

Expression of Interest For

**Tablet Based Examination System for Directorate
General of Shipping**



Directorate General of Shipping

Government of India

Kanjurmarg (East), Mumbai – 400 042

February 2019

Table of Contents

1	OBJECTIVE OF THIS EXPRESSION OF INTEREST (EOI)	6
2	EOI ISSUING AUTHORITY	6
3	TENTATIVE CALENDAR OF EVENTS	7
4	AVAILABILITY OF THE EOI DOCUMENTS	8
5	EOI CONFERENCE	8
6	EOI PROCESSING FEES	8
7	VENUE & DEADLINE FOR SUBMISSION OF RESPONSES	8
8	BACKGROUND	11
8.1	ABOUT DIRECTORATE GENERAL OF SHIPPING	11
8.2	DIRECTORATE GENERAL OF SHIPPING INITIATIVE	11
8.3	NEED FOR EXPRESSION OF INTEREST	13
9	SCOPE OF WORK	13
9.1	SCOPE OF TBES PROJECT	13
9.2	DETAILED SCOPE OF WORK	15
9.3	FUNCTIONAL MODULES OF TBES SYSTEM	20
9.4	FUNCTIONAL ARCHITECTURE FOR TBES SYSTEM	20
9.5	SECURITY ARCHITECTURE	22
10	BUSINESS MODEL AND IMPLEMENTATION TIMELINE	24
10.3	EXAMINATION AS A SERVICE MODEL	24
10.4	PROJECT IMPLEMENTATION PLAN	25
11	CONDITIONS UNDER WHICH THIS EOI IS ISSUED	27
12	RIGHTS TO THE CONTENT OF THE RESPONSE	27
13	ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS	28
14	ASSESSMENT OF PRE-QUALIFICATION EOI	28
15	LANGUAGE OF RESPONSES	28
16	PRE-QUALIFICATION CRITERIA	29
17	RESPONSE REQUIREMENTS	31
18	PRE-QUALIFICATION REQUIREMENTS	32
18.1	PART I – COVERING LETTER AND BOARD RESOLUTION	32
18.2	PART II – DETAILS OF THE ORGANISATION	32
18.3	PART III – RELEVANT PROJECT EXPERIENCE OF TURNKEY IT/ICT PROJECTS	33
18.4	PART IV – RELEVANT ONLINE EXAMINATION PROJECT EXPERIENCE	33
18.5	PART V – PROOF OF FULLTIME IT PROFESSIONALS IN THE SERVICE PROVIDER'S ORGANISATION	33
18.6	PART VI – PROOF OF CERTIFICATION	33
19	PAYMENT TERMS	35
20	ANNEXURES	37

20.1	FORM I: COVERING LETTER	37
20.2	FORM II: GENERAL DETAILS OF THE ORGANISATION	39
20.3	FORM III: FINANCIAL DETAILS OF THE ORGANISATION	40
20.4	FORM IV: TURNKEY IT PROJECT EXPERIENCE.....	41
20.5	FORM V: ONLINE EXAMINATION PROJECT EXPERIENCE.....	43
20.6	FORM VI: DETAILS OF CERTIFICATION	45
20.7	FORM VII: PRE EOI QUARRIES	46
20.8	ANNEXURE I: DETAILS OF RESOURCE REQUIREMENTS – (INDICATIVE)	46
20.9	ANNEXURE II: BILL OF MATERIALS AT MMD EXAMINATION CENTRE – (INDICATIVE)	47

Sl. No	Acronym	Description
1.	DC	Data Centre
2.	DGS	Directorate General of Shipping
3.	DR	Disaster Recovery
4.	EoI	Expression Of Interest
5.	IMO	International Maritime Organization
6.	MMD	Mercantile Marine Department
7.	RFP	Request For Proposal
8.	STCW	Standards of Training, Certification and Watchkeeping
9.	TBES	Tablet Based Examination System
10.	TEAP	Training, Examination, Assessment Program
11.	SP	Service Provider
12.	CoC	Certificate of Competency
13.	NCV	Near Coastal Voyage

