission, such as death or certified medical incapacity. In such cases, the Consultant shall propose a substitute within the period specified in the invitation to negotiations. The replacement Key Expert must possess qualifications and experience equal to or better than those of the originally proposed expert, subject to the client's approval.

d) Financial Negotiations

- i) Financial negotiations shall include clarification of the Consultant's tax liabilities and the manner in which these will be reflected in the Contract.
- ii) If the selection method includes cost as a factor in the evaluation, the total price stated in the Financial Proposal for a Lump-Sum contract shall not be subject to negotiation.

e) Conclusion of Negotiations

- i) The client shall prepare formal minutes of the negotiations, which shall be signed by both the client and the Consultant's authorized representative.
- ii) Negotiations shall conclude with a review and finalization of the draft Contract. The finalized draft shall then be initialed by both the client and the Consultant's authorized representative.
- iii) If negotiations fail, the client shall notify the Consultant in writing, outlining the pending issues and points of disagreement, and provide a final opportunity for resolution. If the disagreement remains unresolved, the client may terminate the negotiations and communicate the reasons for doing so.
- iv) Upon termination of negotiations with the first-ranked Consultant, the client shall invite the next-ranked Consultant for negotiations. Once negotiations commence with the next-ranked Consultant, the client shall not reopen discussions with any previously considered Consultant.

B. Notification of Award

- a) Prior to the expiration of the Proposal validity period, the client shall notify the successful Consultant in writing that its Proposal has been accepted. This notification, referred to as the "Letter of Award" (LoA) in the Conditions of Contract and Contract

Forms, shall specify the accepted Contract price. The expected date of Contract award shall be as indicated in the ***Data Sheet***.

- b) The Letter of Award (LoA) shall constitute the legal formation of the contract, subject only to the furnishing of performance security as per the provisions of the sub- clause below. The client, at its discretion, may directly issue the contract subject only to the furnishing of performance security, skipping the issue of LoA.

C. Signing of Contract

Promptly after the notification of award, the client shall send the Contract Agreement to the successful Consultant. Within twenty-eight (28) days of receiving the Contract Agreement, the Consultant shall sign, date, and return the executed Contract to the client.

D. Performance Security

- a) Within twenty-eight (28) days of receiving the Letter of Award, the successful Consultant shall furnish the Performance Security as specified in the ***Data Sheet***.
- b) The Performance Security shall be submitted in the form of a Bank Guarantee or Fixed Deposit Receipt (FDR) issued by a Scheduled Commercial Bank in India, in favour of the client.
- c) The Performance Security shall remain valid for a period of six (6) months beyond the completion of all contractual obligations, including any extensions, if applicable.
- d) Failure of the successful Consultant to submit the required Performance Security or to sign the Contract Agreement within the stipulated time shall constitute sufficient grounds for annulment of the award and forfeiture of the Bid Security. In such a case, the client reserves the right to award the contract to the next most advantageous Consultant.
- e) Upon signing of the Contract Agreement and submission of the required Performance Security by the successful Consultant, the client shall promptly release the BidSecurities of both the successful and unsuccessful Consultants.
- f) The Consultant shall be solely responsible for renewing or extending the validity and claim period of the PBG in case of non-completion of the project
- g) client reserves the right to invoke the Performance Bank Guarantee in case the Consultant:
 - i) Fails to discharge contractual obligations during the Contract Period, or
 - ii) Causes any loss to client due to negligence or non-performance in project implementation as per agreed terms and conditions.

E. Grievance Redressal/ Complaint Procedure

- a) The consultant has the right to submit a complaint or seek de-briefing regarding the rejection of his proposal, in writing or electronically, within 10 days of the declaration of techno-commercial or financial evaluation results. The complaint shall be addressed to the authority mentioned in ***Data Sheet***.
- b) Within 5 working days of receipt of the complaint, the client shall acknowledge the receipt in writing to the complainant, indicating that it has

been received, and the response shall be sent in due course after a detailed examination.

- c) The client /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 Proposals and awarding the contract before the award is 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:
 - 1) Only a consultant who has participated in the procurement process, i.e., pre-qualification, Consultant registration or bidding, as the case may be, can make such representation.
 - 2) Only a directly affected Consultant can represent in this regard.
 - 3) In the case of EOI, before the submission of Technical/ financial Proposals, an application for review concerning the technical/ financial Proposal may be filed only by a consultant who has qualified in the EOI;
 - 4) If a technical Proposal has been evaluated before the opening of the financial Proposal, an application for review concerning the financial Proposal may be filed only by a consultant whose technical Proposal is found to be acceptable.
- d) No third-party information (RFPs, evaluation results) can be sought or included in the response.
- e) The following decisions of the client shall not be subject to review:
 - 1. Determination of the need for procurement.
 - 2. Complaints against Terms of Reference except under the premise that they are either vague or too specific to limit competition
 - 3. Selection of the mode of procurement or RFP system.
 - 4. Choice of the selection procedure.
 - 5. Provisions limiting the participation of Consultants in the Procurement Process, in terms of policies of the Government
 - 6. Provisions regarding purchase preferences to specific categories of consultants in terms of policies of the Central Government
 - 7. Cancellation of the Procurement Process except where it is intended to subsequently re- tender the same Services.

Section 3. ITC-Data Sheet

The following specific information for the procurement of Consultancy Services shall complement, supplement, or amend the provisions of the Instructions to Consultants (ITC). In the event of any conflict between the provisions of the ITC and those specified in this Data Sheet, the provisions of the Data Sheet shall prevail

ITC Reference	Details
ITC 1 (b)	The client is: Directorate General of Shipping 9thFloor, Beta Building, I- Think Techno Complex, Kanjur Marg (E), Mumbai–42 The Method of Selection of Consultant is: Quality & Cost Based Selection (QCBS)
ITC 1 (d)	The intended completion date/Period is 12 Months for the Implementation + 3 Years Operation & Maintenance (O&M) including 1 year Warranty
ITC 6(a)	The amount of Bid security shall be Rs. 11,56,000 in the form of any one of the following The EMD shall be submitted through any one of the following instruments/modes, in favour of the client: a) Bank Guarantee (BG): Issued by a scheduled commercial bank in India, in the format prescribed in this RFP. The BG must be valid for a period of 45 days beyond the final bid validity period. b) Demand Draft (DD) / Banker's Cheque: Drawn from a scheduled commercial bank, payable at Mumbai , in favour of "Directorate General of Shipping". c) Fixed Deposit Receipt (FDR): A fixed deposit, pledged in favour of "Directorate General of Shipping". d) Online Payment / Electronic Transfer (NEFT/RTGS): to the account details provided in the Data Sheet. Proof of such transfer must be uploaded along with the bid. Consultant has to upload scanned copy / proof of the DD /BG along with technical proposal and has to ensure delivery of hardcopy to the client within 5 days of Bid End date / Bid Opening date.
ITC 6(b)	Exemption from EMD: Consultants registered as: Micro and Small Enterprises (MSEs) under the MSME Act, or Start-ups recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), or Consultants registered with Central Purchase

ITC Reference	Details
	Organizations (CPOs) for the services under this RFP, are exempted from payment of EMD upon submission of valid supporting documents. Bid Security Declaration (Mandatory for Exempted Consultants): Consultants claiming exemption from EMD payment must mandatorily submit a signed Bid Security Declaration in the format provided in Section 6. Failure to submit the declaration shall result in disqualification of the bid.
ITC 9	A) Technical Proposal / Envelop: List of documents to be uploaded online in the technical envelope 1. Copy of Incorporation/Registration Certificate of consultant. 2. Copy of GST Registration Certificate and PAN Card. 3. Declaration on Blacklisting/Debarment and Conflict of Interest Status – <i>(Form T-11)</i>. 4. Bid Security / EMD Document (DD/Bank Guarantee/Online payment receipt, as applicable). 5. Bid Securing Declaration – for consultants claiming exemption from furnishing EMD <i>(Form T-9B)</i>. 6. Checklist for Consultants <i>(Form T-8)</i> 7. Audited Annual Financial Statements (Balance Sheet, Profit & Loss Account, and Schedules) for the last three (3) financial years ending 31st March 2024. 8. Letter of Proposal Submission <i>(Form T-1)</i>. 9. Consultant's Details <i>(Form T-1A)</i>. 10. Consultant's Experience in Similar Assignments/Projects <i>(Form T-2 & 2B)</i>. 11. Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by the client <i>(Form T-3)</i>. 12. Financial Capability Statement <i>(Form T-13)</i>. 13. Consultant's Approach, Methodology, and Work Plan <i>(Form T-4)</i>. 14. Eligibility and Qualification Compliance Sheet <i>(Form T-7)</i>. 15. Profile of Key Experts / Resource Persons <i>(Form T-6)</i>. 16. Work Schedule and Planning for Deliverables <i>(Form T-5)</i>. 17. Key Resource Deployment Plan <i>(Form T-6)</i>. 18. Joint Venture / Consortium Declaration (if applicable) <i>(Form T12)</i>. 19. Any Other Document(s) specifically mentioned in the RFP / Data Sheet / Instructions to Consultants (ITC). B) Financial proposal /Envelop As per the financial proposal in BOQ Excel sheet
ITC 10	Participation of Sub-consultants, Key Experts, and Non-Key Experts in more than one Proposal shall be permitted.
ITC 11(a)	The pre-Proposal meeting shall be held electronically on 16 th Feb 2026 at 12:00 PM. The web-link to attend the pre-Proposal meeting is as follows:

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ITC Reference	Details
	https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzlmNGI4ZGQtNjdmNi00ZTU3LWFiZTMtMTZhNzU1MDU5MjUx%40thread.v2/0?context=%7b%22Tid%22%3a%220ac740c4-e4d0-450c-9435-f19cf08dc6f1%22%2c%22Oid%22%3a%227762c435-cf89-4f53-a034-9086138e6780%22%7d
ITC 12(a)	Proposals shall be valid for 180 calendar days from the last date of submission of proposal
ITC 13(a)	Clarifications may be requested online as per the date mentioned in the CPP portal. client's address: Directorate General of Shipping, 9thFloor, Beta Building, I-Think Techno Complex, Kanjur Marg (E), Mumbai– 42 Email: - chaki-dgs@nic.in with a copy to incop.dgs@gov.in
ITC 16 (a)	The client shall use the following electronic-procurement system to manage this Request for Proposal (RFP) process: Central Public Procurement Portal (CPPP) https://eprocure.gov.in/eprocure/app The Proposals must be uploaded on the e-procurement portal specified in ITC 1(m) no later than: Date: 03-03-2026 Time: 15:00 Hrs.
ITC 17 (a)	Technical proposal will be opened on the e-procurement portal by the client's Evaluation Committee at the date and time indicated in the CPPP portal. Consultants have an option to attend the opening of the Technical Proposals in person. The opening shall take place at: Directorate General of Shipping, 9thFloor, Beta Building, I- Think Techno Complex, Kanjur Marg (E), Mumbai– 42
ITC 22 (g)	The minimum technical score (St) required to pass is: 70Marks
ITC 24 (c)	Days shall be 10 business days
ITC 25 (i)	The weights given to the Technical (T) and Financial (P) Proposals are: T = 70, and P = 30
ITC 26 A(i)	Directorate General of Shipping, 9thFloor, Beta Building, I- Think Techno Complex, Kanjur Marg (E), Mumbai– 42
ITC 27(a)	The expected date of award of contract is

ITC Reference	Details
ITC 29 (a)	The Performance Security shall be 5%..of the total contract value
ITC 30(a)	The authority is Director General of Shipping

Section 4 – Eligibility, Qualification and Evaluation Criteria

This section outlines the criteria that the client will use to evaluate Proposals and determine the qualification of consultants. No other factors, methods, or criteria shall be applied for the purpose of evaluation beyond those specified herein. Experience, turnover, net worth, manpower, or any other credentials of the Bidder's parent company, subsidiary, associate, holding company, group company, or any other related entity shall not be considered for the purpose of evaluation, unless explicitly permitted in this RFP.

1. Eligibility and Qualification Criteria:

1.1 Eligibility Criteria:

The consultant should meet the following all eligibility criteria:

SN	Particulars	Criteria	Supporting Documents to be uploaded
1	Legal Status	The Consultant must be a legally registered entity in India, such as a Private Limited Company, Limited Company, or Limited Liability Partnership (LLP). In the case of a Consortium / Joint Venture, the Lead Consultant and each Consortium Member must also be a legally registered entity.	Copy of the incorporation / registration certificate clearly indicating the nature of business.
2	Tax and Statutory Compliance	The Consultant must have valid and active registrations for: Goods and Services Tax	Copy of certificate for Registration under GSTN and copy of PAN

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SN	Particulars	Criteria	Supporting Documents to be uploaded
		Identification Number (GSTIN) & Permanent Account Number (PAN) In the case of a Consortium / Joint Venture, all members must have PAN and GSTIN registrations.	
3	Blacklisting/Debarment	The Consultant must not have been blacklisted or debarred by any government department, public sector undertaking, or multilateral agency as on the date. In case of a Joint Venture/ Consortium, all members must meet this requirement. Of submission.	Self-Declaration on company letterhead by authorized signatory
4	Conflict of Interest	The Consultant must not have any conflict of interest, as defined in the Instructions to Consultants (ITC) section of this RFP. In case of a Joint Venture /Consortium, all members must comply with this requirement.	Declaration by authorized signatory
5	Bid Security Compliance	Submission of EMD If claiming exemption from submission of bid security under MSME or Start-up provisions, the Consultant must submit valid supporting documents along with a signed Bid Security Declaration.	Copy of Account Payee Demand Draft/Insurance Surety Bonds/Banker Cheque/ Fixed Deposit Receipt or Bank Guarantee. If the Consultant is claiming exemption from submission of EMD, following documents need to be submitted: A valid and relevant registration certificate (e.g., Udyam Registration for MSEs, DPIIT recognition certificate for Start-ups); and a duly signed Bid Security Declaration as prescribed in the RFP.

1.2 Qualification Criteria:

The consultant should meet the following all qualification criteria:

SN	Particulars	Criteria	Supporting Documents to be uploaded
1	Minimum Operational Experience of the Firm	The Bidder (Single Firm or Lead Member in case of a Consortium) must have a minimum of five (5) years of operational experience in providing IT / ITES as on the last date of submission of the bid , calculated from the date of incorporation/registration.	Copy of Certificate of Incorporation / Registration issued by the competent authority, clearly indicating the date of incorporation/registration and nature of business .
2	Turnover	The Consultant must have a minimum average annual turnover of Rs. 12 Crores during the last three (3) financial years ending 31st March 2025, as evidenced by audited financial statements. In case of a JV/Consortium, the Lead Member must meet at least 50% of the requirement, and each of the other members must meet at least 25% of the requirement. Collectively, the JV/Consortium must meet 100%..	Audited Annual Financial Statements (Balance Sheet, Profit & Loss Account, and Schedules) for the last three (3) financial years ending 31st March 2024. A Certificate from a Chartered Accountant (CA) clearly certifying: Annual Turnover for each of the last three financial years; and The Average Annual Turnover over the three-year period; and The above information shall be provided as per the prescribed format Consortium proposal Document to be submitted by the Lead Consultant and by each Consortium Member separately.
2	Financial: Net worth	The Consultant must have a positive net worth for the last three (3) consecutive financial years, i.e., 2022-23, 2023-24, and 2024-25, as evidenced by audited financial statements.	Audited financial statements for the past 3 financial years. CA Certificate for 3 Years.

SN	Particulars	Criteria	Supporting Documents to be uploaded
		Joint Venture / Consortium: The Lead Consultant must have a positive net worth for the same period.	
3	Experience of Consultant in Similar Projects	The Bidder (single firm or any member of the consortium) must have System Integrator experience of successful Go-Live / completed projects during the last five years (from the last date of bid submission) in one of the following One (1) similar assignment of value not less than Rs. 4.6 Crore; OR Two (2) similar assignments of value not less than Rs. 3.4 Crore each; OR Three (3) similar assignments of value not less than Rs. 2.3 Crore each. In case of JV/Consortium the Lead member must meet at least 50% of the technical experience requirement on its own	In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client. In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. The chartered accountant's 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
4	Certification	The Consultant must hold the following valid certifications: • ISO 9001 – Quality Management Systems • ISO 27001 – Information Security Management Systems • CMMI Level 3 or above – Capability Maturity Model Integration Validity of Certifications All certifications shall be valid as on the date of bid submission. In case a certification is under renewal, the Consultant shall submit: • Copy of the previous certification, and	Submission of Certificates Single Consultant: A copy of the valid certification(s) shall be submitted by the Consultant. Consortium: Copies of the valid certification(s) shall be submitted by the Lead Consultant as well as by each Consortium Member, as applicable.

SN	Particulars	Criteria	Supporting Documents to be uploaded
		- Proof of having applied for/undergone the current renewal assessment. - A valid certification must be submitted by the time of contract signing; failing which, the Consultant shall be disqualified. Obligation During Contract Period The Consultant shall ensure that the above certifications remain valid and in force throughout the duration of the Agreement. Any lapse in certification validity during the contract period may be treated as a breach of contract. In case of joint venture/Consortium the Lead member should hold all the mandatory certifications listed above.	

1.3 Technical Evaluation Criteria:

Technical Proposal of Consultants, who meet the criteria in Part A, shall be evaluated further using the scoring scheme contained in Part B below. The technical evaluation shall be carried out based on the criteria defined below. Only bidders meeting the minimum eligibility and qualification criteria shall be considered for technical scoring.

The bidder must secure minimum 70 marks out of 100 in the Technical Evaluation to qualify for opening of the Financial Bid.

Sr. No.	Criteria	Max Points	Notes
A	Similar Project Experience The Bidder or the Lead Bidder (in case of Consortium) must have System Integrator experience in the design, development, and implementation of cloud-based digital platforms incorporating workflow automation, document management, collaboration features, and multi-stakeholder access, during the last five (5) years as on 31st March 2025. Each submitted project must be successfully completed or substantially completed and must include implementation of at least four (4) of the following functional elements:	15	In case of completed project, the bidder shall submit a Copy of Work Order / Contract / PO and Completion Certificate / Testimonial from the Client. In case of ongoing projects, the bidder shall submit a Copy of Work Order / Contract/ PO and proof of 75% payment of the project(s) has been received till date/ Testimonial from the Client. Certificate to the above extent indicating the name of the firm, name of the client, total

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Sr. No.	Criteria	Max Points	Notes										
	- Workflow Management & Task Tracking - Document Management with version control and secure collaboration - Multi-role User Access with Role-Based Access Control (RBAC) - Dashboards, MIS, and Reporting for decision-making - Structured process or committee / meeting / case / content management workflows - Hosting on cloud infrastructure compliant with applicable security and data protection standards Scoring Methodology 7.5 marks shall be awarded for each qualifying project A maximum of two (2) projects may be submitted for evaluation Maximum marks under this criterion: 15 Projects executed as part of a Consortium / Joint Venture shall be considered, provided the bidder’s scope of work and responsibility is clearly demonstrated		value of the project and payment received as on date is to be submitted in Bidder’s letterhead duly signed by the Authorized Signatory. Ref <i>Form T-2</i>										
B	Experience in Government Sector / PSUs The Bidder or the Lead Bidder (in case of Consortium) should have experience in the successful implementation of web-based, workflow-enabled digital platforms for Central Government / State Government Departments or Public Sector Undertakings (PSUs) in India, during the last ten (10) years as on 31st March 2025. The implemented solutions should include process automation, document management, role-based access, and reporting/dashboards, typical of enterprise or governance-oriented applications. <table><tr><th>Number of Eligible Projects</th><th>Marks</th></tr><tr><td>1 project</td><td>4</td></tr><tr><td>2 - 3 projects</td><td>6</td></tr><tr><td>4 – 5 projects</td><td>10</td></tr><tr><td>6 and more than 6 projects</td><td>15</td></tr></table>	Number of Eligible Projects	Marks	1 project	4	2 - 3 projects	6	4 – 5 projects	10	6 and more than 6 projects	15	15	For each project claimed under this criterion, the bidder shall submit: - Copy of Work Order / Contract / Purchase Order, and Completion Certificate / Go-Live Certificate / Client Testimonial issued by the respective Government Department / PSU. Projects executed as part of a Consortium / Joint Venture shall be considered, provided the bidder’s scope of work and responsibility is clearly defined and demonstrated. Ref <i>Form T-2</i>
Number of Eligible Projects	Marks												
1 project	4												
2 - 3 projects	6												
4 – 5 projects	10												
6 and more than 6 projects	15												

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Sr. No.	Criteria	Max Points	Notes
C	Technical Solution & Approach	40	
C1	Technical Proposal The Technical Proposal submitted by the bidder shall be evaluated based on the bidder's written submission covering understanding, solution design, and execution approach for the project. The evaluation shall be based on the following aspects: a) Understanding of Scope & Objectives • Understanding of the IMO ecosystem and internal requirements of DGS • Clarity of functional objectives and expected outcomes • Identification of key functional, technical, and operational challenges • Risk identification and mitigation strategy b) Technical Architecture & Design Approach • Overall application architecture (frontend, backend, database, integration layers) • Cloud hosting approach using MeitY-empanelled CSPs • Security architecture, data protection, and regulatory compliance • Scalability, performance, and extensibility of the proposed solution c) Implementation Methodology & Project Plan • Implementation strategy, milestones, and deliverables • Project governance and dependency management • Testing strategy, security audit approach, and rollout plan	20	<i>Notes to Consultant: Ref Form T-4, T-5,T-6. The Procuring Entity shall assess whether the proposed methodology is a clear response to the TORs, the work plan is realistic and implementable; the overall team composition is balanced and has an appropriate skill mix, and the work plan has the correct input of Experts]</i>
C2	Technical Presentation Shortlisted bidders may be invited to make a Technical Presentation / Demonstration before the Evaluation Committee to validate and clarify the contents of their Technical Proposal. The presentation shall be evaluated on the following parameters: • Clarity and coherence of the proposed solution	20	<i>Notes to Consultant: Ref Form T-4, T-5,T-6. The Procuring Entity shall assess whether the proposed methodology is a clear response to the TORs, the work plan is realistic and implementable; the overall team composition is balanced and has an appropriate skill mix, and</i>

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Sr. No.	Criteria	Max Points	Notes
	- Ability to articulate architecture, workflows, and implementation approach - Demonstration of preparedness, team capability, and execution readiness - Responses to queries raised by the Evaluation Committee		<i>the work plan has the correct input of Experts]</i>
D	Key Experts' qualifications and competence for the Assignment:	30	<i>The Qualifications and Work Experience should be minimum as per the Requirements given in Section 5, 5.3 Team Composition</i> <i>Ref Form T-6. Each position number corresponds to that in Form T-6]</i>
D1	Project Manager / Project Lead	10	
D2	Solution Architect / Technical Lead	5	
D3	Business Analyst / Domain Consultant	5	
D4	QA / Testing Lead	5	
D5	Change Management and Training Specialist	5	
	<i>The number of points to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights (total 100%):</i>		
	a. Educational Qualification & Training General and relevant Education: [10-20%] b. Adequacy for the assignment professional experience in the sector/ similar assignments/ knowledge of administrative systems /government organizations: [60-80%] c. Relevant Experience in "Transfer of knowledge" if relevant to the assignment: [0-10%]		
	Total Marks all criteria	100	

1.4 Financial Evaluation Criteria:

The financial proposals of technically qualified consultants shall be opened online on the scheduled date, in the presence of the consultants' authorized representatives.

The consultant with the lowest financial bid (L1) shall be awarded a financial score of 100. Financial scores for all other consultants shall be calculated using the following formula:

$$\text{Financial Score of a Consultant (Fn)} = (\text{Financial cost of L1 Consultant} / \text{Financial cost of the Consultant}) \times 100$$

An illustrative example is provided below; for Weightage T-80 % , F-20%. (It is to be noted that the following is only illustrative and the weightages will be as given in the bid data sheet).

Consultant Name	Price Quoted	Financial Score out of 100
Consultant A	Rs. 9,00,000	88.89
Consultant B	Rs.10,00,000	80.00

Consultant C	Rs. 8,00,000	100.00
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D) Combined evaluation and recommendation for award of contract

The Combined Score (S) for each consultant shall be calculated as follows:

$$S = (\text{Technical Score} \times 0.80) + (\text{Financial Score} \times 0.20)$$

The consultant achieving the highest Combined Score (S) shall be ranked first and considered for award of the contract.

Consultant Name	Tech Score	Fin Bid (Rs.)	Fin Score	Tech Wt 80%	Fin Wt 20%	Combined	Rank
Consultant B	92	10,00,000	80.00	73.60	16.00	89.60	1
Consultant A	88	9,00,000	88.89	70.40	17.78	88.18	2
Consultant C	85	8,00,000	100.00	68.00	20.00	88.00	3

The consultant obtaining the highest combined score shall be recommended for award of contract by the evaluation committee.

Section -5 Terms of Reference (ToR)

1. Introduction

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.

The Directorate General of Shipping (DGS), Ministry of Ports, Shipping and Waterways, intends to engage a competent Consultancy Firm to provide professional services for the Design, Development, and Implementation of an Internal Digital Platform for Managing India's IMO-Related Coordination and Strategic Engagement.

The consultancy support is required for **system design, process mapping, digital workflow formulation, requirements finalization, and preparation of detailed technical and functional documentation**, along with advisory support for implementation, change management, and capacity building.

This assignment will contribute significantly to strengthening **India's representation, preparedness, and participation** in global maritime forums and aligns with Government of India's priorities on **maritime safety, environmental protection, regulatory modernization, and digital governance**.

1.1 Background – International Cooperation, DGS

The **International Cooperation (IC) Branch** of the Directorate General of Shipping is the nodal unit responsible for coordinating India's engagement with international maritime bodies, including the **International Maritime Organization (IMO)**, **International Labour Organization (ILO)**, **International Maritime Satellite Organization (IMSO)**, and various bilateral and multilateral working groups.

Given the increasing volume of agenda papers, technical submissions, deliberations, inter-ministerial inputs, and committee-level decisions, the IC Division requires a **centralized digital system** to streamline internal collaboration, document handling, paper preparation, feedback consolidation, and delegation management.

To support this growing requirement, the IC Division seeks to onboard a consultancy and technology partner for establishing a **IMO Strategic Engagement Platform**, facilitating structured workflows and enhancing India's institutional readiness.

1.2 Overview of the International Maritime Organization (IMO)

The **International Maritime Organization (IMO)** is a specialized agency of the United Nations responsible for regulating shipping, enhancing maritime safety, and preventing marine pollution. The IMO consists of:

- I **The Assembly** – the highest governing body, meeting every two years.
- II **The Council** – comprising 40 elected Member States, functioning as the governing body between Assembly sessions.
- III **Five main Committees, which undertake the technical work of the Organization:**
 - a) Maritime Safety Committee (MSC)
 - b) Marine Environment Protection Committee (MEPC)
 - c) Legal Committee
 - d) Technical Cooperation Committee

- e) Facilitation Committee

IV The MSC and MEPC are further supported by seven Sub-Committees open to all Member States:

- a) Human Element, Training and Watchkeeping (HTW)
- b) Implementation of IMO Instruments (III)
- c) Navigation, Communications and Search & Rescue (NCSR)
- d) Pollution Prevention and Response (PPR)
- e) Ship Design and Construction (SDC)
- f) Ship Systems and Equipment (SSE)
- g) Carriage of Cargoes and Containers (CCC)

V The Committees & Sub-Committees are further supported by:

- a) Intersessional Working Groups
- b) Joint Working Groups
- c) Correspondence Groups
- d) Expert Groups

India, as a **founding Member State**, actively participates in IMO committees, sub-committees, working groups, and correspondence groups. India contributes significantly to global maritime policy, safety regulations, environmental initiatives, and new technology-driven reforms.

To further strengthen India's participation, improve inter-agency coordination, and ensure timely, high-quality submissions, there is a need for a **dedicated internal digital platform** for managing all IMO-related activities, documentation, workflows, and preparatory processes.

2. Objectives of the Assignment

The primary objective of this assignment is to support the Directorate General of Shipping (DGS), particularly the International Cooperation (IC) Branch, in conceptualizing, designing, and facilitating the development of a unified **IMO Strategic Digital Platform** that strengthens India's institutional capacity for effective engagement with the International Maritime Organization and other global maritime bodies.

The key objectives of the assignment include:

2.1 Strengthen India's Preparedness and Participation in IMO/ILO

- Enable structured internal coordination on MSC, MEPC, and other IMO/ILO committees, sub-committees, Intersessional Working Groups, Joint Working Groups, Correspondence Groups, and Expert Groups
- Enable structured internal coordination on other joint working groups, expert groups, etc as may be set up by DGS/MoPSW related to International Cooperation Matters.
- Improve quality, accuracy, and timeliness of India's positions, interventions, and submissions.
- Ensure a standard workflow for processing agenda items, technical papers, and policy inputs.

2.2 Establish a Centralized Digital Collaboration Framework

- Design a cloud-native platform for seamless collaboration across DGS, MMDs, MoPSW, and other stakeholders.
- Facilitate document management, agenda-wise deliberations, feedback collation, and meeting preparation.

2.3 Streamline End-to-End IMO Documentation & Workflow Processes

- Digitize the entire workflow—from agenda distribution to drafting, review, approval, and submission.
- Standardize processes for Correspondence Groups, Working Groups, and inter-ministerial consultations.

2.4 Enhance Transparency, Traceability, and Knowledge Retention

- Maintain a complete audit trail of revisions, discussions, comments, and approvals.
- Centralize archival of IMO documents, country positions, meeting minutes, and intervention statements.
- Enable long-term knowledge continuity within DGS and support institutional memory.

2.5 Support Digital Transformation and Compliance

- Align the system with Government of India's digital governance standards, MeitY cloud guidelines, and data security norms.
- Improve efficiency, reduce duplication, and enhance the accuracy of submissions through digital automation.

2.6 Build Capacity and Support Change Management

- Strengthen capabilities of DGS and stakeholder officials through training, workshops, and user familiarization.
- Recommend process improvements and governance structures for sustained long-term use of the platform.

3. Scope of Services

The selected **System Integrator (SI)** shall be responsible for the **end-to-end design, development, implementation, cloud hosting, testing, deployment, training, and operations & maintenance** of the proposed IMO Strategic Engagement Platform for the Directorate General of Shipping (DGS).

The scope includes all activities required to deliver a secure, scalable, cloud-native platform along with sustained post-implementation support.

3.1 Requirement Gathering & Finalization

- i. Conduct detailed requirement-gathering workshops with DGS, International Cooperation Division, MMDs, MoPSW, and other identified stakeholders.
- ii. Study existing processes, legacy systems, documentation practices, and workflows.
- iii. Clearly document functional workflows, user roles, approval hierarchies, and integrations
- iv. Capture functional, technical, security, performance, and compliance requirements.
- v. Finalize requirements in consultation with DGS and obtain formal sign-off.
- vi. Maintain a Requirement Traceability Matrix (RTM) throughout the project lifecycle.

3.2 System Architecture & Design

- i. Design a cloud-native, modular, and scalable architecture aligned with MeitY guidelines.
- ii. Prepare and submit for approval:
 - Functional Requirements Specification (FRS)
 - Software/System Requirements Specification (SRS)
 - High-Level Design (HLD)
 - Low-Level Design (LLD)
 - Data Models and ER Diagrams

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

- UI/UX wireframes and user journeys
- iii. Define role-based access control, workflows, audit trails, dashboards, and reporting structures.

The System Integrator (SI) shall design, implement, and finalise a **secure, scalable, cloud-native, and modular system architecture**. The architecture shall be approved by the Directorate General of Shipping (DGS) prior to development and shall meet the following **minimum requirements**.

- A. The frontend shall provide a responsive, secure, and user-friendly interface for all user roles.
 - i. Web-based application accessible through standard modern browsers (Chrome, Edge, Firefox).
 - ii. Responsive design supporting desktop, tablet, and mobile access.
 - iii. Role-based UI rendering (Admin, Delegation Leader, Coordinator, Member, Viewer).
 - iv. Support for accessibility guidelines (WCAG 2.1 Level AA).
 - v. Secure session management and inactivity time-outs.
 - vi. Internationalization support (future-ready).
 - vii. Separation of UI and business logic (thin client architecture).
 - viii. Protection against common vulnerabilities (XSS, CSRF, clickjacking).
- B. The backend shall handle business logic, workflows, data processing, and security enforcement.
 - i. Service-oriented or microservices-based architecture.
 - ii. Stateless application design for scalability.
 - iii. Role-based access enforcement at API level.
 - iv. Workflow engine to support multi-level approvals and task routing.
 - v. Centralized exception handling and logging.
 - vi. High availability and horizontal scalability.
- C. The middleware shall enable secure and controlled integration between system components and external systems.
 - i. API-first architecture using RESTful APIs.
 - ii. Secure API Gateway with authentication, throttling, and logging.
 - iii. Support for future integration with IMO, ILO, IMSO, or other Government systems.
 - iv. Message-based integration (where required) for asynchronous processing.
 - v. Versioned APIs to ensure backward compatibility
- D. The data layer shall ensure integrity, availability, confidentiality, and long-term retention of critical information.
 - i. Enterprise-grade relational database
 - ii. Data normalization and indexing for performance.
 - iii. Support for structured and unstructured data (documents, feedback, logs).
 - iv. Role-based data access control.
 - v. Encryption at rest and in transit.
 - vi. Point-in-time recovery and automated backups.
 - vii. Archival and retention policies aligned with Government norms.
- E. Logging, Monitoring & Audit Architecture
 - i. Centralized logging across all components.
 - ii. Real-time monitoring of application and infrastructure health.
 - iii. Audit trails for document changes, approvals, and user actions.
 - iv. Dashboard for system administrators.
 - v. Log retention as per Government norms.
- F. Architecture Governance

- i. The SI shall submit detailed architecture diagrams and documentation.
- ii. Any deviation from the approved architecture shall require prior written approval from DGS.
- iii. Architecture shall be reviewed at design, pre-Go-Live, and post-Go-Live stages.

3.3 Design & Development of the Application

The System Integrator (SI) shall be responsible for the **end-to-end design, development, configuration, customization, and implementation** of the complete **IMO Strategic Platform**, in accordance with the approved Functional Requirements Specification (FRS), Software/System Requirements Specification (SRS), and system design documents.

The SI shall ensure that the application is developed using a modular, scalable, and cloud-native architecture, enabling ease of maintenance, future enhancements, and seamless integration with other Government systems, international portals, and digital platforms as required by DGS.

The SI shall implement all **business workflows, approval hierarchies, collaboration mechanisms, and reporting frameworks**, ensuring accuracy, traceability, and compliance with Government usability, accessibility, and security standards.

The platform shall include, but not be limited to, the following integrated functional modules and capabilities:

A. Committee, Sub-Committee, Working Group & Meeting Management

- i. Configuration and management of IMO Assembly, Council, Committees, Sub-Committees, Working Groups, and other international forums (including ILO, IMSO, and bilateral/multilateral engagements).
- ii. Creation, scheduling, and management of meetings with participant mapping and role assignment.
- iii. Agenda creation and assignment at meeting, committee, and group levels.

B. Agenda, Document & Version Management

- i. Secure upload, categorization, and storage of agenda papers, working documents, submissions, and reference materials.
- ii. Document tagging based on committee, agenda item, source, and meeting.
- iii. Version control with complete audit trail and time stamping of all uploads and revisions.
- iv. Secure in-system document viewing and controlled downloads.

C. Collaboration, Feedback & Deliberation Management

- i. Structured user-wise and group-wise feedback submission for agenda items and documents.
- ii. Commenting, interventions, and deliberation notes with role-based visibility.
- iii. Consolidation of inputs at multiple levels, enabling informed decision-making.
- iv. Defined review workflow:
Member → Group Leader → Delegation Leader → IC Division.

D. Task Allocation & Workflow Automation

- i. Creation and assignment of tasks linked to agenda items, documents, and meetings.

- ii. Task prioritization, due dates, and status tracking.
- iii. Automated workflow routing, reminders, and escalation mechanisms.
- iv. Real-time task dashboards for individuals and leaders.

E. Paper Preparation & Multi-level Approval Workflows

- i. Collaborative drafting environment with track changes and version comparison.
- ii. Multi-stage approval workflow including but not limited to:
Member → Group Leader → Delegation Leader → IC Division → CS/NA/CSS → DG → MoPSW (where applicable).
- iii. Locking and finalization of approved documents to prevent unauthorized edits.

F. Correspondence Group Management

- i. Nomination and management of Correspondence Group members.
- ii. Upload and review of correspondence group tasks, inputs, and progress updates.
- iii. Group-level consolidation and reporting mechanisms.

G. Meeting-time Collaboration & Discussion Interface

- i. Controlled real-time collaboration interface during live meetings.
- ii. Discussion boards for agenda-wise deliberations and last-minute changes.
- iii. Role-based editing and commenting permissions during meetings.

H. Dashboards, Reports & Analytics

- i. Role-based dashboards (Admin, Delegation Leader, Coordinator, Member).
- ii. Committee-wise, meeting-wise, and agenda-wise dashboards.
- iii. Tracking of tasks, submissions, pending approvals, and outcomes.
- iv. Analytical insights on participation, performance, and timelines.
- v. Downloadable and configurable reports in XML, Excel, and PDF formats.

I. Calendar, Alerts & Notifications

- i. Integrated calendar displaying upcoming meetings, deadlines, and milestones.
- ii. Automated alerts and notifications for agenda updates, task assignments, approvals, and meetings.
- iii. Notification delivery through in-portal alerts and email.

J. User Management & Role-Based Access Control

- i. Centralized administrative console for user and role management.
- ii. Assignment of users to committees, working groups, and roles.
- iii. Role-based access enforcement across all modules and data.
- iv. Comprehensive access logs and audit trails for all user actions.

K. Compliance & Quality Requirements

- i. The application shall strictly adhere to the approved FRS/SRS and all applicable Government of India usability, accessibility, security, and performance standards.
- ii. Any deviations shall require prior written approval from DGS.
- iii. The SI shall ensure that the solution is extensible, maintainable, and future-ready.