Part I: General Terms

1 Objective of this Expression of Interest (Eoi)

The objective of this Eoi is to solicit responses from the interested Service Providers for participation in the a process for assessment of Service Provider to implement Tablet based examination system at Seven (7) MMD Examination Centers across India. The Service Provider shall be responsible for architecture, design, development, testing, deployment & implementation of Examination Solution, hardware infrastructure deployment (in MietY approved cloud environment), secure connectivity, change management, Dashboard & MIS, training and operation & maintenance for the TBES project of Directorate General of Shipping, Ministry of Shipping, Government of India for the period of 5 years with an extension of 2 more years. The DGS prefers the Service Provider to propose the solution under Examination as a Service model. The DGS conducts examinations for approximately 30000 candidates per year. The duration of the examination is 3 to 4 hours in two shifts per day. This provides the details with respect to scope of services that are deemed necessary to share with the interested Service Providers.

2 EOI Issuing Authority

This Expression of Interest (Eoi) is issued by the Directorate General of Shipping (DGS), GoI., with an intention to identify potential Service Providers. The DGS's decision with regard to the identifying of Service Providers through this Eoi shall be final and the Department reserves the right to reject any or all the responses without assigning any reason.

Sl. No.	Item	Description
1	Project Title	Expression of Interest for Tablet Based Examination System for Directorate General of Shipping
2	Project Initiator Details	
a	Department	Directorate General of Shipping, Government of India.
b	Eoi reference No and Date	
c	Contact Person	Shri Satish Kamath, E&SS-cum-DDG (Tech), DGS

Expression of Interest – Tablet Based Examination System

		Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai – 400042, email ID: skamath-dgs@gov.in
d	Contact Person (Alternate)	Shri G.B. Bhandare DDG (Admn) Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai – 400042, email ID: sgb-dgs@nic.in
e	Contact Details	Directorate General of Shipping, Government of India, 9th Floor, Beta Building, i-Think Techno campus, Kanjurmarg (East), Mumbai - 400042 Contact No.: +91 022 2575 2008 Email: skamath-dgs@gov.in, DGS Website: http://www.dgshipping.gov.in/
f	Eol Processing Fee	Service Provider can download this Eol from www.eprocure.gov.in , http://www.dgshipping.gov.in/ , without any processing fee

3 Tentative Calendar of Events

The following table enlists important milestones and timelines for completion of Eol activities:

S.No	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Expression of Interest(Eol)	28-02-2019
2.	Last date for submission of written queries by Service Providers (Template provided in the Annexure – Form VII)	11-03-2019; 15:00 hrs
3.	Response to the Queries (Annexure - Form –VII)	18-03-2019; 17:00 hrs
4.	Pre-EOI Conference	25-03-2019; 11:00 hrs
5.	Last date for Submission of Eol Response	08-04-2019; 17:00hrs

6.	Opening of Eol Responses	10-04-2019; 11:00hrs
7.	Technical Presentation of Service Providers	15-04-2019
8.	Publishing of RFP	To be informed later

4 Availability of the EOI Documents

Expression of Interest (Eol) can be downloaded from the website: www.eprocure.gov.in, <http://www.dgshipping.gov.in/> given under Section 2. The Service Providers are expected to examine all instructions, forms, terms, scope of work, and other details in the Eol documents. Failure to furnish complete information as mentioned in the Eol documents or submission of a response not substantially responsive to the Eol documents in every respect will be at the Service Provider's risk and may result in rejection of the response.

5 EOI Conference

DGS will host a Service Provider's Conference in Kanjurmarg (East) Mumbai at the address given under Contact Details Section 2. The Conference is tentatively scheduled as per the schedule given in Section 3. The representatives of the interested organizations (restricted to two persons per organisation) may attend the Service Provider's conference at their own cost. The purpose of the conference is to provide clarification to the Service Providers regarding the Eol.

6 Eol Processing Fees

Expression of Interest (Eol) can be downloaded from website: www.eprocure.gov.in, <http://www.dgshipping.gov.in/>. There is no Eol processing fee.

7 Venue & Deadline for submission of Responses

All responses, in its complete form in all respects as specified in the Eol, must be submitted through Central Public Procurement Portal: www.eprocure.gov.in

DGS may, in exceptional circumstances and at its discretion, extend the deadline for submission of responses by issuing an addendum to be made available on the www.eprocure.gov.in, <http://www.dgshipping.gov.in/> in which case all rights and obligations of DGS and the Service Providers previously subject to the original deadline will thereafter be subject to the deadline as extended.