Detailed Functional Requirements are mentioned in Annexure 2

3.4 Technology Stack

The System Integrator (SI) shall propose, implement, and maintain an **open, scalable, secure, and future-ready technology stack** for the IMO Strategic Digital Platform. The proposed stack shall be subject to approval by the Directorate General of Shipping (DGS) and shall comply with **Government of India digital, security, accessibility, and interoperability standards**.

The technology stack shall be based on **open standards and industry-accepted frameworks**, ensuring interoperability, ease of maintenance, and long-term sustainability. The architecture shall support **horizontal and vertical scalability** to handle increased users, data volumes, and future functional expansion. Security shall be embedded across all layers of the application, and the system shall be designed to avoid **vendor lock-in**, allowing DGS to migrate, extend, or maintain the solution independently in the future.

The frontend shall be a **web-based, responsive interface**, developed using standard frameworks (such as Angular, React, or equivalent), compatible with all major modern browsers and devices (desktop, tablet, and mobile). The solution shall comply with Government usability and accessibility guidelines, including **WCAG 2.1**.

The backend shall be developed using **enterprise-grade, open frameworks**, following a service-oriented or microservices-based architecture. It shall support modular development, stateless services, centralized business logic, workflow management, and role-based access enforcement. All functionalities shall be exposed through **well-documented APIs** to enable future integrations.

The integration layer shall follow an **API-first approach** using RESTful services and open data formats. Secure API management mechanisms shall be implemented for authentication, authorization, monitoring, and future extensibility. The data layer shall use **enterprise-grade databases** suitable for both structured and unstructured data, with appropriate indexing, encryption, automated backups, and recovery mechanisms to ensure data integrity and availability. The platform shall be hosted exclusively on a **MeitY-empowered Cloud Service Provider**, with appropriate cloud services for high availability, scalability, backup, disaster recovery, and monitoring. Cloud infrastructure and application security controls shall comply with **ISO 27001, ISO 27017, ISO 27018, and CERT-In guidelines**. Industry-standard tools shall be used for development, testing, version control, and CI/CD, with separate environments for development, testing/UAT, production, and disaster recovery.

The **entire source code and related artefacts** shall be the exclusive property of DGS. The SI shall ensure that no proprietary dependencies are introduced that restrict future modification or transfer of the system. All third-party components used shall be properly licensed and disclosed.

Any deviation or change in the approved technology stack shall require **prior written approval from DGS**, and non-compliance with approved standards shall be treated as a contractual breach.

3.5 Cloud Hosting Infrastructure

The System Integrator (SI) shall host the IMO Strategic Digital Platform exclusively on a **MeitY-empowered Cloud Service Provider (CSP)**, in strict compliance with **MeitY Guidelines for**

Procurement and Use of Cloud Services (GI Cloud / MeghRaj) and other applicable Government of India directives. Use of any non-empanelled cloud infrastructure shall not be permitted at any stage of the project.

The SI shall provision and maintain **logically and securely segregated cloud environments** for **Development, User Acceptance Testing (UAT), Production, and Disaster Recovery (DR)**. The Production environment shall be designed for **high availability**, while the DR environment shall ensure business continuity in the event of system failure, cyber incidents, or natural disasters.

A. Resilience, Backup & Disaster Recovery (RPO/RTO)

The cloud architecture shall meet the following **minimum benchmarks**, aligned with MeitY cloud best practices:

- i. **Recovery Point Objective (RPO):** Maximum data loss shall not exceed **24 hours** for Production systems.
- ii. **Recovery Time Objective (RTO):** Restoration of Production services shall be completed within **8 hours** of a disaster declaration.
- iii. Automated daily backups shall be configured, with secure off-site storage and defined retention policies.
- iv. Periodic restoration and DR drills shall be conducted, and reports submitted to DGS.

B. Infrastructure Provisioning & Management

- i. The SI shall configure, manage, and optimize all required cloud components, including:
 - Compute, storage, and database services
 - Secure networking, subnets, firewalls, and load balancers
 - Web Application Firewall (WAF) and security monitoring services
 - Centralized logging, monitoring, and alerting mechanisms
- ii. The infrastructure shall be scalable to handle peak usage during international committee meetings without performance degradation.

C. Security & Compliance The cloud hosting and application environment shall comply with:

- **ISO 27001** – Information Security Management
- **ISO/IEC 27017** – Cloud Security Controls
- **ISO/IEC 27018** – Protection of Personally Identifiable Information in Cloud
- **CERT-In advisories and cyber security guidelines**

The SI shall ensure encryption of data **at rest and in transit**, robust identity and access management, security logging, and prompt remediation of vulnerabilities identified through periodic security audits and VAPT.

D. Cloud SLA & Uptime

- i. The SI shall ensure a **minimum 99% application uptime** on a monthly basis for the Production environment, excluding approved maintenance windows.
- ii. Downtime attributable to the SI or CSP shall attract penalties as defined in the SLA.
- iii. The SI shall remain **fully accountable** to DGS for meeting SLA commitments, irrespective of CSP performance.

E. Cost Management & Optimization

The SI shall actively monitor cloud usage and implement **cost optimization measures**, including right-sizing of resources, avoiding idle infrastructure, and providing periodic cloud utilization and cost reports to DGS.

F. Exit Management & Data Portability

In accordance with MeitY Cloud Guidelines, the SI shall ensure:

- i. **Complete data ownership** rests with DGS at all times.
- ii. All application data, metadata, logs, and documents shall be exportable in **open and non-proprietary formats**.
- iii. At contract termination or exit, the SI shall support seamless migration of the application and data to another MeitY-empanelled CSP without disruption.
- iv. The SI shall provide all necessary technical assistance, documentation, configurations, and handholding during the exit or transition period.
- v. No data shall be retained by the SI or CSP after exit, and formal data destruction certification shall be provided.

The SI shall remain fully responsible for ensuring **performance, security, compliance, continuity, and data portability** of the cloud-hosted solution throughout the contract lifecycle.

3.6 Security Requirements, Audits and Adherence to Standards

The System Integrator (SI) shall be responsible for ensuring **end-to-end data security, privacy, confidentiality, and cyber resilience** of the IMO Strategic Platform throughout the project lifecycle, including design, development, hosting, operations, and exit. The security framework shall be fully aligned with **DGS data and cyber security standards**, Government of India policies, and global best practices.

The solution shall comply with all applicable security guidelines issued by **MeitY, CERT-In, STQC**, and shall adhere to **ISO/IEC 27001, ISO/IEC 27017 (Cloud Security), ISO/IEC 27018 (Cloud Privacy)**, and the **Digital Personal Data Protection (DPDP) Act, 2023**. All application and infrastructure controls shall conform to MeitY's guidelines for procurement and use of cloud services (GI Cloud/MeghRaj) and Government of India security policy frameworks.

The platform shall be hosted exclusively on a **MeitY-empanelled Cloud Service Provider**, with primary and disaster recovery infrastructure located within India. The cloud environment shall be secured through next-generation firewalls, Web Application Firewall (WAF), anti-DDoS mechanisms, role-based access control, secure network segmentation, encryption of data at rest (minimum AES-256) and in transit (TLS 1.2 or above), centralized audit logging, and continuous monitoring.

At the application level, the SI shall ensure secure coding practices in line with OWASP Top 10, including protection against SQL injection, XSS, CSRF, insecure APIs, and session hijacking. Identity and Access Management (IAM) with strong authentication, multi-factor authentication for privileged users, and strict role-based authorization shall be enforced. Source code repositories, CI/CD pipelines, and deployment environments shall be secured with controlled access and integrity checks.

The SI shall implement comprehensive **logging, monitoring, and incident response mechanisms**, including 24×7 automated monitoring and integration with a Security Information and Event Management (SIEM) system. Detailed logs of user activity, system events, administrative actions, and API access shall be maintained and retained as per regulatory and DGS requirements. A documented incident response plan shall be established for detection, escalation, containment, and resolution of cyber security incidents, in compliance with CERT-In reporting norms.

The SI shall conduct **Security Audits through CERT-In empanelled or STQC-authorised agencies**. A minimum of **three comprehensive security audits** shall be carried out during the project lifecycle:

- (i) **Pre-Go-Live Audit** prior to production rollout,
- (ii) **Mid-Term Audit** during the Operations & Maintenance phase, and
- (iii) **Final Audit** prior to project closure and handover.

All critical and high-severity vulnerabilities identified during audits shall be remediated by the SI at no additional cost, followed by re-testing and submission of a **Final Security Compliance and Clearance Certificate**. The SI shall obtain and maintain **STQC certification** for the project as per defined timelines; failure to do so may result in deferment of payments.

The SI shall ensure **strong privacy and confidentiality controls**, including protection of Personally Identifiable Information (PII), restricted access based on organizational hierarchy, anonymization or pseudonymization of sensitive data where applicable, and consent mechanisms for data usage as required under the DPDP Act.

Robust **backup and disaster recovery mechanisms** shall be implemented, including encrypted automated backups, defined **RPO/RTO benchmarks**, periodic DR drills, and documented business continuity procedures to ensure uninterrupted service delivery.

In case of contract termination or exit, the SI shall ensure **secure data migration and exit management**, including transfer of all data, logs, source code, configurations, and documentation to DGS or a designated agency, in open and non-proprietary formats. Complete data sanitization, credential revocation, and certification of data destruction shall be provided, along with a final handover report.

The SI shall ensure adherence to **open standards and industry standards**, including Interoperability Framework for e-Governance (IFEG), MeitY Model RFP templates, GIGW 3.0, UX Design Guidelines for Government Applications, W3C WCAG 2.1, and the Rights of Persons with Disabilities Act, 2016. The application shall be Web 1 compliant, device-agnostic, accessible, user-friendly, and capable of future integration with other Government systems.

The SI shall remain **fully accountable** for security, compliance, and confidentiality of the system and data, irrespective of involvement of any third-party vendors or Cloud Service Providers.

3.7 Testing, Quality Assurance & Acceptance

The System Integrator (SI) shall be responsible for establishing and executing a comprehensive **testing and quality assurance framework** to ensure that the IMO Strategic Platform meets all functional, technical, performance, and security requirements as approved by DGS.

The SI shall prepare a **detailed Test Strategy and Test Plans**, covering unit testing, functional testing, system integration testing (SIT), performance and load testing, security testing, and user acceptance testing (UAT). All test cases shall be mapped to the approved FRS/SRS through a Requirement Traceability Matrix (RTM).

The SI shall conduct **Functional Testing, SIT, and Performance/Load Testing** to validate system behaviour, workflow integrity, concurrency handling, response times, and stability under peak usage conditions. Any defects identified shall be recorded, tracked, and resolved in accordance with defined severity levels and timelines.

The SI shall provide full support to DGS during **User Acceptance Testing (UAT)**, including preparation of UAT scripts, test data, environment readiness, defect resolution, and re-testing. All observations raised during UAT shall be addressed and formally closed before seeking acceptance.

The SI shall conduct **Security Testing, including Vulnerability Assessment and Penetration Testing (VAPT)**, through a **CERT-In empanelled auditor**, and shall remediate all identified vulnerabilities. Security clearance and compliance certificates shall be obtained prior to production deployment.

Formal **stage-wise acceptance** shall be obtained from DGS at each milestone, including completion of development, successful UAT, security clearance, and Go-Live readiness. No phase shall be considered complete without written acceptance from DGS.

3.8 Deployment, Go-Live & Stabilization

The System Integrator (SI) shall be responsible for the **deployment of the IMO Strategic Engagement Platform** in the approved production cloud environment, following successful completion of testing, security audits, and User Acceptance Testing (UAT).

The SI shall support **data migration** from existing systems or repositories, wherever applicable, including data validation and reconciliation to ensure accuracy and completeness. Prior to Go-Live, the SI shall perform **system hardening and Go-Live readiness checks**, including verification of security configurations, performance benchmarks, backup and recovery mechanisms, monitoring tools, and operational procedures.

The SI shall provide comprehensive **Go-Live support** and a defined **stabilization period** to ensure smooth transition to production operations. During this phase, the SI shall closely monitor system performance, user issues, and operational incidents, and promptly address any defects or issues encountered.

All Go-Live and post-Go-Live issues shall be resolved within the **agreed Service Level Agreements (SLAs)**. The system shall be formally accepted for operational use only after successful stabilization and written confirmation from DGS.

3.9 Training & Capacity Building

- i. Design and deliver role-based training programs for administrators and users.
- ii. Conduct onsite/online training sessions for DGS, MMDs, and MoPSW.
- iii. Prepare and supply user manuals, admin manuals, SOPs, FAQs, and training materials.
- iv. Ensure user readiness and adoption prior to and after Go-Live.

3.10 Implementation & Rollout

The System Integrator (SI) shall implement the solution using a **phased or full rollout approach**, as approved by the Directorate General of Shipping (DGS). The rollout strategy shall be finalized in consultation with DGS to ensure readiness of users, infrastructure, and operational processes.

The SI shall support **pilot implementation**, incorporate feedback from pilot users, and refine the system prior to wider deployment. Where required, the SI shall facilitate **organization-wide or nationwide rollout**, covering DGS, MMDs, MoPSW, and other identified stakeholders.

Throughout the rollout phase, the SI shall ensure **minimal disruption to ongoing operations**, provide adequate user support, and address operational issues in a timely manner. Formal rollout completion shall be confirmed through written acceptance from DGS.

3.11 sPost-Go-Live Warranty & Operations and Maintenance

The SI shall provide a **one (1) year comprehensive warranty** from the date of Go-Live, during which all defects, errors, and performance issues shall be rectified at **no additional cost** to DGS. The warranty shall also include minor enhancements, patches, and updates necessary to ensure stable system operation.

Following the warranty period, the SI shall provide **two (2) years of Operations and Maintenance (O&M)** services. O&M shall include **24×7 application support and helpdesk services**, incident, problem, and change management, continuous system monitoring, and cloud infrastructure management.

The SI shall ensure **minimum 99% application uptime**, adhere to defined SLAs, and promptly resolve issues within agreed timelines. O&M services shall also include regular enhancements, security patches, version updates, and **quarterly security audits including VAPT**, along with monitoring and optimization of cloud resources.

The selected **System Integrator (SI)** shall be responsible for **end-to-end operation and maintenance (O&M)** of the deployed platform and its associated infrastructure for the entire O&M period, ensuring availability, performance, security, and compliance with defined SLAs.

The SI shall provide **24×7 system administration and monitoring** of application, database, and cloud infrastructure, including proactive performance monitoring, preventive and reactive maintenance, capacity tuning, and alert-based corrective actions. A **minimum 99% uptime** of the complete solution stack shall be ensured, with regular review of uptime metrics and mitigation of performance bottlenecks.

A centralized **Helpdesk** shall be established to log, track, and resolve incidents and service requests through a tiered support mechanism within agreed SLA timelines.

The SI shall implement and maintain **security and cyber resilience controls** aligned with **ISO 27001, ISO 27002, CERT-In guidelines, and DGS cyber security standards**, including regular patch management, vulnerability assessments, security audits, antivirus/endpoint protection, and timely response to security advisories.

The SI shall ensure **automated and secure data backups**, maintain **Business Continuity and Disaster Recovery (BCP/DR)** arrangements, and restore services as per approved **RPO/RTO** benchmarks.

Software patches, updates, and upgrades shall be deployed after validation in a staging environment, ensuring **zero or minimal disruption**, with no unapproved downtime counted against SLAs.

The SI shall maintain **Standard Operating Procedures (SOPs)** aligned with **ITIL/ISO 20000**, update them periodically with DGS approval, and conduct **knowledge transfer and training** for DGS support teams.

Preventive and reactive maintenance shall be carried out, preferably outside business hours. The SI shall ensure availability of all necessary tools and O&M resources at no additional cost during the O&M period.

The SI shall maintain **audit logs**, archive them securely for the agreed period, share periodic compliance reports with DGS, and coordinate with OEMs or third-party vendors using a defined escalation matrix.

Upgrades, Standards Compliance & Quality Audits

The SI shall provide all **updates, patches, and upgrades** free of cost during the O&M period and ensure alignment with applicable **national and international software versions** within agreed timelines. The platform shall comply with prescribed **industry and open standards** covering workflow, interoperability, security, service management, documentation, and accessibility. The SI shall conduct **periodic internal quality audits** aligned with CMMI, ITIL, ISO 20000, ISO 27001, etc., and support any audits conducted by DGS or its appointed agencies.

3.12 Integration & Interoperability

The System Integrator (SI) shall ensure that the platform is designed using **open standards and interoperable architecture**, enabling seamless integration with existing and future systems of **DGS, MMDs, MoPSW**, and other authorized Government platforms, as and when required.

The system shall support **import and export of data and documents** in standard and open formats including **PDF, Word, Excel, XML**, and other formats prescribed by Government guidelines to facilitate information exchange, reporting, and archival.

The SI shall enable **third-party integrations**, including but not limited to Government portals, identity/authentication services, notification services (email/SMS), document repositories, analytics tools, and other authorized external systems, through secure **API-based mechanisms**. All integrations shall comply with MeitY interoperability standards, security guidelines, and DGS data governance policies.

The SI shall ensure that all authentication and identity verification mechanisms comply with **IT Act 2000, MeitY guidelines**, and applicable **CERT-In advisories**.

3.13 Change Management and Change Requests

The System Integrator (SI) shall be responsible for establishing and implementing a **structured Change Management framework** to ensure smooth adoption of the platform across all stakeholders, while enabling controlled incorporation of functional, technical, and process-related changes during the project lifecycle.

Changes treated as enhancement or modification services may include, but are not limited to, functional changes in the application, development of new modules, sub-modules, forms or reports, modifications to workflows or the core application framework, integration with additional third-party systems, and augmentation of onsite or offsite technical support resources, as required by DGS.

A. Change Management Strategy

The SI shall design and execute a comprehensive change management plan addressing **people, process, and technology** aspects. This shall include stakeholder communication, user training, revision of standard operating procedures (SOPs), transition planning, and measures to mitigate resistance to change. The SI shall work closely with DGS to identify potential change areas, assess impacts, and plan phased or controlled rollouts of approved changes.

B. Stakeholder Engagement and Communication

The SI shall ensure **timely, transparent, and continuous communication** with stakeholders, including officials of DGS, MMDs, MoPSW, and other identified users. The SI shall conduct awareness sessions, periodic briefings, and provide helpdesk support to facilitate adoption of the platform and any approved changes.

C. Capacity Building and Documentation

The SI shall provide structured capacity-building support through virtual and/or physical training sessions, train-the-trainer programs, user manuals, videos, and other learning materials. A centralized knowledge repository shall be maintained, capturing version histories, FAQs, SOPs, and documentation related to all implemented changes.

D. Change Request (CR) Process

Any Change Request (CR) shall be initiated formally in writing by the Competent Authority of DGS. Upon receipt of a CR, the SI shall, within the timeframe specified by DGS, submit a detailed response covering:

- i. Technical feasibility of the proposed change
- ii. Effort estimation in terms of resources and work units
- iii. Financial implications, if any
- iv. Proposed implementation timeline and schedule

DGS shall review the submission and, upon acceptance, issue a **formal written approval** authorizing implementation. The SI shall commence work on the CR only after receiving such approval and shall raise invoices strictly as per the agreed contractual terms.

E. Scope Creep Allowance

The SI shall accommodate cumulative approved Change Requests up to **20% of the original Contract Value**, covering both functional and technical enhancements. Any Change Requests exceeding this threshold shall be subject to a separate commercial proposal and contractual approval by DGS.

3.14 Project Governance and Management

The System Integrator (SI) shall be responsible for effective **project governance, management, monitoring, and control** throughout the project lifecycle to ensure timely, quality-driven, and risk-mitigated delivery of the solution.

The SI shall prepare, maintain, and periodically update a **comprehensive Project Management Plan (PMP)** covering scope, timelines, milestones, resources, risks, quality, communication, change management, and testing strategies. The project shall be executed strictly in accordance with the approved plan.

The SI shall conduct a formal **project kick-off meeting** and establish a clear **governance structure**, defining roles, responsibilities, escalation mechanisms, and decision-making authority in consultation with DGS. A structured communication plan shall be developed with defined reporting frequencies, review meetings, and coordination mechanisms.

The SI shall deploy **named and qualified key resources** from its own payroll for the project and ensure their continuous availability for coordination with DGS. Performance of key personnel shall be reviewed on a monthly basis, and any replacement shall be carried out in a timely manner with personnel of equivalent qualifications and experience, ensuring adequate overlap for knowledge continuity. The SI shall proactively manage attrition and report causes of any high attrition along with corrective measures.

Project execution shall be continuously **monitored using a Project Management Information System (PMIS)**. The SI shall submit regular status reports (monthly or as required), highlighting progress against milestones, risks, issues, deviations, and mitigation actions. All changes shall be managed strictly through the approved change control process.

During the Operations & Maintenance phase, the SI shall continue governance and monitoring activities, ensuring **24×7 system monitoring**, SLA compliance, periodic updates, security management, and helpdesk support for the agreed contract period.

3.15 Exit Management Plan

The SI shall prepare and maintain a **comprehensive Exit Management Plan** from project inception to ensure a smooth, secure, and disruption-free transition of the system, data, and services to DGS or a new vendor at contract completion or termination.

The SI shall provide full cooperation during the exit process, including detailed **knowledge transfer and handover**. This shall include submission of complete and updated documentation such as **FRS, SRS, HLD, LLD, test plans and reports, user and admin manuals, security and cloud architecture documents, and as-built documentation**.

The SI shall conduct structured **knowledge transfer sessions** for DGS IT and functional teams and shall hand over the complete **source code, scripts, configurations, deployment artefacts, and credentials** (after security sanitization). The SI shall ensure continuity of services during the transition period and certify that no data or system access is retained post-exit.

3.16 Security, Integrity & Confidentiality

- A. **Web Services Security:** System shall comply with all the web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the web services should be able to utilize security services such as authentication, authorization, encryption, and auditing. Encryption of data shall take place at client level itself. Application server shall be enabled with SSL security.
- B. **Data Integrity and Confidentiality-** Data integrity techniques need to be deployed to ensure that information has not been altered or modified during transmission without detection. Similarly, data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.
- C. **Transactions and Communications:** With respect to the data transactions and communications, system needs to ensure that the business process is done properly, and the flow of operations is executed in a proper manner.
- D. **Non-Repudiation Security:** The application shall have the non-repudiation security services to protect a party to a transaction against false denial of the occurrence of that transaction by another party. End-to-End integrity and confidentiality of messages must be ensured even in the presence of intermediaries.
- E. **Database Controls:** The database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.
- F. **DPDP Act Compliance -** The SI shall implement privacy-by-design controls aligned to the Digital Personal Data Protection Act, 2023, including purpose limitation, consent management, data minimization, retention controls, breach notification protocols, and Data Protection Impact Assessment (DPIA) where applicable.
- G. **Restricted Vendor Access -** Access to digital records (sessions, logs, recordings, assessments) for cloud-based orals shall be strictly limited to named, authorized personnel of the SI, on a “least privilege” basis, enforced by RBAC/MFA. The SI shall maintain immutable access logs and furnish them to DGS on request.
- H. **Encryption & Audit Trails -** Encryption at rest (AES-256) and in transit (TLS 1.2+) is mandatory. Comprehensive audit trails shall capture user identities, timestamps, actions, data objects touched, and IP/device attributes, retained per DGS policy.

4. Expected Project Timeline & Deliverables Schedule

12 Months – Implementation + 3 Years – Operation & Maintenance (including 1 Year Warranty)

(T = 0 denotes the Date of Signing of Contract)

The **System Integrator (SI)** shall deliver the following deliverables to DGS as part of its obligations under the payment milestones and applicable SLAs. The deliverables listed below are indicative and not exhaustive. The SI shall also deliver all other outputs specified in this RFP or as may be required by DGS during the course of the project. Any conflict with respect to project and/or deliverable timelines shall be resolved by the SI in consultation with DGS and approved by DGS. The approved timelines shall thereafter be binding on the SI.

Deliverable No.	Deliverable Description (including Documentation)	Expected Timeline
D1	Project Kick-off Meeting, Signed Contract, Project Governance Framework, Project Management Plan (PMP), Communication Plan, Risk & Issue Register, Work Breakdown Structure (WBS)	T + 2 Weeks
D2	Requirement Gathering Workshops, Stakeholder Consultation Reports, Finalized Functional Requirements Specification (FRS), Software/System Requirements Specification (SRS)	T + 1 Month
D3	System Architecture & Design Documents – High-Level Design (HLD), Low-Level Design (LLD), Data Models, UI/UX Wireframes	T + 2 Months
D4	Cloud Infrastructure Setup (Dev & UAT), Security Architecture Design, Cloud Deployment & Configuration Report	T + 3 Months
D5	Development of Core Application Modules (Committees, Agenda, Document Management, Workflows, Collaboration, Dashboards – Phase 1)	T + 5 Months
D6	Completion of Remaining Modules, Integrations, Role-based Access Control, Reporting & Analytics (Phase 2)	T + 6 Months
D7	System Integration Testing (SIT), Performance & Load Testing Reports, Test Cases, Defect Logs, Updated RTM	T + 7 Months
D8	User Acceptance Testing (UAT) Support, UAT Reports, Closure of Observations, Final UAT Sign-off	T + 8 Months
D9	Security Audit & VAPT through CERT-In empanelled agency, Security Compliance & Closure Report	T + 9 Months
D10	Production Environment Setup, Go-Live Readiness Report, Go-Live Approval & Deployment	T + 10 Months
D11	Training & Change Management – Admin & User Training Sessions, Training Materials, SOPs, User & Admin Manuals	T + 11 Months
D12	Post Go-Live Stabilization Support, Issue Resolution Log, Stabilization Completion Report	T + 12 Months (T1)
D13	Warranty Period (12 Months) – Zero-cost Defect Resolution, Monthly Performance Reports, Patch & Update Documentation	T1 + 12 Months (T2)
D14	Operations & Maintenance (24 Months) – SLA Reports, Security Audit Reports, Enhancement Logs, Cloud & Performance Reports	T2 + 24 Months

Adherence to Deliverables and Timelines

- The SI shall deliver all deliverables specified in this schedule and any additional deliverables required under this RFP or as requested by DGS to fulfil contractual and SLA obligations.
- Any deviation or conflict related to timelines shall be resolved by the SI in consultation with DGS and shall be subject to formal approval by DGS.
- Upon completion of **Go-Live**, the SI shall mandatorily submit **all updated system design documents, specifications, source code, deployment artefacts, user manuals, admin manuals, security documents, and as-built documentation**.

5. Roles and Responsibilities

5.1 Roles and Responsibilities of Directorate General of Shipping (DGS)

DGS shall act as the **Client and Project Owner** and shall provide necessary support and facilitation to ensure smooth and timely execution of the project.

- i. **Provision of Background Information** - DGS shall provide relevant background documents, policies, reports, formats, legacy system information (if any), and other data necessary for requirement understanding and system design, subject to availability and confidentiality norms.
- ii. **Access to Stakeholders** - DGS shall facilitate reasonable access to relevant officials, domain experts, MMDs, MoPSW representatives, and other stakeholders required for requirement gathering, validation, reviews, UAT, training, and approvals.
- iii. **Office Space and Logistical Support** - Where applicable, DGS shall provide basic office space and infrastructure for onsite resources, including seating, electricity, and internet connectivity. The SI shall arrange its own laptops, software tools, and communication devices.
- iv. **Guidance, Review, and Approvals** - DGS shall nominate a **Nodal Officer / Project Director** who shall be the single point of contact for the project. DGS shall provide timely guidance, feedback, reviews, and approvals on deliverables submitted by the SI, in accordance with the agreed project plan.
- v. **Client Obligations** - DGS shall support decision-making, provide clarifications, and ensure availability of authorized representatives for reviews and approvals to avoid undue delays and enable smooth project execution.

5.2 Roles and Responsibilities of the System Integrator (SI)

The SI shall be responsible for **end-to-end execution, delivery, and maintenance** of the project in accordance with the RFP, contract, and approved plans.

- i. **Project Execution and Delivery**
The SI shall plan, design, develop, test, deploy, and maintain the system as per the approved scope, timelines, standards, and SLAs.
- ii. **Resource Deployment and Management**
The SI shall deploy qualified resources, ensure continuity, manage performance, and obtain prior approval from DGS for any replacement of Key Resources.
- iii. **Documentation and Reporting**
The SI shall prepare and submit all reports, documents, designs, and deliverables as per the reporting and documentation requirements of this RFP.
- iv. **Coordination and Communication**
The SI shall coordinate closely with the Nodal Officer/Project Director and other stakeholders, participate in review meetings, and promptly address observations or directions issued by DGS.
- v. **Compliance and Accountability**
The SI shall ensure compliance with all applicable laws, Government guidelines, security standards, and contractual obligations and shall be solely responsible for the quality, security, and timely delivery of the solution.

5.3 Team Composition and Qualification

The System Integrator (SI) shall deploy a suitably qualified and experienced team for successful implementation, operation, and maintenance of the IMO Strategic Engagement Platform. All key resources shall be on the payroll of the SI (or Lead SI in case of consortium) and shall be available for coordination with DGS as required. Replacement of key resources shall be subject to prior approval of DGS and shall be done with personnel of equivalent or higher qualifications and experience.

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

Role	Minimum Qualification	Minimum Relevant Experience
Project Manager / Project Lead	B.E./B.Tech or MCA / M.Tech / MBA (IT/Systems)	10 years overall IT experience, with 5 years in managing large Government / enterprise IT projects
Solution Architect / Technical Lead	B.E./B.Tech / M.Tech / MCA	8 years' experience in application architecture, cloud-native systems, and enterprise platforms
Business Analyst / Domain Consultant	Graduate/Postgraduate in Engineering / IT / Management	8 years' experience in requirement gathering, workflow design, and Government / regulatory systems
QA / Testing Lead	B.E./B.Tech / MCA	5 years' experience in testing of enterprise applications including UAT and performance testing
Application Support Engineer (O&M)	B.E./B.Tech / MCA / Diploma	4 years' experience in application support, helpdesk, and SLA-based operations
Change Management Specialist	Graduate/Postgraduate in Management / IT	5 years' experience in change management, process transition, and user adoption for Government IT projects
Training & Capacity Building Specialist	Graduate/Postgraduate in IT / Education / Management	5 years' experience in conducting end-user and admin training for enterprise/Government systems

General Conditions

- i. Key roles such as Project Manager, Solution Architect, and Business Analyst shall be considered Key Personnel.
- ii. The SI shall ensure continuity of resources during implementation and O&M.
- iii. Remote specialist resources may be deployed for application development, cloud infrastructure set up, security, audit, or performance activities, as required, at no additional cost to DGS.
- iv. During the course of the contract, if it becomes necessary to replace any of the Key Personnel, the Consultant shall forthwith with due approval from DGS, provide as a replacement, a person of equivalent or better qualifications and experience than the resource being replaced / or proposed in the bid.
- v. The team proposed in the proposal should be on the rolls of the Consultant(s) at the time of submission of the proposal. For any change of resource or any resource proposed for operations, the Consultant should submit the CV of the resource, at least 2 weeks in advance for DGS to decide on the replacement.

Constitution of Team & Resource Deployment

A. Key Resource Requirements

- i. All **Key Resources** proposed for the project shall be on the **permanent payroll** of the **System Integrator (SI)** or any consortium member (if applicable) and shall have a **minimum continuous tenure of six (6) months** with the respective organisation prior to submission of the proposal.
- ii. The SI shall provide a **clear organisational structure and reporting hierarchy** for all teams involved in the project, clearly defining roles, responsibilities, and reporting relationships.

- iii. All Key Resources identified for onsite deployment shall be required to **report daily at the designated project location(s)** as specified by DGS during the applicable phases of the project.

B. Integrity and Due Diligence

- i. The SI shall ensure that all Key Resources deployed under the project possess **high standards of integrity, professionalism, and ethical conduct**.
- ii. The SI shall carry out necessary **background verification and due diligence** for all Key Resources and submit **written undertakings** confirming their suitability and trustworthiness.
- iii. DGS reserves the right to conduct **independent background verification** of the SI's Key Resources. The SI shall extend full cooperation and provide all required information in a timely manner.

C. Manpower Deployment

- i. The SI may propose **additional Key Resources**, over and above the minimum requirement, if deemed necessary for effective delivery of the scope of work.
- ii. Adequate **non-key resources** shall also be deployed to ensure timely completion of deliverables; however, detailed CVs of non-key resources are not required at the proposal stage.
- iii. More than one candidate may be proposed for a Key Role to ensure continuity and availability of resources.

D. Minimum Onsite Resource Deployment

The System Integrator (SI) shall deploy at least the **minimum number of Key Resources onsite at DGS** as specified below. The indicated percentages represent the **minimum onsite presence requirement** during the respective project phases.

Phase I – Implementation Phase (12 Months)

Sr. No.	Role	Minimum No. of Resources	Minimum Onsite Deployment	Period in Months
1	Project Manager / Project Lead	1	100% (Full Time)	12.00
2	Business Analyst / Domain Consultant	1	57%	7
3	Solution Architect / Technical Lead	1	43%	5
4	QA / Testing Lead	1	57%	7
5	Change Management Specialist	1	28%	4
6	Training & Capacity Building Specialist	1	28%	4

Phase II – Operations & Maintenance (O&M) Phase (36 Months)

Sr. No.	Role	Minimum No. of Resources	Onsite Deployment	Period in Months
1	Project Manager / Project Lead	1	100% for first 4 months, then 25%	12
2	Application Support Engineer	1	100% (Full Time)	36

E. Infrastructure & Facilities

- i. DGS or its designated agencies shall provide **basic workspace and infrastructure** (seating, electricity, fans) for onsite Key Resources.
- ii. The SI shall provide all **laptops, communication devices, software tools, and accessories** required for project execution.

F. Resource Continuity & Replacement

- i. The SI shall ensure **availability and continuity** of Key Resources throughout the project lifecycle.
- ii. Any replacement of Key Resources shall require **prior written approval of DGS**, and replacements shall possess **equal or higher qualifications and experience**, with adequate overlap for knowledge transfer.
- iii. DGS reserves the right to request **removal and replacement** of any Key Resource found unsuitable, without impacting project timelines or costs.

Section 6: Proposal Submission Forms

FORM T-1

Proposal Form (Covering Letter)

(To be submitted on Letterhead) (Strike out alternative phrases not relevant to you)

Consultant's Reference No.: _____ Date: _____

To

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

Ref: Your RFP Document No. RFP No./ xxxx;

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

Sir/ Madam,

1. Submission of Proposal

We, the undersigned, offer to provide consulting services in accordance with your above-referenced Request for Proposals (RFP) and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a separately uploaded Financial Proposal.

- We are submitting our Proposal without any Sub-consultants or JV. **OR**
- We are submitting our Proposal with the following firms as Sub-consultants: {Insert a list with each Sub-consultant's full name and address.} **OR**
- We are submitting our Proposal as a Joint Venture with {Insert a list with each member's full name and legal address and indicate the lead member}. We have attached copies of the following documents signed by every participating member, which detail the (likely) legal structure and the confirmation of joint and several liability of the members of the said joint venture:
 - Our letter of intent to form a joint venture
 - The JV agreement

2. Eligibility and Qualifications

- a) We confirm that we comply with all the eligibility and qualification criteria stipulated in this RFP, including the absence of conflict of interest and debarment. We further undertake to proactively inform you of any change in our compliance with these criteria, should such change occur at any stage of the bidding or contract period.
- b) We confirm that we do not have any Conflict of Interest as stipulated in this RFP. We shall be duty-bound to proactively inform you of any change in our compliance with Conflict-of-Interest stipulations as soon as it occurs.

3. Proposal to Deliver Services

We offer to deliver the subject Services of requisite Performance Standards and within Delivery Schedules in conformity with the RFP Document. The relevant details are submitted in:

- Form T-4: Description of Approach, Methodology and Work Plan in responding to Terms of Reference
- Form T-5: Work Schedule and Planning of Deliverables
- Form T-6: Team Composition, Assignment and Key Experts' Inputs

4. Prices

We hereby offer to perform the Services at our lowest prices and rates mentioned in the separately uploaded Financial Proposal. It is hereby confirmed that the prices quoted therein by us are:

- a) Based on the terms of delivery and delivery schedule confirmed by us; and
- b) Cost break-up of the quoted cost, showing inter-alia costs (including taxes and duties thereon) of all the included incidental Goods/ Works considered necessary to make the proposal self-contained and complete, has been indicated therein; and
- c) Based on the terms and mode of payment as stipulated in the RFP Document. We have understood that if we quote any deviation from the terms and mode of payment, our Proposal is liable to be rejected as non-responsive; and
- d) Have been arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Consultant or competitor relating to:
 - i) Those prices; or
 - ii) The intention to submit an offer; or
 - iii) The methods or factors used to calculate the prices offered;
- e) Have neither been nor shall be knowingly disclosed by us, directly or indirectly, to any other Consultant or competitor before the Proposal opening unless otherwise required by law.

5. Declaration of Commissions/ Fees

We declare regarding commissions or fees paid or to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of this Contract, that:

- ☐ No such commissions or gratuities or fees have been paid or are to be paid by us to any third party. **OR**
- ☐ We have paid/ are due to pay the following commissions/ gratuities/ fees: (Indicate the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.)

6. No Change in Key Experts

Except as stated in the RFP Document, we undertake to negotiate a Contract based on the proposed Key Experts. We accept that substituting Key Experts for reasons other than those stated in ITC-Clause 12.3 may lead to the termination of contract negotiations.

7. Affirmation of Terms and Conditions

We have understood the complete terms and conditions of the RFP Document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the RFP document's sections. Deviations, if any, are submitted by us in Form T-7: Terms and Conditions - Compliance. We also explicitly confirm acceptance of the Arbitration Agreement as given in the RFP Document.

8. Bid Security

We have submitted the Bid Security as:

- a) Earnest Money Deposit (EMD) for the amount of Rs. _____ (Rupees _____) valid upto _____ in favour of _____ in the form of Insurance Surety Bonds/ Account Payee Demand Draft/ Fixed Deposit Receipt/ Banker's Cheque/ Bank Guarantee/ e-Bank Guarantee in Form T-9A, with reference number _____ dated _____, issued by _____, as per the RFP Documents. **OR**
- b) Bid Securing Declaration (BSD, in lieu of Bid Security, if permitted in TIS) in stipulated format vide Form T-9B.