Part II: Scope of Services

8 Background

8.1 About Directorate General of Shipping

The Directorate General of Shipping (DGS), India deals with implementation of shipping policy and legislation so as to ensure the safety of life and ships at sea, prevention of marine pollution, promotion of maritime education and training, regulation of employment and welfare of seamen, development of coastal shipping, augmentation of shipping tonnage, examination and certification of seafarers, supervision and control of the allied offices under its administrative jurisdiction.

The Indian Government is a signatory to many IMO Instruments, and as a member state, has the responsibility to implement the 2010 Manila amendments to I.M.O's STCW convention 1978. Accordingly, Indian Government has, through the Ministry of Shipping, notified the Merchant Shipping (Standards of Training, Certification and Watch-keeping for Seafarers), Rules 2014 on 30th July 2014, and the Indian Maritime Administration had brought these rules into force from 1st January 2015.

The Directorate General of Shipping, as a maritime administrator, is responsible for the compliance, monitoring and enforcement of M.S.(STCW) Rules 2014. The Directorate has compiled "Training, Examination, Assessment Programme" (TEAP) to elucidate the certification process for the various competencies required for the seafarers.

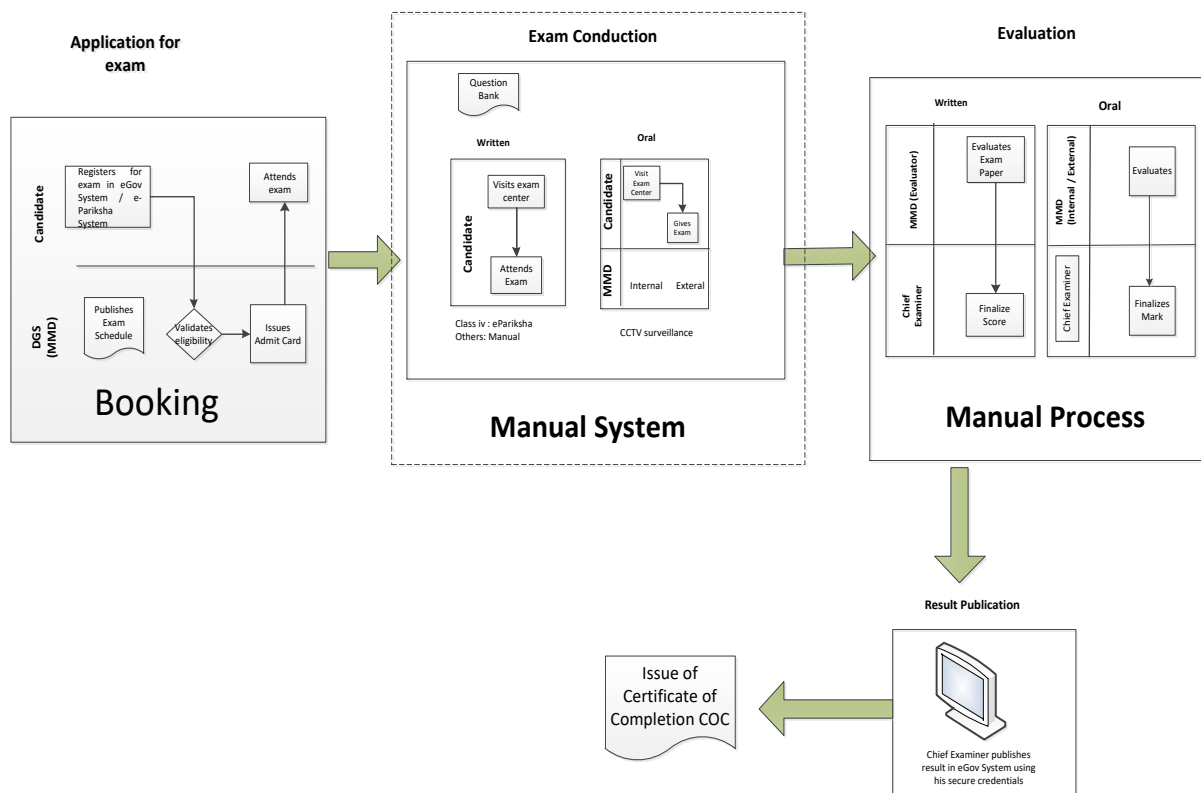
8.2 Directorate General of Shipping Initiative