9. Validity of Proposal

We agree to keep our Proposal valid for acceptance for a period upto _____, as required in the RFP Document, or for a subsequently extended period, if any, agreed to by us, and are aware of penalties in this regard stipulated in the RFP Document in case we fail to do so.

10. Non-Tampering of RFP Documents

We confirm that we have not changed/ edited the contents of the downloaded RFP Document. We realise that any change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the RFP Document. We also confirm that scanned copies of documents/ affidavits/ undertakings uploaded during the shortlisting process, and this RFP 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. We undertake to submit for scrutiny, on demand by the client, originals and self-certified copies of all such certificates, documents, affidavits/ undertakings.

11. Binding Contract

We further confirm that if our proposal is accepted, all such terms and conditions shall continue to be acceptable and applicable to the resultant contract, even though some of these documents may not be included in the contract Documents submitted by us. We do hereby undertake that until a formal contract is signed or issued; this Proposal and your written Letter of Award shall constitute a binding contract between us.

12. Performance Guarantee and Contract Signing

We further confirm that if our proposal is accepted, we shall provide you with performance security of the required amount stipulated in the RFP Document for the

due performance of the contract. We are fully aware that in the event of our failure to deposit the required security amount and/ or execute the agreement, the client has the right to avail of any or all punitive actions stipulated in the RFP Document.

13. Penalties for Misrepresentation

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 misinterpretation or misrepresentation would violate the Code of Integrity and attract penalties, as this RFP Document mentions.

14. Consultant's Authorized Signatory

- a) Full Name: _____
- b) Designation: _____
- c) Signing as: _____

☐ A sole proprietorship firm. The person signing the Proposal is the sole proprietor/ constituted attorney of the sole proprietor.

☐ A partnership firm. The person signing the Proposal 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 Proposal 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.

☐ A Society. The person signing the Proposal is the constituted attorney.

We confirm that we are duly authorized to submit this Proposal and make commitments on behalf of the Consultant. We acknowledge that our digital/ digitized signature is valid and legally binding. Supporting documents are submitted herewith. Documents to be submitted: Registration Certificate/ Memorandum of Association/ Partnership Agreement/ Power of Attorney/ Board Resolution

15. Rights of the client

We further understand that you are not bound to accept the lowest or any Proposal you may receive against your above-referred RFP Document.

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal for and on behalf of [name, address, and seal of Consultant]

FORM T-1A

Details of the Consultant Submitting the Proposal

(To be printed on the letterhead of the Consultant)

SI No.	Information Sought	Details to be Furnished
A	Name of the Consultant / Consulting Firm:	
B	In case of consortium, please indicate name of Lead Bidder	
C	Legal Status of the Consultant ☐ Proprietorship ☐ Partnership ☐ Limited Liability Partnership (LLP) ☐ Private Limited Company ☐ Public Limited Company ☐ Others (Please specify): _____	
D	Registered Address of the Consultant:	
E	Year of Incorporation / Registration:	
	Registration Number / CIN / LLPIN (as applicable):	
	PAN Number (Permanent Account Number):	
F	GSTIN (Goods and Services Tax Identification Number):	
G	Contact Details of the Authorized Signatory: Name: Contact No.: Email ID: Official Address	

Declaration:

We hereby declare that the information furnished above is true and correct to the best of our knowledge and belief. If any discrepancy is found at any stage, our proposal may be rejected, and we shall be liable for any consequences as per applicable laws.

.....

(Signature with date)

.....

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

(Name and designation)

Duly authorized to sign Proposal for and on behalf of [name, address, and seal of
Consultant]

Form T-2

CONSULTANT'S ORGANIZATION AND EXPERIENCE

Note to consultant- Please fill out this form to briefly describe the Consultant's organization and outline the recent consultant experience most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant's Key Experts and Sub-consultants who participated, the duration of the assignment, the contract amount (total and, if it was done in the form of a joint venture or a Sub- consultant, the amount paid to the Consultant), and the Consultant's role/involvement.

Consultant's Organization

1. Provide a brief description of the background and organization of your organisation and – in case of a joint venture – of each member for this assignment.
2. Include an organisational chart, a list of the Board of Directors (if applicable), and beneficial ownership. [If required as per RFP, the successful Consultant shall provide additional information on beneficial ownership.]

Consultant's Experience

1. List only previous similar assignments completed in the last 7 years.
2. List only those assignments for which the Consultant was legally contracted by the client directly or was one of the joint venture members. Assignments completed by the Consultant's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant or that of the Consultant's partners or Sub-consultants - but can be claimed in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references, as requested by the client.
3. Consultants must submit their similar assignment experience in the following format

Form T-2 A: Detailed Narrative Format (Per Assignment)

Form T-2 B: Summary of similar assignment completed during the period mentioned in Sr.1

Form T-2A

Detailed of Consultant Similar Assignment

(Each assignment to be submitted separately in this format)

1) **Assignment Name:** _____

2) **client Name:** _____

3) **Sector(s) Involved:** _____

Level: ☐ National ☐ State ☐ Local Government Institutions ☐ Others (Specify)

4) **Place (Village/ City/ State/ Country):** _____

5) **Role on the Assignment: Lead Partner / Partner** _____

6) **Assignment Start Date (Month/ Year):** _____

7) **Assignment Completion Date (Month/ Year):** _____

8) **Staffing Details:**

a) Designations/ Roles of Professional Staff Provided by You: _____

b) Total No. of Staff-months of the Assignment: _____

c) No. of Staff-months of Professionals Provided by You: _____

9) **Financial Details:**

a) Approx. Value of the Contract (INR Lakhs): _____

b) Approx. Value of Services Provided by Your Firm (INR Lakhs): _____

10) **Narrative Description of the Project:**

(Provide a concise description of objectives, scope, methodology applied, and outcomes. Highlight relevance to the current assignment.)

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Note:- The Consultant must submit a copy of the Work Order/Agreement/PO, along with a Completion Certificate or client Testimonial, showing the scope, contract value, and successful completion of the each project/Assignment.

Form T-2B

Summary of Consultant Similar Assignment

Duration (MM/YYYY – MM/YYYY)	Assignment Name & Brief Description of Deliverables/ Outputs	Name and address of client	Approx. Contract Value / Amount Paid to Your Firm in Rs. Lakhs	Role on the Assignment
Jan. 2021 – Apr. 2023				Lead partner in JV (A&B&C)
Jan. 2022 – May 2024				Sole Consultant

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Form T-3

Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by the client

*(To be submitted as part of Technical Proposal, along with supporting documents, if any,
on Consultant's Letterhead)*

*Note to consultant - comments and suggestions on the Terms of Reference that could improve
the quality/effectiveness of the assignment; and on requirements for counterpart staff and
facilities, which are provided by the client, including: administrative support, office space,
local transportation, equipment, data, etc.*

A - On the Terms of Reference

(improvements to the Terms of Reference, if any)

B - On Counterpart Staff and Facilities

*(comments on counterpart staff and facilities to be provided by the client. For example,
administrative support, office space, local transportation, equipment, data, background
reports, etc., if any)*

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Form T-4

Description of Approach, Methodology and Work Plan in Responding to the Terms of Reference

Form TECH-4: a description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment

(Suggested structure of your Technical Proposal):

- a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}

- b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here.

The work plan should be consistent with Form T- 5: 'Work Schedule and Planning of Deliverables'.}

- c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff.}

The Organization and staffing should be consistent with Form T-6: 'Team Composition, Assignment, and Key Experts' Inputs.'}

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Form T-5**Work Schedule and Planning for Deliverables**

RFP Document No. RFP No./ xxxx; Tender Title:

{Please outline the Plan for implementing the main activities/ tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the client), and tentative delivery dates of the deliverables. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the ToR, any challenges likely to be encountered during the programmatic implementation, the mitigations proposed and the ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.

N°	Deliverables ³ (D-n)	• Months/ Quarters ⁴													
		1	2	3	4	5	6	7	8	9	10	11	12		TOTAL
D-1	{e.g., Deliverable #1: Interim Report}														
	1) data collection														
	2) drafting														
	3) inception report														
	4) incorporating comments														
D-2	{e.g., Deliverable #2:.....}														
D-n															

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

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² NOTE: The final deliverables and work plan shall be worked out in consultation with the selected consultant based on programmatic requirements.

³ List the deliverables with the breakdown for activities required to produce them and other milestones such as the client's approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.

⁴ Duration of activities shall be indicated in a form of a bar chart. Include a legend, if necessary, to help read the chart.

Form T-6**Team Composition, Assignment, and Key Experts' Inputs**

N°	Name	Expert's input (in person-months ⁵) per each Deliverable(listed in Form T-5)							Total time-input (in Months)		
		Position	Location ⁶	D-1	D-2	D-3		D-n	Home	Field	Total
KEY EXPERTS ⁷											
K-1	e.g., Mr. Abc}	Team Leader	[Home]								
			[Field]								
K-2			[Home]								
			[Field]								
K-3			[Home]								
			[Field]								
			[Home]								
			[Field]								
n			[Home]								
			[Field]								
Sub Total Key Experts											
NON KEY EXPERTS											
N-1			[Home]								
			[Field]								
			[Home]								
			[Field]								
n			[Home]								
			[Field]								
Sub Total Non Key Experts											
Total Key + Non Key Experts											

:

⁵ Months are counted from the start of the assignment/mobilization. One (1) month equals twenty-two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.

⁶ “Home” means work carried out in the zone of expert’s declared place of residence. “Field” means work carried out at a place outside the zone of expert’s declared place of residence.

⁷ For Key Experts, the input should be indicated individually for the same positions as required under the Section VI-A.

Note to Consultants: RFP indicates key Personnel (Managers/ Supervisors/ Executives/ Specialists/ Technicians) and the number of non-key staff required to perform the services to the required performance standards and quality. The consultant shall quote the cost of these personnel in the Financial Proposal

Form T-6 (Continued)

Key Expert Curriculum Vitae (CV)

position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education and Training: *{List college/university/ Institution or other specialized education/ Training, giving names of institutions, dates attended, degree(s)/diploma(s) / Certificate(s) obtained. Highlight relevance to general and specific sectors}*

Employment record relevant to the assignment: *{{Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous Procuring Entities and employing organization(s) who can be contacted for references. Past employment irrelevant to the assignment does not need to be included.}}*

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work):

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
<i>{List all deliverables/tasks as in FORM T-5 in which the Expert shall be involved}</i>	

Expert's contact information: (e-mail, phone)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of a Contract award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification, dismissal, and/or sanctions by the Procuring Entity.

{day/month/year}

Name of Expert

Signature

Date

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Form T-7

Terms and Conditions – Compliance

(To be submitted as part of Technical Proposal, on Consultant's Letterhead)

RFP Document No.: RFP No./xxxx

General Confirmation

We hereby confirm that we have read, understood, and agree to comply with all terms and conditions of the RFP Document (including Instructions to Consultants, Terms of Reference, General and Special Conditions of Contract, and all other provisions) without variation, deviation, or reservation, except as specifically listed below.

Statement of Deviations (If Any)

If there are no deviations, please state clearly: **“Nil deviations – fully compliant.”**

Sl. No.	Ref. of RFP Document Section & Clause	Subject	Proposed Deviation/ Exception/ Reservation	Justification / Reason

Declaration

We confirm that apart from the deviations listed above (if any), our Proposal is fully compliant. Any contrary terms and conditions mentioned elsewhere in our Proposal shall be deemed null and void.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Form T-8

Checklist for Consultants

(To be submitted as part of Technical Proposal) (on Consultant's Letter-head)

RFP Document No. RFP No./ xxxx;

Date:-

RFP Title:

Note to Consultants: This checklist is merely to help the Consultants prepare their Proposals; it does not override or modify the tender requirement. Consultants must do their own due diligence also.

Sl. No.	Document Name	Form No. (if applicable)	Submitted (Yes/No)	Page No.
1	Copy of Incorporation /Registration Certificate of consultant	–		
2	Copy of GST Registration Certificate and PAN Card	–		
3	Declaration on Blacklisting /Debarment and Conflict of Interest Status	Form T-11		
4	Bid Security / EMD Document (DD/Bank Guarantee / Online payment receipt , as applicable)	–		
5	Bid Securing Declaration – for consultants claiming exemption from furnishing EMD	Form T-9B		
6	Audited Annual Financial Statements (Balance Sheet, Profit & Loss Account, and Schedules) for the last three (3) financial years ending 31st March 2024	–		
7	Letter of Proposal Submission	Form T-1		
8	Consultant's Details	Form T-1A		
9	Consultant's Experience in Similar Assignments/Projects	Form T-2 & T-2B		
10	Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by the client	Form T-3		
11	Financial Capability Statement	Form T-13		
12	Consultant's Approach, Methodology, and Work Plan	Form T-4		
13	Eligibility and Qualification Compliance Sheet	Form T-7		
14	Profile of Key Experts / Resource Persons	Form T-6		

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

Sl. No.	Document Name	Form No. (if applicable)	Submitted (Yes/No)	Page No.
15	Work Schedule and Planning for Deliverables	Form T-5		
16	Team composition, Assignment and Key Experts inputs	Form T-6		
17	Joint Venture / Consortium Declaration (if applicable)	Form T-12		
18	Any Other Document(s) specifically mentioned in the RFP / Data Sheet / Instructions to Consultants (ITC)			

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Proposal

Form T-9A

Bank Guarantee Format for Earnest Money Deposit (EMD)

(The Bank Guarantee shall be executed on a Stamp Paper of appropriate value, as per the Stamp Act, purchased in the name of either the issuing Bank or the Party on whose behalf the Bank Guarantee is issued.)

Bank Guarantee No.: _____

Date: _____

To

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

Bank Guarantee

Whereas, M/s. _____, with its Registered/Head Office at _____ (hereinafter called “the Consultant”, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors, and assigns) has undertaken to submit a Proposal in pursuance of RFP No. _____ dated _____ (hereinafter called “the RFP”);

And whereas you (which expression shall, unless repugnant to the context or meaning thereof, include your successors, administrators, executors, and assigns) have stipulated in the said Tender that the Consultant shall furnish a Bank Guarantee issued by a Commercial Bank for the sum specified therein, as Earnest Money Deposit (EMD), to secure compliance with its obligations under the RFP;

And whereas we, _____ (name and address of the Bank) having our Head Office at _____ (hereinafter referred to as “the Bank”, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors, and assigns), have agreed to furnish such a guarantee on behalf of the Consultant.

Now, therefore, we hereby affirm and undertake that we are Guarantors on behalf of the Consultant, and are responsible to you, up to a total sum of **Rs. _____ (Rupees _____ only)**, and we undertake to pay you, upon your first written demand declaring the Consultant to be in default under the RFP and without cavil or argument, any sum or sums within the limits of the aforesaid amount, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Consultant before presenting us with the demand.

The Bank undertakes not to revoke this Guarantee during its validity without your prior written consent and further agrees that the Guarantee shall remain enforceable until you discharge it. This Guarantee shall not be affected by any change in the constitution of the Bank or of the Consultant.

We further agree that no change, addition, or modification to the terms of the RFP made by you shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid until the _____ day of _____, 20.

Our _____ Branch at _____ (Name & Address of Branch) is liable to pay the guaranteed amount, or any part thereof, under this Bank Guarantee only if your written claim or demand is received by us at our said branch on or before _____ (last date of validity). After that date, all our liabilities under this Guarantee shall stand discharged.

Authorized Signatory of the Bank

(Signature with Seal)

Name: _____

Designation: _____

Bank Name & Address: _____

Branch: _____

FORM T-9B:

Bid Securing Declaration

(Consultants exempted from submission of Bid Security are also required to submit this on Letter-head)

To

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

Ref: RFP Document No. _____;

RFP Title:

Declaration

Sir/Madam,

We, the undersigned, solemnly declare that:

1. We understand that according to the conditions of this RFP, the Proposal must be supported by a **Bid Securing Declaration** in lieu of Bid Security.
2. We unconditionally accept the conditions of this Bid Securing Declaration.
3. We understand that we (all members individually and jointly, in case of JV/Consortium) shall automatically be suspended from being eligible to bid in any tender issued by the client for a period of **two (2) years** from the date of opening of this Proposal if we breach our obligations under the tender conditions, namely if we:
 - a) Withdraw, amend, impair, or derogate from our Proposal during the Proposal validity period; or
 - b) Being notified during the Proposal validity of the acceptance of our Proposal by the Procuring Entity:
 - (i) Fail or refuse to furnish the original documents for verification, or to provide the required Performance Security within the stipulated time; or
 - (ii) Fail or refuse to sign the Contract.
4. We understand that this Bid Securing Declaration shall automatically expire in the following cases, whichever is earliest:
 - a) Forty-five (45) days after the expiration of the Proposal validity (including any extension thereof), if the contract has not been awarded; or
 - b) Thirty (30) days after the conclusion of the resultant contract, if the contract is not awarded to us; or
 - c) Upon receipt of the Performance Security, if the contract is awarded to us.

(Signature with date)

..... (Name and designation)

Duly authorized to sign Proposal

FORM T-10

Integrity Pact

(To be signed on Plain Paper)

RFP Document No. RFP No./ xxxx;

RFP Title:

This Agreement (hereinafter called the Integrity Pact) is made on this _____ day of the month of _____, 202 at _____, India.

BETWEEN

client, _____, through Head of the client, for and on behalf of the President of India (hereinafter called “The Principal”, which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part.

AND

M/s. _____ (hereinafter called “The Consultant”, which expression shall mean and include unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

‘The Principal’ intends to award, under laid down organizational procedures, contract/s for _____. ‘The Principal’ values full compliance with all relevant laws of the land, rules, regulations, economical use of resources, and fairness/transparency in its relations with its Consultant(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the Procurement Process and the execution of the contract for compliance with the above-mentioned principles.

Section 1 - Commitments of The Principal

(1) ‘The Principal’ commits to taking all necessary measures to prevent corruption and to observe the following principles:

- a) No employee of the Principal, personally or through family members, shall, in connection with the tender or the execution of a contract, demand, accept a promise for, or accept for self or a third person, any material or immaterial benefit to which they are not legally entitled.
- b) The Principal shall, during the Procurement Process, treat all Consultant(s) with equity and reason. In particular, before and during the Procurement Process, the Principal shall provide all Consultant(s) with the same information and shall not provide any confidential or additional information that could give a Consultant(s) an advantage.
- c) The Principal shall exclude all known prejudiced persons from the process.

(2) If the Principal obtains information on the conduct of any of its employees that constitutes a criminal offence under the IPC/PC Act, or if there is a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and may initiate disciplinary actions.

Section 2 - Commitments of The Consultant

(1) 'The Consultant' commits to taking all necessary measures to prevent corruption and to observe the following principles during the Procurement Process and contract execution:

- a) The Consultant shall not, directly or through any other person or firm, offer, promise, or give any material or other benefit to any of the Principal's employees involved in the process, or to any third person, in order to obtain any advantage during the tender or contract execution.
- b) The Consultant shall not enter into any undisclosed formal or informal agreement or understanding with other Consultants. This applies particularly to prices, specifications, certifications, subsidiary contracts, or any other actions that restrict competitiveness or introduce cartelisation.
- c) The Consultant shall not commit any offence under the relevant IPC/PC Act. Furthermore, The Consultant shall not improperly use any confidential information or documents provided by the Principal for purposes of competition or personal gain.
- d) The Consultant of foreign origin shall disclose the name and address of any agents or representatives in India. Similarly, The Consultant of Indian Nationality shall furnish the name and address of any foreign principals. All payments to Indian agents must be in Indian Rupees only, as per the "Guidelines on Indian Agents of Foreign Suppliers" which is appended to this agreement.
- e) The Consultant shall, when presenting their Proposal, disclose any and all payments made, committed to, or intended to be made to agents, brokers, or any other intermediaries in connection with the contract award.
- f) A Consultant who has signed this Pact shall not approach the Courts while a matter is being represented to the IEMs and shall wait for their decision.

(2) The Consultant shall not instigate or be an accessory to third persons committing the offences outlined above.

Section 3 - Disqualification and Exclusion

If 'The Consultant' commits a violation of Section 2 before or during contract execution that puts their reliability or credibility in question, the Principal is entitled to:

- Disqualify 'The Consultant' from the Procurement Process.
- Take action as per the "Guidelines on Banning of Business Dealings".

Section 4 - Compensation for Damages

(1) If the Principal disqualifies 'The Consultant' from the Procurement Process prior to the award, the Principal is entitled to demand and recover damages equivalent to the Earnest Money Deposit/Bid Security.

(2) If the Principal terminates the contract based on a violation of Section 3, the Principal shall be entitled to demand and recover from The Consultant liquidated damages of the contract value or an amount equivalent to the Performance Bank Guarantee.

Section 5 - Previous Transgression

(1) The Consultant declares that no previous transgressions have occurred in the last three years with any other company or public sector enterprise in any country that would justify their exclusion from this Procurement Process.

(2) If The Consultant makes an incorrect statement on this subject, they can be disqualified from the Procurement Process or face action as per the "Guidelines on Banning of Business Dealings".

Section 6 - Equal Treatment of All Parties

(1) In the case of Sub-contracting, the Principal Consultant shall be responsible for ensuring the Sub-contractor adopts this Integrity Pact.

(2) The Principal shall enter into agreements with identical conditions as this one with all Consultants and Contractors.

(3) The Principal shall disqualify all Consultants from the Procurement Process who do not sign this Pact or violate its provisions.

Section 7 - Criminal Charges Against Violating Parties

If the Principal obtains knowledge of conduct by a Consultant, Sub-contractor, employee, representative, or associate that constitutes corruption, or if there is a substantive suspicion, the Principal shall inform the Chief Vigilance Officer.

Section 8 - Independent External Monitor

(1) The Principal shall appoint a competent and credible Independent External Monitor (IEM) for this Pact, with approval from the Central Vigilance Commission. The Monitor's task is to independently review whether the parties are complying with their obligations.

(2) The Monitor is not subject to instructions from either party and performs their functions neutrally and independently. They will have access to all Contract documents as required and must treat all information as confidential. The Monitor reports to the Head of the client.

(3) The Consultant accepts that the Monitor has the right to unrestricted access to all Project documentation of the Principal, including documentation provided by The Consultant. The same applies to Sub-contractors.

(4) The Monitor is contractually obligated to maintain confidentiality. In case of any future conflict of interest, the IEM shall inform the Head of the client and recuse themselves.

(5) The Principal shall provide the Monitor with sufficient information about all meetings related to the Project that could impact contractual relations and offer the Monitor the option to participate.

(6) If the Monitor notices a violation of this agreement, they shall inform the Principal's Management and may submit non-binding recommendations for corrective action. The Monitor has no right to demand specific actions from the parties.

(7) The Monitor shall submit a written report to the Head of the client within 8 to 10 weeks of the reference date.

(8) If the Monitor reports a substantiated suspicion of a criminal offence and the Head of the client does not take visible action, the Monitor may transmit this information directly to the Central Vigilance Commissioner.

(9) The term 'Monitor' includes both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for The Consultant 12 months after the last payment under the contract and for all other Consultants 6 months after the contract has been awarded.

Any claim made or lodged during this time shall remain valid despite the lapse of this Pact unless it is discharged or determined by the Head of the client.

Section 10 - Other Provisions

(1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the Principal's Registered Office in Mumbai.

(2) Changes, supplements, and termination notices must be made in writing.

(3) If The Consultant is a partnership or consortium, this agreement must be signed by all partners or consortium members.

(4) If any provision of this agreement is found invalid, the remainder of the agreement remains valid. The parties shall then strive to agree to their original intentions.

(5) Issues such as Warranty/Guarantee are outside the purview of the IEMs.

(6) In the event of any contradiction between the Integrity Pact and its Appendix, the clause in the Integrity Pact shall prevail.

For and on behalf of The Principal

(Office Seal)

(Name of the Officer and Designation)

For and on behalf of The Consultant

(Office Seal)

(Name of the Officer and Designation)

Witnesses

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

Note

- 1. The authority of the client competent to sign the contract agreement shall sign this Annexure before uploading the tender. The Bidder/Consultant shall download this pre-signed document, affix their signatures along with those of the witnesses, and upload the signed document. Failure to submit the Integrity Pact, duly signed and witnessed, along with the Bid, may result in rejection of the Bid.*
- 2. In the case of a Joint Venture/Consortium, each member shall sign the Integrity Pact and submit it with the Bid/Tender. All authorized signatories of the JV/Consortium members may either sign a single document jointly or sign separate documents. Failure to submit the Integrity Pact, as prescribed, duly signed and witnessed, along with the Bid, may result in rejection of the Bid.*

FORM T-11

Declaration on Eligibility, Conflict of Interest, and Ethical Conduct

(On the Letterhead of the Consultant) (In case of Joint Venture/Consortium, separate certificates to be submitted by each member)

Date: _____

To:

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

Ref: RFP No.....

Subject: Declaration regarding Non-Blacklisting, Conflict of Interest, and Ethical Conduct

Dear Sir,

We, the undersigned, hereby declare that:

1. We are not under any declaration of ineligibility, banned, debarred, or blacklisted by any State or Central Government, Public Sector Undertaking, or any other Government institution in India for any reason as on the last date of submission of the Bid.
2. We have not been convicted of any economic offence in India as on the last date of submission of the Bid.
3. There is no existing or potential conflict of interest in relation to this assignment. We have not entered into any arrangement or relationship which could affect our impartiality, independence, or objectivity in performing the consultancy services.
4. We have not engaged, and will not engage, in any corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process or execution of the contract.

We understand that in case any of the above declarations are found to be false or incorrect, the Client/Procuring Entity shall have the right to reject our Bid, terminate the contract, and take any other action as per applicable Government rules.

Thanking you,

Yours faithfully,

Authorized Signatory: _____

Name: _____

Designation: _____

Firm/Company Seal: _____

FORM T-12

DECLARATION ON JOINT VENTURE / CONSORTIUM

(To be submitted on the Letterhead of the Lead Member)

Date:

RFP Reference No.:

To

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

Subject: Declaration regarding Joint Venture/Consortium for the proposal for *[Name of Assignment]*

Dear Sir/Madam,

We, the undersigned, being the members of the Joint Venture/Consortium, are pleased to submit our proposal for the above-mentioned project in response to your RFP No.....dated.....

We hereby declare and confirm as follows:

1. Constitution of the Joint Venture/Consortium

We have formed a Joint Venture/Consortium solely for the purpose of submitting this proposal and, if awarded, executing the contract for the project. The members are:

- **Lead Member:** [Name of Lead Company], incorporated under the laws of [Country], having its registered office at [Address].
- **Member 2 :** [Name of Member Company], incorporated under the laws of [Country], having its registered office at [Address].
- **Member 3 (if applicable):** [Name of Member Company], incorporated under the laws of [Country], having its registered office at [Address].

2. Lead Member Authorization

We hereby designate **[Name of Lead Company]** as the Lead Member of our Joint Venture/Consortium and authorize it to act for and on our behalf in all matters related to this bid, including but not limited to:

- a) Signing all documents,
- b) Receiving correspondence,
- c) Making commitments and undertakings,
- d) Undertaking obligations and liabilities for execution of the contract.

3. Roles and Responsibilities

The roles and responsibilities of each member are as under:

Sr. No.	Member Name	Role	Responsibilities
		Lead Member	
		Member	
		Member	

4. Joint and Several Liability

We, the members of the Joint Venture/Consortium, acknowledge and undertake that we shall be jointly and severally liable to the Directorate General of Shipping for the successful performance of the entire contract in accordance with its terms and conditions.

This liability shall not be limited by any internal arrangement among the members. Further, the Joint Venture/Consortium shall not be dissolved or its composition altered without the prior written consent of the Authority until the successful completion of the project and contract.

5. Acceptance of Terms

We confirm that we have read and fully understood the bidding documents and their provisions related to Joint Ventures/Consortiums. We understand that any misrepresentation or breach of this declaration may lead to rejection of our bid, termination of the contract, and forfeiture of our guarantees.

Declaration

We hereby submit this declaration to affirm our full commitment and capability to successfully execute the project.

For and on behalf of the Members of the Joint Venture/Consortium

Authorized Signatory of Lead Member

Name:

Designation:

Date:

Seal & Business Address:

Authorized Signatory of Consortium Member(s)

Name:

Designation:

Date:

Seal & Business Address:

FORM T-13

Financial Capability

(On the letterhead of the Chartered Accountant)

Date: _____

To:

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

Subject: Certification of Financial Capability

We have examined the books of accounts and other relevant records of *(Name of consultant and address)* On the basis of such examination and according to the information and explanations provided to us, and to the best of our knowledge and belief, we hereby certify that the annual turnover, profit before tax, profit after tax, and net worth for the following financial years are as per details given below:

Financial Year	Annual Turnover (Rs.) in lakhs	Profit Before Tax (Rs.) in lakhs	Profit After Tax (Rs.) in lakhs	Net Worth (Rs.) in lakhs
2021-22				
2022-23				
2023-24				

Declaration:

This certification is based on our examination of the financial statements and other relevant records provided by the Consultant / Consortium Partner. It is intended solely for the purpose of submission in response to the RFP issued by the Directorate General of Shipping.

Chartered Accountant Details:

Signature: _____

Name: _____

Designation: _____

Membership Number: _____

Date: _____

Company Seal: _____

Business Address: _____

UDIN :

Section 7: General Conditions of Contract (GCC)

General Provisions	
1.1 Definitions	Unless the context otherwise requires, the following terms whenever used in this Contract shall have the meanings assigned to them below: a. “Completion Date” means the date of completion of the Services by the Consultant as certified by the client. b. “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract, as named in SCC. c. “Contract Price” means the financial proposal of the successful Consultant duly accepted by the client. d. “client” means the agency, as named in SCC, that signs the Contract for the Services with the Selected Consultant. e. “Consultant” means a legally established professional consulting firm or entity selected by the client to provide the Services under the signed Contract as specified in SCC. f. “Day” means a working day unless indicated otherwise. g. “Experts” means, collectively, Key Experts, Non-Key Experts, or any other Experts of the Consultant, Sub-Consultant, or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract. h. “GCC” means these General Conditions of Contract. i. “Party” means the client or the Consultant, as the case may be, and “Parties” means both of them. j. “Consultant’s Proposal” means the completed Request for Proposals submitted by the Consultant to the client. k. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented. l. “Services” means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A – Terms of Reference.

	m. “Third Party” means any person or entity other than the Government, the client, the Consultant, or a Sub-Consultant.
1.2 Applicable Law	The Contract shall be interpreted in accordance with the laws of the Union of India.
1.3 Language	This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.4 Notices	Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the SCC . The term “in writing” means communicated in written form with proof of receipt. A notice shall be effective from the date of delivery or on the notice’s effective date, whichever is later. In case of electronic mode of communication, a notice shall be effective from the time of sending of the electronic communication.
1.5 Location	The Services shall be performed at such locations as are specified in Appendix A hereto
1.6 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the client or the Consultant may be taken or executed by the officials specified in the SCC .
1.7 Authority of Member in Charge	In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Consultant’s rights and obligations towards the client under this Contract, including without limitation the receiving of instructions and payments from the client.
1.8 Taxes and Duties	The Consultant and their Experts shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.
1.9 Code of Integrity	a) The client, the Consultant and their representatives shall strictly adhere to the code of integrity as stipulated under GFR 175. b) The client requires the Consultant to disclose any commissions, gratuities or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. Failure to disclose such commissions, gratuities or fees may result in termination of the Contract
Commencement, Completion, Modification, and Termination of Contract	
2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC .

2.2 Commencement of Services	
2.2.1 Program	Before commencement of the Services, the Consultant shall submit to the client for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.
2.2.2 Starting Date	The Consultant shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC .
2.3 Intended Completion Date	Unless terminated earlier pursuant to Sub-Clause 2.6, the Consultant shall complete the activities by the Intended Completion Date, as is specified in the SCC . If Consultant does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
2.4 Modification	Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
2.4.1 Change Request	Any requirement for Change Requests (CRs) shall be formally communicated in writing by the Competent Authority of the Directorate General of Shipping (client) to the selected Consultant / Lead Consultant, in case of a consortium. Upon receipt of a formal CR from client, the Consultant / Lead Consultant shall, within a reasonable time as specified by client, submit the following to client for review and approval: • Technical feasibility of implementing the Change Request. • Effort estimation required for the proposed changes. • Financial implication/cost associated with the same; • Proposed schedule and timeline for delivery and implementation. The response submitted by the Consultant / Lead Consultant shall be evaluated by client. Based on such evaluation, client may issue formal approval for incorporation of the CR in the project scope. Only upon receipt of such formal written approval from client, the Consultant / Lead Consultant shall proceed with the implementation of the approved Change Request and raise the corresponding invoice as per agreed terms. The cumulative value of such Change Requests shall not

	exceed twenty percent (20%) of the Contract Value, which shall be computed based on the bid value submitted by the Consultant and accepted by client or its nominated agency(ies), or as otherwise decided and approved by client or its nominated agency(ies).
2.5 Force Majeure	
2.5.1 Definition	For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
2.5.2 No Breach of Contract	The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
2.5.3 Extension of Time	Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
2.6 Termination	
2.6.1 By the client	The client may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Consultant, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1: if the Consultant does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the client may have subsequently approved in writing; if the Consultant become insolvent or bankrupt; if, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or if the Consultant, in the judgment of the client has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract.
2.6.2 By the Consultant	The Consultant may terminate this Contract, by not less than thirty (30) days’ written notice to the client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2: if the client fails to pay any monies due to the Consultant

	pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue; or (b) if, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
Obligations of the Consultant	
3.1 General	The Consultant shall perform the Services in accordance with the Specifications and the Terms of Reference, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the client, and shall at all times support and safeguard the client's legitimate interests in any dealings with Sub-Consultants or third parties.
3.2 Conflict of Interests	3.2.1 The Consultant shall hold the client's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests. 3.2.2 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Services for the preparation or implementation of the project, unless otherwise indicated in the SCC. 3.2.3 The payment of the Consultant pursuant to GCC shall constitute the Consultant's only payment in connection with this Contract and the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-Consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment. 3.2.4 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the client on the procurement of goods, works or services, the Consultant shall comply with the applicable rules and guidelines of the Government of India, and shall at all times exercise such responsibility in the best interest of the client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the client. 3.2.5 The Consultant shall not engage, and shall cause its

	Experts as well as its Sub-Consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract. 3.2.6 The Consultant has an obligation and shall ensure that its Experts and Sub-Consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
3.3 Confidentiality	Except with the prior written consent of the client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services. In the event that the Firm or its representatives are requested pursuant to, or required by, applicable law or regulation or by legal or administrative process to disclose any Confidential Information, or where the Firm wishes to disclose to its professional indemnity insurers or to its advisers, the Firm agrees that it will, as far as is legally and practically possible, provide the client with prompt notice of such request or requirement in order to enable the client to seek an appropriate protective order or other remedy. In the event that such protective order or other remedy is not obtained, the Firm or its representatives, as the case may be, shall disclose only the portion of the Confidential Information which is legally or professionally required to be disclosed.
3.4 Insurance to be Taken Out by the Consultant	The Consultant (a) shall take out and maintain, and shall cause any Sub-Consultants to take out and maintain, at its (or the Sub-Consultants', as the case may be) own cost but on terms and conditions approved by the client, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the client's request, shall provide evidence to the client showing that such insurance has been taken out and maintained and that the current premiums have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services.
3.5 Consultant's Actions Requiring client's Prior Approval	The Consultant shall obtain the client's prior approval in writing before taking any of the following actions: entering into a subcontract for the performance of any part of the Services, changing the Program of activities; and any other action that may be specified in the SCC.
3.6 Reporting Obligations	The Consultant shall submit to the client the reports and documents specified in Appendix A, in the form, in the numbers and within the time periods set forth in the said

	Appendix.
3.7 Documents Prepared by the Consultant to Be the Property of the client	3.7.1 All plans, drawings, specifications, designs, reports, databases, software (including object code, source code, scripts, libraries, APIs, and related technical documentation), and other deliverables prepared and submitted by the Consultant in accordance with Sub-Clause 3.6 shall become and remain the property of the client. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such deliverables to the client, together with a detailed inventory thereof. The Consultant may retain a copy for record and reference purposes only. Any restrictions about the future use of these deliverables, if any, shall be specified in the SCC. 3.7.2 If license agreements are necessary or appropriate between the Consultant and third parties for the purposes of development or integration of the plans, drawings, specifications, designs, databases, software, or source code, the Consultant shall obtain the client's prior written approval to such agreements. The client shall be entitled, at its discretion, to require the Consultant to assign, novate, or otherwise transfer such licenses to the client, and/or to recover the expenses related to the development of the program(s) concerned. 3.7.3 The Consultant shall not withhold or restrict the client's rights of access to the source code, documentation, or any other material necessary for the use, operation, maintenance, or further development of the software. 3.7.4 All intellectual property rights, including copyright, and all deliverables developed specifically under this Contract shall be jointly owned by the client and the Consultant. 3.7.5 client shall have an irrevocable, perpetual, and royalty-free right to use, reproduce, modify, adapt, and customise the software and related deliverables for its own use, and for use by its subordinate and attached offices, affiliated entities, and such other Government organisations as may be authorised by client. 3.7.6 The Consultant shall not, without the prior written approval of client, transfer, commercialise, or license or any part of the deliverables developed under this Contract to third parties. 3.7.7 Any pre-existing proprietary software, tools, or other components of the Consultant used in the development or delivery of the assignment shall remain the exclusive property of the Consultant. However, the Consultant shall grant the Client a perpetual, irrevocable, and royalty-free licence to use such components solely as part of the deliverables created under this contract.
Consultant's Experts	