Directorate General of Shipping (DGS) facilitates Indian citizens / seafarers to pursue a career in shipping. It also facilitates training and employment to Indian Seafarers and conducts examination & certification for seafarers covering the Engineering and Nautical streams. These examinations are held every month, and cover multiple competency levels examinations for Marine Engineers (viz., Class I, Class II and Class IV), Electro Technical officers, and Nautical Streams (viz., Master, chief mate and second mate), across all Mercantile Marine Department (MMD) centres in Mumbai, Kolkata, Cochin, Noida, Chennai and Vishakhapatnam.

DGS recognizes that use of Information and Communication Technology (ICT) has the potential to improve the overall performance, Transparency, security and efficiency of the DGS Certificate of Competency issuing system as per TEAP (Training, Examination, Assessment Programme) guideline introducing centralized examination system through their MMD Centres for all classes/grades of Nautical and Engineering stream.

In this context DGS intends to implement Tablet Based Examination System (TBES) project that will effectively utilize information technology and will transform the examination system into transparent, secure, integrated and highly effective online services to seafarers.

For attending an Examination, Candidates need to register either in e-Governance or e-Pariksha System depending in the grade/class of examination based on the various eligibility requirements. The below mentioned block diagram will brief about numerous activities/steps of booking, Conducting & Evaluation of Exams.



Examination Seating Capacity at MMD examination Centre

Sr. No.	Name of MMD Examination Centre	Existing Seating Capacity on September'2018
1	Mumbai	160
2	Noida	135
3	Kolkata	135
4	Chennai	60
5	Visakhapatnam	30
6	Kochi	60
7	Kandla	35

8.3 Need for Expression of Interest

The DGS has initiated the process of identifying the Service Provider who would be responsible for providing end to end Tablet Based Examination System at the present Seven (7) MMD examinations Centre of DGS with additional examination centre at other locations in future for an expected period of 5 years extendable by 2 years with mutually agreeable terms. In light of the criticality of the project wherein high performance has to be ensured, the DGS plans to select the Service Provider that provides a very high quality **“Examination as a Service (EaaS)”**.

9 Scope of Work

9.1 Scope of TBES Project

The TBES project broadly covers the following activities:

- 1) DGS is looking for complete tablet based examination as a service (including tablets, hardware at MMD examination centres, MPLS connectivity between Data Centre to respective MMD centres, system software, application software, customization, integration with legacy system, security, training and manpower and application support for 5 years) in offline-online modes

- 2) Conducting all DGS examinations (CoC examination) through existing Seven (7) MMD's examination centres at various locations in India.
- 3) Conducting all DGS examinations (CoC examination) through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres.
- 4) Service Provider is responsible for automating CoC Examination of Engineering & Nautical streams.
- 5) Complete end to end solution for conducting Tablet based examination
- 6) Palm resistant Tablet as device for handling Descriptive, MCQ and Drawing examinations
- 7) Application software should support offline - online capabilities
- 8) Necessary customization of the application based on DGS requirement
- 9) Service Provider to suggest suitable BOM during the presentation as per your solution requirement (Indicative BOM provider in Annexure II).
- 10) Provisioning to host TBES application on MietY approved Cloud DC & DRC for supporting the examination application. (The database and application has to be on DG servers). Request participant organization to suggest suitable model during the presentation.
- 11) Provisioning of necessary bandwidth of minimum 4 Mbps MPLS connectivity (2 Mbps redundant link) at each MMD examination centre.
- 12) Integration with existing DGS e-Governance system for all required data (user profile & credentials and results etc.)
- 13) Necessary support for hosting of application at DGS Cloud / Data Centre & Disaster Recovery Centre
- 14) Providing support during third party audit of the application and execute necessary bug fixing in the application
- 15) Providing technically qualified, experienced resources of different levels including support staff for smooth management of the Examination Centre and smooth conduct of examination at each examination centre. (suggest qualification and certification for the proposed resources)
- 16) Training of DGS officials using TBES application effectively
- 17) Provide support to the Seafarers in writing the Tablet based examination.

- 18) Providing support to the Evaluator / Examiner for any application queries during online Answer paper evaluation
- 19) O&M of TBES project for a period of 5 years and extendable for 2 more years based on mutually agreeable terms and conditions
- 20) Service provider shall ensure the security of the examination application, network security, data security and hardware security and also get the DC certified for ISO 27001.
- 21) Any change in the technology or DGS request (hardware / software) is the responsibility of Service Provider during the O&M phase

9.2 Detailed Scope of Work

1. **DGS is looking for complete tablet based examination as a service (including tablets, hardware at MMD examination centres, MPLS connectivity between Data Centre to respective MMD centres, system software, application software, customization, integration with legacy system, security, training and manpower and application support for 5 years) in offline-online modes**
2. **Conducting all DGS examinations (CoC examination) through existing Seven (7) MMD's examination centres at various locations in India.**
3. DGS has decided to conduct all their CoC examination through their Mercantile Marine Department examination centres which are located at Mumbai, Chennai, Kolkata, Vishakhapatnam, Kochi, Kandla and Noida using state of the art technology which are currently conducted manually.
4. **Conducting all DGS examinations (CoC examination) through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres.**
 - a. DGS may conduct CoC examination through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres at other locations in future.

5. Service Provider is responsible for automating CoC Examination of Engineering & Nautical streams.

- a. Currently all the examinations (except class IV and class III NCV) are conducted manually at MMD centres which are DGS owned examination centres. Now DGS has taken a decision to use technology for conducting CoC examination, so that the examination process & assessment can be accurate, scalable, robust, secured and transparent

6. Complete end to end solution for conducting Tablet based examination

- a. The proposed solution should be a complete examination suite ranging from ICT hardware(as per indicative BoM), system and application software, end-user devices, training, integration, customization, Cloud services, Security, bandwidth & program Management support..

7. Palm resistant Tablet as device for handling Descriptive, MCQ and Drawing examinations

- a. The DGS examinations (Engineering/Nautical) have different patterns like engineering / nautical drawings, Descriptive and Multiple choice questions. To handle this kind of examination questions Service Provider may propose palm resistant tablet which is easy to use by the Seafarer. The Service Provider should provide the tablets which shall have the above said features.

8. Application software should support offline- online capabilities

- a. The application should be available in offline online mode so that application will be available in local server (offline) for conducting examination at the MMD Examination centres. The Seafarer credential and question paper shall be downloaded from central server for conducting the examination and synchronizing the data with the central server before and after each examination respectively.

9. Necessary customization of the Examination solution based on DGS requirement

- a. Application should be customizable as per the requirements of DGS. It should also be enhanced as per the needs of DGS from time to time.

10. Service Provider to suggest suitable BOM during the presentation as per your solution requirement (Indicative BOM provider in Annexure II).

- a. Service provider shall be responsible to provide necessary hardware and software at MMD Examination centres across India for smooth running of CoC examination. The uptime should be more than 99%.

11. Provisioning to host TBES application on MietY approved Cloud DC & DRC for supporting the examination application. (The database and application has to be on DG servers). Request participant organization to suggest suitable model during the presentation.

- a. Service provider must host the application at MietY approved Cloud Data Centre and DC/DR. Service provider also needs to suggest the required features/capacity of the necessary hardware for DGS DR-DC

12. Provisioning of necessary bandwidth of minimum 4 Mbps MPLS connectivity (2 Mbps redundant link) at each examination centre

- a. Service provider should provide the MPLS connectivity to all existing 7 MMD Examination centres at present and additional examination centre at other locations in future. The MPLS connectivity cost shall be included as part of examination as a Service (EaaS).

13. Integration with existing DGS e-Governance system for all required data (user profile & credentials and results etc.)