4.1 Description of Key Experts	The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Consultant's Key Experts are described in Appendix B. The Key Experts listed by title as well as by name in Appendix B are hereby approved by the client.
4.2 Removal and/or Replacement of Experts	4.2.1 Except as the client may otherwise agree, no changes shall be made in the Key Experts. If, for any reason beyond the reasonable control of the Consultant, it becomes necessary to replace any of the Key Experts, the Consultant shall provide as a replacement a person of equivalent or better qualifications. 4.2.2 If the client finds that any of the Experts have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Experts, then the Consultant shall, at the client's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the client. 4.2.3 In the event that any of Key Experts, Non-Key Experts or Sub-Consultants is found by the client to be incompetent or incapable in discharging assigned duties, the client, specifying the grounds therefore, may request the Consultant to provide a replacement. 4.2.4 The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Experts. 4.2.5 Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written request and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.
Obligations of the client	
5.1 Assistance and Exemptions	The client warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The client shall use its best efforts to provide the Consultant such assistance and exemptions as specified in the SCC .
5.2 Services, Facilities and Property of the client	The client shall make available to the Consultant and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference (Appendix A) at the times and in the manner specified in said Appendix A.
5.3 Counterpart Personnel	5.3.1 The client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the client with the

	Consultant's advice, if specified in Appendix A. 5.3.2 Professional and support counterpart personnel, excluding client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the client shall not unreasonably refuse to act upon such request.
5.4 Payment Obligation	In consideration of the Services performed by the Consultant under this Contract, the client shall make such payments to the Consultant for the deliverables specified in Appendix A and in such manner as is provided by GCC 6 below.
5.5 Change in the Applicable Law	If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clause 6.1.
Payments	
6.1 Contract Price	6.1.1 The Consultant's Contract Price shall be a fixed lump-sum net of all costs incurred by the Consultant in carrying out the Services described in Appendix A. The Contract Price is set forth in the SCC. The Contract price breakdown is provided in Appendix C. 6.1.2 Any change to the Contract price specified in Clause 6.1.1 can be made only if the Parties have agreed to the revised scope of Services pursuant to Clause GCC 2.4 and have amended in writing the Terms of Reference in Appendix A.
6.2 Taxes and Duties	6.2.1 The Consultant, Sub-Consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract. 6.2.2 As an exception to the above and as stated in the SCC, the GST is reimbursed to the Consultant.
6.3 Mode of Billing and Payment	6.3.1 The total payments under this Contract shall not exceed the Contract price set forth in Clause GCC 6.1.1. 6.3.2 The payments under this Contract shall be made in lump-sum installments against deliverables specified in Appendix A. The payments will be made according to the payment schedule stated in the SCC. 6.3.3 The client shall pay the Consultant within forty-five (45) days after the receipt by the client of the deliverable(s) and the cover invoice for the related lump-sum installment payment. The payment can be withheld if the client does not approve the submitted deliverable(s) as satisfactory in which case the client shall provide

	comments to the Consultant within the same forty-five (45) days period. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. 6.3.4 The final payment under this Clause shall be made only after the final report have been submitted by the Consultant and approved as satisfactory by the client. The Services shall then be deemed completed and finally accepted by the client. The last lump-sum installment shall be deemed approved for payment by the client within sixty (60) calendar days after receipt of the final report by the client unless the client, within such sixty (60) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. 6.3.5 All payments under this Contract shall be made to the accounts of the Consultant specified in the SCC.
6.4 Interest on Delayed Payments	If the client had delayed payments beyond fifteen (15) days after the due date stated in Clause GCC 6.3.3, interest shall be paid to the Consultant on any amount due by, not paid on, such due date for each day of delay at the annual rate stated in the SCC.
Settlement of Disputes	
7.1 Amicable Settlement	The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation
7.2 Dispute Settlement	Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication / arbitration in accordance with the provisions specified in the SCC.
Good Faith	The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
Limitation of Liability	The total aggregate liability of the Consultant, whether in contract, tort (including negligence) or otherwise, under or in connection with this agreement, shall in no circumstances exceed a sum equal to 110% of the contract value. However, the Consultant shall not be liable for any damages arising due to any changes in the source code made by anyone other than the Consultant's team, or by anyone after the closure / termination of the contract.
Indemnity	The Consultant shall at all times indemnify and keep indemnified the client against all claims/damages for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Contract. The Consultant shall indemnify the client in full for any failure in performance on account of its default or non-fulfilment of its obligations and the same is performed by the client

	or any other agency engaged by the client. In such case all the costs and expenses incurred by the client are recoverable from the Consultant. The client shall also indemnify the Consultant for losses/damages suffered due to any fraud, misrepresentation or omission of facts by the client or any of its personnel.
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Section 8 – Special Conditions of Contract (SCC)

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(b)	The contract name is
1.1(d)	The client is <i>Directorate General of Shipping, 9th Floor Beta Building, I-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042 (India)</i>
1.1(e)	The Consultant is
1.4	The addresses are: client: Directorate General of Shipping (client), Attention: E-mail: Consultant: Attention: Facsimile: E-mail:
1.6	The Authorized Representatives are: For the client: For the Consultant: <i>[name, title]</i>
1.7	The authorized member in charge is
2.1	No change to the GCC clause
2.2.2	The Starting Date for the commencement of Services is seven (7) days after contract signing.
2.3	The Intended Completion Date is
3.2.2	The client reserves the right to determine on a case-by-case basis whether the service should be disqualified from providing goods, works or non-consulting services due to a conflict of nature described in Clause GCC 3.2.2
3.4	The risks and coverage by insurance shall be: client's liability and workers' compensation – as stipulated in the employees' compensation act. Professional liability – at least 110% of the Contract Price.
3.5 c.	The Consultant shall follow the protocol stipulated in the Terms of Reference and SCC regarding entry into the client's facilities, data centres, and laboratories, including protocols for handling, transporting, and securing equipment, software media, and sensitive data."
3.7	There are no specific restrictions.
5.1	The client shall provide the necessary assistance in providing gate-passes for smooth entry of the Consultant's vehicles and employees.

6.1	The Contract Price is: _____			
6.2.2	The amount of GST reimbursable to the Consultant is: _____			
6.3.2	The payment schedule: All payments shall be made in Rs. As per schedule mentioned below:			
	Deliverable No.	Deliverable Description (including Documentation)	Expected Timeline	Payment (%)
	D1	Project Kick-off Meeting, Signed Contract, Project Governance Framework, Project Management Plan (PMP), Communication Plan, Risk & Issue Register, Work Breakdown Structure (WBS)	T + 2 Weeks	5%
	D2	Requirement Gathering Workshops, Stakeholder Consultation Reports, Finalized Functional Requirements Specification (FRS), Software/System Requirements Specification (SRS)	T + 1 Month	7%
	D3	System Architecture & Design Documents – High-Level Design (HLD), Low-Level Design (LLD), Data Models, UI/UX Wireframes	T + 2 Months	8%
	D4	Cloud Infrastructure Setup (Dev & UAT), Security Architecture Design, Cloud Deployment & Configuration Report	T + 3 Months	8%
	D5	Development of Core Application Modules (Committees, Agenda, Document Management, Workflows, Collaboration, Dashboards – Phase 1)	T + 5 Months	10%
	D6	Completion of Remaining Modules, Integrations, Role-based Access Control, Reporting & Analytics (Phase 2)	T + 6 Months	10%
	D7	System Integration Testing (SIT), Performance & Load Testing Reports, Test Cases, Defect Logs, Updated RTM	T + 7 Months	7%
	D8	User Acceptance Testing (UAT) Support, UAT Reports, Closure of Observations, Final UAT Sign-off	T + 8 Months	5%
	D9	Security Audit & VAPT through CERT-In empanelled agency, Security Compliance & Closure Report	T + 9 Months	5%
	D10	Production Environment Setup, Go-Live Readiness Report, Go-Live Approval & Deployment	T + 10 Months	3%
	D11	Training & Change Management – Admin & User Training Sessions, Training Materials, SOPs, User & Admin Manuals	T + 11 Months	1%
	D12	Post Go-Live Stabilization Support, Issue Resolution Log, Stabilization Completion Report	T + 12 Months (T1)	1%
	D13	Warranty Period (12 Months) – Zero-cost Defect Resolution, Monthly Performance Reports, Patch & Update Documentation	T1 + 12 Months (T2)	10%
	D14	Operations & Maintenance (24 Months) – SLA Reports, Security Audit Reports, Enhancement Logs, Cloud & Performance Reports	T2 + 24 Months	20%

Payment Summary

- Implementation Phase (D1–D12): 70%
- Warranty Phase (D13): 10% (*paid quarterly, SLA-linked*)
- O&M Phase (D14): 20% (*paid quarterly over 24 months, SLA-linked*)
- Total: 100%

Payment Conditions

- Payments shall be released only after acceptance of deliverables by DGS.
- SLA compliance is mandatory for Warranty & O&M payments.
- DGS reserves the right to withhold or proportionately deduct payments for non-compliance, delays, or quality issues.
- All payments shall be subject to applicable taxes as per Government norms.

Total sum of all instalments shall not exceed the Contract price set up in SCC 6.1

1. Terms of Payment

- a) In consideration of the obligations undertaken and services provided by the Consultant under this Agreement, client shall make payments strictly in accordance with the Payment Schedule as set out in this Contract.
- b) No additional payments shall be made for any scope of work, deliverables, or services beyond those specifically listed in the Payment Schedule. For clarity, the agreed payment shall be deemed to cover all costs associated with the execution of the contract, including but not limited to: consultancy charges, administrative costs, travel, infrastructure, project management, and all applicable taxes and duties, unless explicitly stated otherwise in the contract.

2. Invoicing and Payment Procedure

- a) The Consultant shall submit invoices for payment only upon successful completion of the corresponding milestones or deliverables, as per the Payment Schedule, and after obtaining written acceptance from client or its designated authority.
- b) All invoices shall be submitted in the format prescribed by client and must be complete, accurate, and accompanied by the necessary supporting documents.
- c) Subject to satisfactory performance and compliance with all contractual obligations, client shall make payment within forty-five (45) working days from the date of receipt of the correct invoice and supporting documents.
- d) In the event of any bona fide dispute regarding an invoice or a part thereof, client may withhold the disputed amount. Such withholding shall be communicated to the Consultant within ten (10) working days of receipt of the invoice, specifying the reasons for the same. Undisputed portions of the invoice, if any, shall be processed for payment as per the normal timeline.
- e) The Consultant shall be solely responsible for making timely payments to its employees, sub-consultants, vendors, OEMs, and any other third parties engaged by it in connection with this Agreement.

	3. Taxes and Duties a) client shall deduct applicable taxes at source (TDS) as per prevailing tax laws from the payments due to the Consultant. b) The Consultant shall bear all other applicable taxes, levies, duties, and charges in connection with the performance of this Agreement, including but not limited to GST, income tax, professional tax, etc., unless otherwise provided in the contract. c) client shall issue appropriate tax deduction certificates or proof of deposit of withheld taxes to the Consultant within a reasonable timeframe. d) In case of any change in applicable tax laws after the date of submission of the proposal (such as introduction of a new tax or change in tax rates) that directly affects the cost of services under this Agreement, the contract price shall be adjusted accordingly, subject to mutual agreement and on submission of proof of payment by the Consultant. Such adjustments shall not apply in cases where the tax was foreseeable or already included in the Consultant's quoted price. e) The Consultant shall indemnify and hold harmless client and its nominated agencies against any liability arising due to non-compliance with applicable tax laws by the Consultant, including penalties, interest, or other costs.
6.3.5	Consultant's account details for payments under the Contract are: Account Name: Bank Name: Branch Name: IFSC Code:
6.4	Not applicable.
7.2	Disputes shall be resolved by way of arbitration as stipulated under the Arbitration and Conciliation Act, 1996 as amended till date.

Section 9: Annexures / Appendices

6. Annexure 1- Instructions for Online Proposal Submission

Consultants are required to submit soft copies of their Proposals electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Consultants in registering on the CPP Portal, prepare their Proposals in accordance with the requirements and submitting their Proposals online on the CPP Portal.

REGISTRATION

- a) Consultants are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Consultant Enrollment” on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the Consultants will be required to choose a unique username and assign a password for their accounts.
- c) Consultants are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPPP.
- d) Upon enrolment, the Consultants will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a Consultant. Please note that the Consultants are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- f) Consultant then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- a) There are various search options built in the CPP Portal, to facilitate Consultants to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the Consultants may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the Consultants have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the Consultants through SMS / e-mail in case there is any corrigendum issued to the tender document.
- c) The Consultant should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF PROPOSALS

- a) Consultant should take into account any corrigendum published on the tender document before submitting their Proposals.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the Proposal. Please note the number of covers in which the Proposal documents have to be submitted, the number of documents - including the names and content of each of the document

that need to be submitted. Any deviations from these may lead to rejection of the Proposal.

- c) Consultant, in advance, should get ready the Proposal documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Proposal documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every Proposal, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Consultants. Consultants can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a Proposal and need not be uploaded again and again. This will lead to a reduction in the time required for Proposal submission process.

Note: My Documents space is only a repository given to the Consultants to ease the uploading process. If Consultant has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Proposal.

SUBMISSION OF PROPOSALS

- a) Consultant should log into the site well in advance for Proposal submission so that they can upload the Proposal in time i.e. on or before the Proposal submission time. Consultant will be responsible for any delay due to other issues.
- b) The Consultant has to digitally sign and upload the required Proposal documents one by one as indicated in the tender document.
- c) Consultant has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- d) Consultant should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of Proposal submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during Proposal submission time, otherwise the uploaded Proposal will be rejected.
- e) Consultants are requested to note that they should necessarily submit their financial Proposals in the format provided and no other format is acceptable. If the price Proposal has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the Consultants. Consultants are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the Consultant). No other cells should be changed. Once the details have been completed, the Consultant should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the Consultant, the Proposal will be rejected.
- f) The server time (which is displayed on the Consultants’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the Proposals by the Consultants, opening of Proposals etc. The Consultants should follow this time during Proposal submission.
- g) All the documents being submitted by the Consultants would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of Proposal opening. The confidentiality of the Proposals is maintained using the secured Socket Layer 128-

bit encryption technology. Data storage encryption of sensitive fields is done. Any Proposal document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/Proposal opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized Proposal openers.

- h) The uploaded tender documents become readable only after the tender opening by the authorized Proposal openers.
- i) Upon the successful and timely submission of Proposals (i.e. after Clicking "Freeze Proposal Submission" in the portal), the portal will give a successful Proposal submission message & a Proposal summary will be displayed with the Proposal no. and the date & time of submission of the Proposal with all other relevant details.
- j) The Proposal summary has to be printed and kept as an acknowledgement of the submission of the Proposal. This acknowledgement may be used as an entry pass for any Proposal opening meetings.

ASSISTANCE TO CONSULTANTS

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online Proposal submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Consultants may avail the free training on the use of e-procurement system as per the schedule published at the following link: <https://eprocure.gov.in/cppp/trainingdisp>. In case of any further queries, please contact the helpdesk available on the portal during office hours i.e. between 10 AM till 6 PM on weekdays.

7. Annexure 2- Functional Required Specifications

8. Introduction

The IMO Strategic Engagement Portal is a secure, web-based collaboration platform which is designed to streamline and digitize India's internal coordination process for international maritime engagements, particularly those under the International Maritime Organization (IMO), the International Labour Organization (ILO), and the International Maritime Satellite Organization (IMSO).

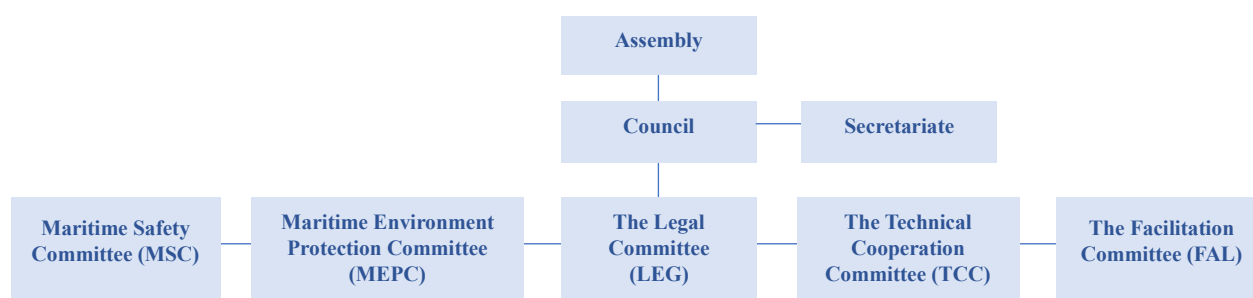
Built to support India's growing influence in global maritime governance, the portal enables seamless collaboration between technical experts, administrative officials, policy makers, and delegation leaders. It provides a structured, role-based environment for reviewing agenda documents, assigning tasks, compiling feedback, and preparing formal interventions.

The platform ensures that India's national maritime positions are:

- a) Well-informed through collective expert inputs
 - b) Timely in submission to international bodies
 - c) Digitally traceable with audit-ready workflows
 - d) Collaboratively developed with real-time task management and document control
- This platform will position DGS and India's maritime stakeholders for greater preparedness, participation, and policy shaping at international forums. It eliminates dependency on fragmented offline coordination and enables institutional memory by preserving all feedback, versions, and approvals in a structured digital archive.

Whether preparing for an IMO committee meeting, drafting amendments to the Maritime Labour Convention (MLC), or participating in a bilateral maritime dialogue, the **IMO Shadow Committee Portal** serves as a unified portal for India's global maritime diplomacy.

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**.

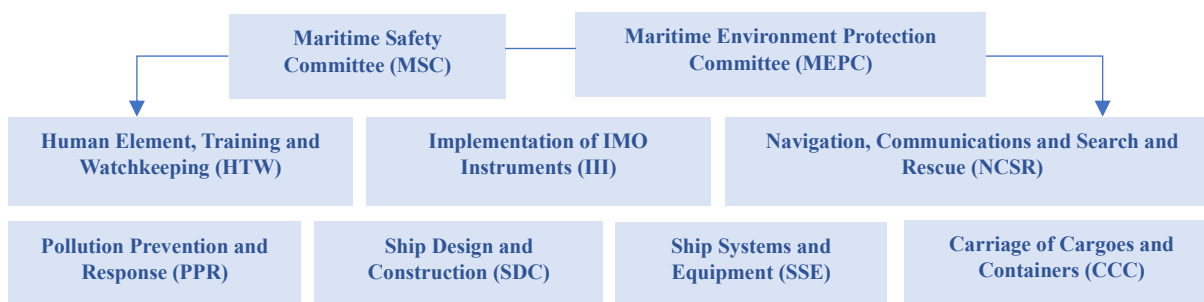


The technical work of the International Maritime Organization is carried out by five principal Committees. These include:

- a) The Maritime Safety Committee (MSC)
- b) The Marine Environment Protection Committee (MEPC)
- c) The Legal Committee
- d) The Technical Cooperation Committee, for capacity building
- e) 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:

- a) Sub-Committee on Human Element, Training and Watchkeeping (HTW)
- b) Sub-Committee on Implementation of IMO Instruments (III)
- c) Sub-Committee on Navigation, Communications and Search and Rescue (NCSR)
- d) Sub-Committee on Pollution Prevention and Response (PPR)
- e) Sub-Committee on Ship Design and Construction (SDC)
- f) Sub-Committee on Ship Systems and Equipment (SSE)
- g) Sub-Committee on Carriage of Cargoes and Containers (CCC)



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

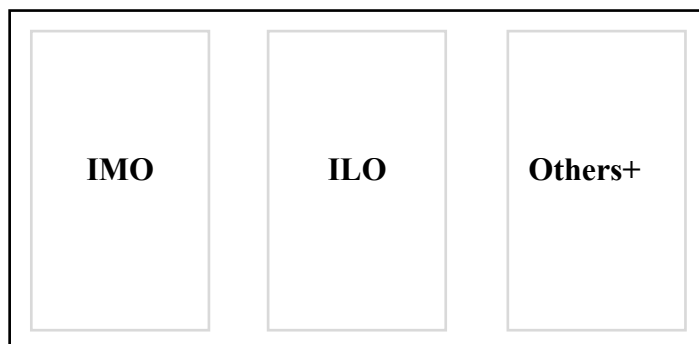
A. User Authentication and Security

- 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.