- a. DGS has developed an application (e-Governance) for seafarers to register and select examination slot as per uploaded examination schedule. The application also has an option to empanel examiners for evaluation. The Service Provider is responsible to integrate with DGS e-Governance system for necessary data interchange.
- b. Few integration points are listed below:
 - I. The Service Provider should integrate with existing system (DGS e- Governance) for validating seafarer's login credentials
 - II. The system shall be integrated with existing legacy system (DGS e- Governance) for downloading question papers. The Question Bank will be available on DGS e-Governance System.
 - III. The system shall integrate with DGS e- Governance system for fetching list of empanelled internal and external examiners for sending the answer sheets & Question papers for evaluation.

- IV. The system shall integrate with DGS e- Governance system for storing answer sheets and question paper post examination (bundled together)

14. Necessary support for hosting of application at DGS Cloud (Data Centre & Disaster Recovery Centre)

- a. Service provider is responsible for hosting application on cloud and support for DC-DR operations

15. Providing support during third party audit of the application and execute necessary bug fixing in the application

- a. As per the Government guidelines the applications shall be certified by Government empanelled auditors for quality & security testing (auditing). Service provider must provide support for Third party audit (including sharing of necessary documents i.e. SRS, HLD, LLD etc. and fixing the bugs)

16. Providing technically qualified, experienced resources of different levels including support staff for smooth management of the Examination Centre and smooth conduct of examination at each examination centre. (Suggest qualification and certification for the proposed resources).

- a. Service provider must provide necessary manpower at all existing 7 MMD examination centres at present and additional examination centre at other locations in future during the entire project period. The indicative resources list is provided as an Annexure I, Service Providers are requested to submit required resource deployment plan along with their qualifications.

17. Training of DGS officials for effective use of TBES application

- a. Service provider is responsible for providing necessary trainings to DGS & MMD officials (at least 3 times in a year) during the O&M phase at their respective locations. Service provider shall submit the training plan. The types of trainings are:
 - I. Awareness & Process Training
 - II. Application Training etc.

18. Providing support to the Seafarers in writing the Tablet based examination

- a. Service provider must provide necessary support to Seafarer in using Tablet & digital pen at each examination centres. Service provider shall keep adequate devices (10% of the seating capacity) for conducting the training. Service provider is responsible to prepare model exam with duration of half an hour.

19. Providing support to the Evaluator / Examiner for any application quarries during online Answer paper evaluation

- a. Service Provider must provide necessary support to Evaluator / examiner for any error during answer paper evaluation.

20. O&M of TBES project for a period of 5 years and extendable for 2 more years based on mutually agreeable terms and conditions

- a. The scope and span of the project is 5 years and every year DGS conducts examinations for 30000 candidate's examinations per year. The project span may be extended for two more years on mutually agreeable terms.

21. Service provider shall ensure the security of the examination application, network security, data security and hardware security.

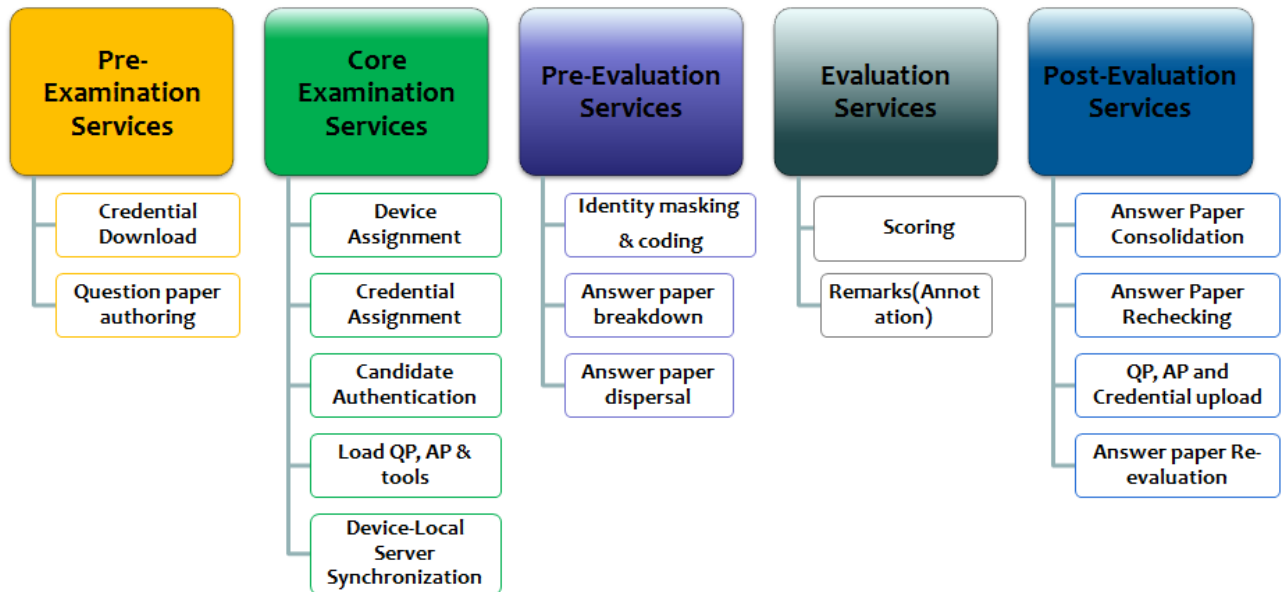
- a. Service provider is responsible for maintain the secured environment for hosting, transmitting the data, conducting the examination. Service provider has to follow below mentioned parameters:
 - b. Integrity
 - c. confidentiality
 - d. identity and authentication
 - e. privacy
 - f. audit trail and loggings
 - g. Data encryption & Data masking
 - h. Virus threats
 - i. Security threats and Vulnerabilities