B. 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.



C. 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.

D. 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					

E. 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.

F. 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).

G. 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.

H. 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.

I. 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.

A. 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**.

B. 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.

C. 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).

D. 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.

E. 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.

F. 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

A. 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).

B. 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.

C. 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.

D. 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.

E. 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.

F. 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.

G. 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.

H. 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).

I. 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.

J. 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**.

K. 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.

9. Annexure 3- Contract Agreement Form

This CONTRACT AGREEMENT (hereinafter called the “Contract”) is made and entered into on this the [Insert Day] day of [Insert Month], 20**[Insert Year]**, at [Insert City], India.

BETWEEN

Directorate General of Shipping (client), Ministry of Ports, Shipping and Waterways, Government of India, having its office at 9th Floor, Beta Building, I-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042 (hereinafter referred to as the “client” or “client”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the First Part.

AND

[Name of Consultant], a company incorporated under the Companies Act, 1956/2013, having its registered office at [Address of Consultant] (hereinafter referred to as the “Consultant”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the Second Part.

(client and the Consultant are hereinafter referred to individually as “Party” and collectively as the “Parties”).

WHEREAS:

- (a) The client has issued a Request for Proposals (RFP) for the provision of certain consulting services as defined in this Contract (hereinafter called the “Services”);
- (b) The Consultant, having represented to the client that it has the required professional skills, expertise and technical resources, has submitted a Consultant’s Proposal and has been selected to provide the Services on the terms and conditions set forth in this Contract;
- (c) The Consultant has agreed to provide the Services under the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants, promises, and agreements contained herein, the Parties hereto agree as follows:

1. Integral Documents

The following documents attached hereto shall be deemed to form and be read as an integral part of this Contract:

- (a) The General Conditions of Contract (GCC);
- (b) The Special Conditions of Contract (SCC);
- (c) The Appendices:

* Appendix A: Terms of Reference (Scope of Work, Deliverables, and Timelines)

* Appendix B: Key Experts

* Appendix C: Breakdown of Contract Price

* Appendix D: Other documents, as required (e.g., Performance Bank Guarantee)

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract; Appendix A; Appendix B; and Appendix C. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. Mutual Rights and Obligations

The mutual rights and obligations of the client and the Consultant shall be as set forth in the Contract. In particular:

(a) The Consultant shall perform the Services in accordance with the provisions of the Contract; and

(b) The client shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names and delivered as of the day and year first above written.
For and on behalf of the client

Directorate General of Shipping, Mumbai

(Signature)

(Name):

(Designation):

For and on behalf of the Consultant

[Name of Consultant]

(Signature)

(Name):

(Designation):

In the Presence of Witnesses:

1.

2.

10. Annexure 4 Non-Disclosure Agreement (NDA)

This Non-Disclosure Agreement (“Agreement”) is made on this ____ day of _____ 20__, at _____, India

BETWEEN

[Client Name], a Government Department / PSU / Organization having its office at _____ (hereinafter referred to as the “Client”, which expression shall include its successors and assigns) of the First Part,

AND

M/s _____, a company/firm incorporated under the laws of India having its registered office at _____ (hereinafter referred to as the “Consultant”, which expression shall include its successors and permitted assigns) of the Second Part.

(Client and Consultant are hereinafter collectively referred to as “Parties” and individually as a “Party”).

1. Purpose

The Client intends to engage the Consultant for providing consultancy services under Tender No. _____ / Contract Agreement dated _____ (“Project”). In the course of performing the services, the Consultant may have access to certain confidential and proprietary information of the Client.

2. Definition of Confidential Information

“Confidential Information” shall mean any information disclosed by the Client to the Consultant in oral, written, electronic, or any other form, including but not limited to:

- Government records, data, reports, studies, manuals, designs, drawings, specifications, software, source code, and databases;
- Project-related documents, plans, policies, technical or financial details;
- Personal data, strategic or security-related information;
- Any information designated as “Confidential” by the Client;
- Any analysis, compilation, or document prepared by the Consultant that contains or is derived from such information.

Confidential Information shall not include information that is:

- a) in the public domain other than by breach of this Agreement;
- b) already known to the Consultant prior to disclosure;

- c) lawfully obtained from a third party not under confidentiality obligation; or
- d) required to be disclosed under applicable law or order of a competent court.

3. Obligations of the Consultant

The Consultant agrees to:

- a) Use the Confidential Information solely for the purpose of the Project.
- b) Not disclose Confidential Information to any third party without prior written consent of the Client.
- c) Restrict access to Confidential Information to only those employees, partners, or subcontractors who need to know for the Project, ensuring they are bound by confidentiality obligations.
- d) Exercise the same degree of care as it uses to protect its own confidential information, but not less than reasonable care.
- e) Return or destroy all Confidential Information upon completion or termination of the Project, if directed by the Client.

4. Ownership of Information

All Confidential Information disclosed remains the property of the Client. Nothing in this Agreement grants the Consultant any rights, title, or interest in such information, except the right to use it for fulfilling obligations under the Project.

5. Duration

This Agreement shall remain in force during the term of the Consultancy Agreement and shall survive for a period of **Five (5) years** after expiry or termination of the Consultancy Agreement.

6. Remedies

Any unauthorized disclosure or misuse of Confidential Information may result in the Client taking appropriate legal or contractual remedies, including termination of the Consultancy Agreement, forfeiture of performance security, and initiation of legal proceedings as per applicable laws of India.

7. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of India. Any dispute arising shall be subject to the jurisdiction of courts at Mumbai.

8. Miscellaneous

- a) This Agreement is in addition to and not in derogation of the confidentiality obligations specified in the main Consultancy Agreement.
- b) No amendment to this Agreement shall be valid unless made in writing and signed by both Parties.

For and on behalf of the Client

(Name, Designation, Seal & Signature)

Date: _____

Place: _____

For and on behalf of the Consultant

(Name, Designation, Seal & Signature)

Date: _____

Place: _____

Witnesses:

1. _____ (Name & Address)
2. _____ (Name & Address)

Annexure -5 Service Level Agreement (SLA)

This Service Level Agreement (SLA) is entered into on this ____ day of _____ 20__, at _____, India.

Between

Directorate General of Shipping (DGS), Ministry of Ports, Shipping and Waterways, Government of India, having its office at _____, India, hereinafter referred to as the “**Client**”,

AND

M/s _____, having its registered office at _____, hereinafter referred to as the “**System Integrator (SI)**”.

(The Client and the SI are hereinafter collectively referred to as the “**Parties**” and individually as a “**Party**”.)

1. Purpose

The purpose of this SLA is to define **measurable performance standards, service levels, monitoring mechanisms, and penalties** applicable to the SI for design, development, deployment, warranty, and operation & maintenance of the **IMO Strategic Engagement Platform**, under Contract No. _____ dated _____ (“Agreement”).

2. Scope of Services

The SI shall provide services strictly in accordance with the **Scope of Work, Functional Requirements, Technical Specifications, and Deliverables** defined in the Agreement, including but not limited to:

- i. Requirement finalisation and system design
- ii. Application development and module implementation
- iii. Cloud hosting and infrastructure management
- iv. Testing, security audit, and compliance
- v. Deployment, Go-Live, and stabilisation
- vi. Training and change management
- vii. Warranty support and Operations & Maintenance (O&M)

3. Details of SLA Penalty Mechanism and Calculations

3.1 Quarterly SLA-Linked Payments

- i. The System Integrator (SI) shall be eligible for 100% of the Quarterly O&M payout if:
 - All applicable SLA parameters are complied with, and
 - The Quarterly SLA Score is ≥ 50 .
- ii. If the SLA score falls below 50, proportionate deductions shall apply.
- iii. Maximum penalty cap: 10% of the Quarterly O&M payout.

3.2 Payment Mechanism

- i. Payments shall be made by **DGS on a quarterly basis**.
- ii. On submission of a valid quarterly invoice:
 - a. **80%** shall be released after verification/audit (if undisputed).
 - b. Remaining **20%** shall be released after SLA score validation.
- iii. SLA penalties shall be adjusted from the quarterly payment.

3.3 SLA Holiday Period

- i. An SLA Holiday Period of up to one (1) quarter from the date of Go-Live shall be applicable.
- ii. During this period, SLAs shall be monitored but no penalties shall be levied, unless otherwise decided by DGS.
- iii. Purpose: Stabilisation and calibration of SLA measurement processes.

3.4 Applicability of SLA Penalties

- i. SLA penalties shall apply only to impacted service parameters.
- ii. SLA values shall be calculated independently per parameter.
- iii. DGS reserves the right to modify SLA parameters (addition/deletion) with mutual consent.

4. SLA Score Computation

- i. Each SLA parameter shall have three scoring levels:

- **Baseline (Target): +5**
 - **Lower Performance: +2 / +2.5 / +1** (as applicable)
 - **Breach: -1 / -2 / -3**
- ii. The **Quarterly SLA Score** shall be the **sum of all parameter scores**.

Illustration:

If 20 SLA parameters exist → Maximum Score ≈ 100 per quarter.

5. Payment Deduction Model (Quarterly SLA Score)

SLA Score (Quarterly)	Payment Eligible	Remarks
≥ 90	100%	Full compliance
80 – 89	95%	Minor gaps
70 – 79	90%	Moderate deviation
60 – 69	80%	Significant gaps
< 60	70% + Show Cause Notice	High-risk zone
< 50 for two consecutive quarters	Contractual action including PBG invocation / termination	Critical breach

6. SLA Parameters – Implementation Phase (Category I)

Service Area	Parameter	Penalty
Project Timelines	Delay beyond approved milestones	₹1,00,000 per week beyond 4 weeks
Resource Deployment	Unauthorized substitution of key resources	10% of quoted cost for that resource
	Non-Deployment of Resources	50% of quoted cost for that resource
PMIS Usage	Non-implementation of PMIS before Go-Live	Payment withholding

Delays beyond **12 weeks** may trigger breach clause at DGS discretion.

7. SLA Parameters – Operations & Maintenance Phase (Category II)

7.1 Application & Platform Availability

Parameter	Target (+5)	Lower (+2.5)	Breach (–3)	Measurement
Overall Platform Uptime	≥ 99%	95–99%	< 95%	Automated monitoring
Document Repository Availability	≥ 99%	95–99%	< 95%	Logs
Workflow Engine Availability	≥ 99%	95–99%	< 95%	System logs

7.2 Performance Metrics

Parameter	Target (+5)	Lower (+2)	Breach (–2)
Page Load Time	≤ 3 sec	≤ 5 sec	> 5 sec
Document Access Time	≤ 5 sec	≤ 8 sec	> 8 sec
Dashboard Refresh	≤ 5 sec	≤ 8 sec	> 8 sec

7.3 Incident Management SLAs

Severity	Required Response Time	Required Resolution Time	Penalty for Non-Response/Non-resolution within the stated timeframe
Critical	≤ 30 mins	≤ 2 hrs	₹10,000 per incident
High	≤ 1 hr	≤ 4 hrs	₹5,000 per incident
Medium	≤ 8 hrs	≤ 12 hrs	SLA score impact
Low	≤ 3 days	≤ 5 days	SLA score impact

7.4 Cloud, Backup & Security

Parameter	Target (+5)	Breach (-3)
Cloud DC/DR Availability	≥ 99.5%	< 98%
Backup Success Rate	100%	< 100%
DR RPO / RTO	RPO ≤ 15 min, RTO ≤ 2 hrs	Breach
VAPT Closure	Critical < 48 hrs	Delay

7.5 Reporting & Training

Parameter	Target	Penalty
Monthly SLA Report	Within 3 days	₹10,000
RCA Report	Within 48 hrs	₹5,000
Training Satisfaction	≥ 80%	SLA score impact

8. Repeated SLA Failure Rules

- SLA score < 60 for **2 consecutive quarters** → Performance review & penalties
- Same SLA breach for **3 consecutive months** → Mandatory resource replacement
- SLA penalty > 10% for **6 consecutive months** → Breach & termination process

9. Downtime & Uptime Rules

- Permitted planned downtime: 4 hours/month
- Scheduled maintenance must be pre-approved by DGS
- Failover time up to 30 minutes excluded from downtime
- Downtime begins at ticket logging time and ends on restoration

10. Monitoring, Auditing & Reporting

- SI shall deploy:
 - Web-based SLA Monitoring Tool**
 - PMIS for project & SLA tracking**

- ii. Monthly SLA reports to be submitted by **5th working day**
- iii. DGS may appoint **third-party auditors (CERT-In / STQC)**

11.SLA Change Control & Review

- i. SLA shall be reviewed **annually**
- ii. Changes shall be approved through **mutual written agreement**
- iii. SLA versioning shall be maintained and appended to contract

12.Breach, Escalation & Termination

- i. Persistent SLA breach → Show Cause → Review → Termination
- ii. Dispute resolution as per **Contract / MSA**
- iii. Governing Law: **India**
- iv. Jurisdiction: **Maharashtra**

13.Exclusions

Service levels shall not apply where failure is due to:

- Force Majeure events;
- Delay or default by the Client;
- Any change in scope or instructions by the Client.

14. Reporting & Escalation Matrix

- First Level: Nodal Officer
- Second Level: DG(S)
- Consultant shall appoint a dedicated Project Manager for SLA compliance and communication.

15.Duration of SLA

This SLA shall remain valid during the term of the Agreement and shall expire upon satisfactory completion of services, subject to obligations that survive termination (e.g., penalties, confidentiality).

Signatures

For and on behalf of the Client

Name: _____

Designation: _____

Signature & Seal: _____

For and on behalf of the Consultant

Name: _____

Designation: _____

Signature & Seal: _____

Witnesses:

1. _____ (Name & Address)

2. _____ (Name & Address)

Annexure 6 Format for Submission of Pre-Proposal Queries

[On the Letterhead of the Consultant]

Date: / /20__

To,
The [Designation of client Official]
[Name of client / Authority]
[Address]

Subject: Submission of Pre-Proposal Queries – RFP for *[Title of Assignment]*

Sir/Madam,

We, the undersigned, refer to the Request for Proposal (RFP) dated [insert date], issued by [client name] for “*[Title of Assignment]*”.

In accordance with the provisions of the RFP, we hereby submit our queries/clarifications for your kind consideration. The queries have been consolidated in the prescribed format below.

We request you to kindly provide clarification/confirmation on the same. This will enable us to submit a comprehensive and well-aligned proposal in line with the requirements of the RFP.

We thank you for the opportunity to participate in this process and look forward to your response.

Yours faithfully,

(Authorized Signatory)
[Name & Designation]
[Consultant Firm Name]
[Contact Details]

S. No.	RFP Section / Clause No.	Page No.	Existing Provision in the RFP	Query / Clarification Sought	Suggested Modification (if any)

Annexure 7 - Performance Security (Bank Guarantee)

[On a Stamp Paper of appropriate value]

Bank Guarantee No.: _____

Date: _____

Amount: Rs. _____ **(in figures and words)**

To,

[Client Name & Address]

In consideration of **[Client Name]** (hereinafter referred to as the "Client"), having awarded to **M/s.** _____ (hereinafter referred to as the "Consultant") a Contract for **Consultancy Services for** _____, vide Contract No. _____ dated _____ (hereinafter referred to as the "Contract"), the Consultant is required to furnish a Performance Security for the due performance of the Contract.

We, **[Name of Bank]**, having our registered office at _____, and one of our branches at _____, do hereby irrevocably and unconditionally guarantee and undertake to pay the Client, on first written demand, without any demur, reservation, contest, recourse or protest, and without reference to the Consultant, an amount not exceeding **Rs.** _____ **(Rupees _____ only)**.

We agree that the decision of the Client as to whether the Consultant has committed a breach of any terms and conditions of the Contract shall be final and binding on us.

This guarantee shall be valid until _____ **[i.e., up to 60 days beyond the completion of contractual obligations of the Consultant]**.

Notwithstanding anything contained herein:

1. Our liability under this guarantee shall not exceed **Rs.** _____.
2. This guarantee shall remain valid up to _____.
3. We shall be liable to pay the guaranteed amount only if we receive a written claim from the Client on or before the date mentioned above.

IN WITNESS WHEREOF, this guarantee has been executed on this ____ day of _____ 20__.

For [Bank Name]

Authorized Signatory: _____

Name: _____

Designation: _____

Seal/Stamp: _____

Place:

Date: _____

Annexure 8 - Advance Bank Guarantee

[On a Stamp Paper of appropriate value]

Bank Guarantee No.: _____

Date: _____

Amount: Rs. _____ **(in figures and words)**

To,
[Client Name & Address]

In consideration of [Client Name] (hereinafter referred to as the "Client"), having agreed to make an advance payment of Rs. _____ (Rupees _____ only) to M/s. _____ (hereinafter referred to as the "Consultant") under the Contract for Consultancy Services for _____, Contract No. _____ dated _____ (hereinafter referred to as the "Contract"), the Consultant is required to furnish an unconditional and irrevocable Bank Guarantee for the advance received.

We, [Name of Bank], having our registered office at _____, and one of our branches at _____, do hereby irrevocably and unconditionally guarantee and undertake to pay to the Client, on first written demand, without demur, reservation, contest, recourse or protest, and without reference to the Consultant, any sum or sums not exceeding in total an amount of Rs. _____ (Rupees _____ only), representing the amount of advance paid under the Contract.

We agree that the Client's decision that the Consultant is in default in the performance of his obligations under the Contract shall be final and binding on us.

We further agree that the guarantee herein contained shall remain in full force and effect until the advance has been fully adjusted against payments due to the Consultant under the Contract and certified as such by the Client.

This guarantee shall remain valid up to _____ [i.e., until the advance is fully recovered, plus 60 days buffer], unless extended upon the request of the Consultant.

Notwithstanding anything contained herein:

1. Our liability under this guarantee shall not exceed Rs. _____.
2. This guarantee shall remain valid up to _____.
3. We shall be liable to pay the guaranteed amount only if we receive a written claim from the Client on or before the date mentioned above.

IN WITNESS WHEREOF, this guarantee has been executed on this ____ day of _____ 20__.

For [Bank Name]
Authorized Signatory: _____
Name: _____
Designation: _____
Seal/Stamp: _____ Place: _____
Date: _____