22. Any change in the technology (hardware / software) is the responsibility of Service Provider during the O&M phase.

- a. The service provider is responsible in providing hardware/software in any technology change during the O&M Phase.

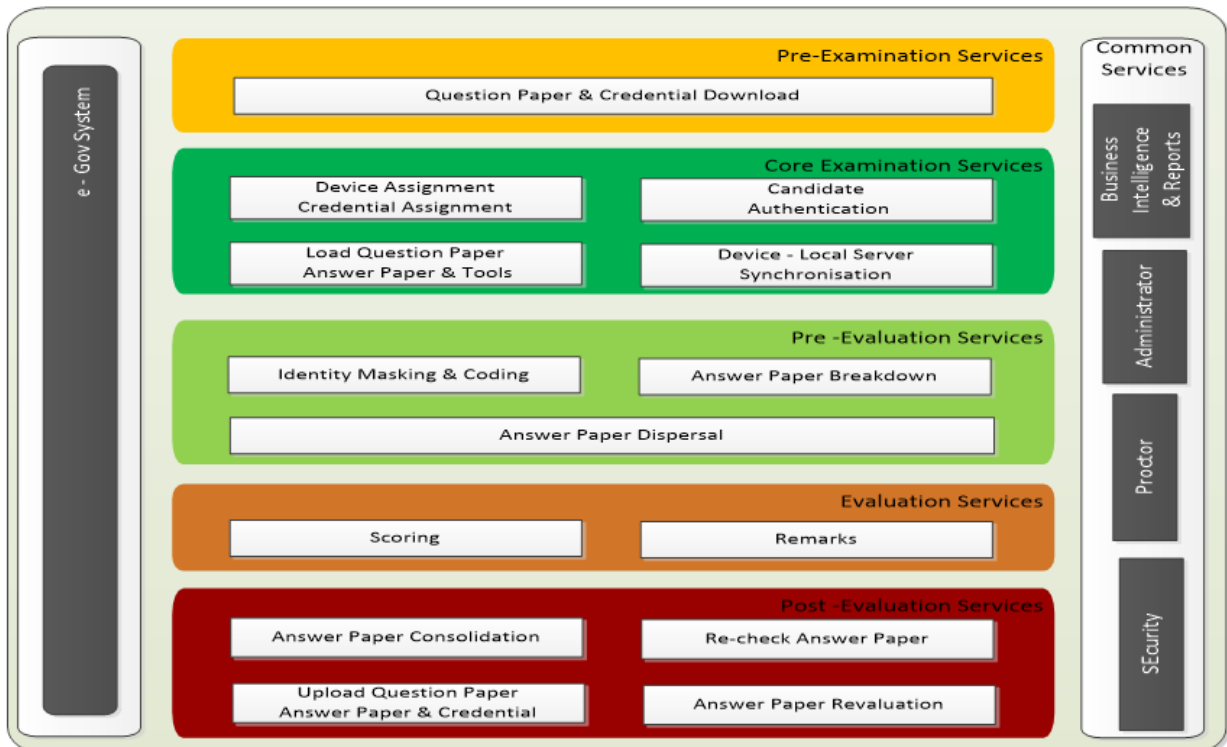
9.3 Functional Modules of TBES System

The indicative functional / business modules for the TBES system are represented below:



9.4 Functional Architecture for TBES System

Functional Architecture for the TBES system is represented below:

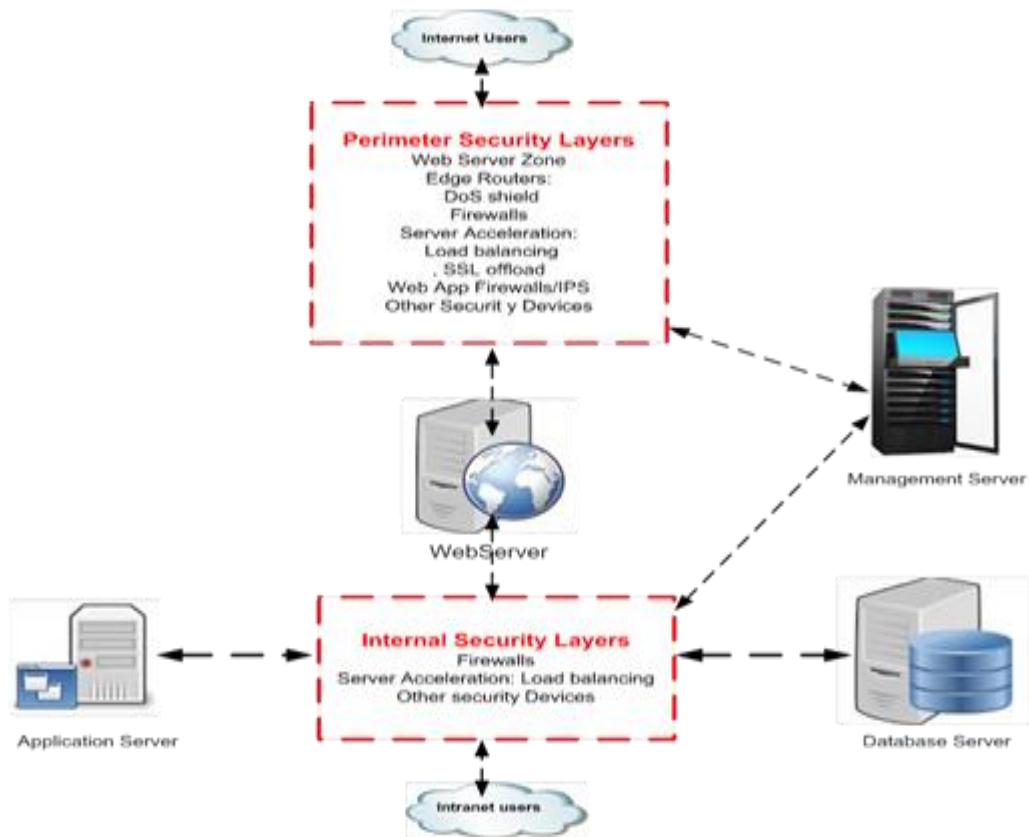


1. The **e-Governance System** will serve as the external upstream interface for DGS to anchor the complete gamut of services for Seafarers. This is the frontend system that will have the following features
 - a. Provision for external stakeholders to apply for User IDs and temporary password to access to the interface for availing DGS services
 - b. Access to DGS contact information, FAQ's and 'Help' (redirect applicant to a Directorate's email id)
2. The **Common Services** should encompass Business Intelligence & Reports; Administrator and Invigilator modules which will be commonly interact with rest of the five services. It will house functionalities like invigilation, monitoring and all kind of reporting with built in analytics including , but not limited to:
 - a. The module should have the provision to generate report on the total count , sum, aggregate of written examination of seafarer for all MMDs stream wise, subject wise, seafarer wise, mark wise
 - b. The module should have provision to generate individual Dashboard and analytical report of Seafarers performance
 - c. The module should have provision to generate any kind of custom report w.r.t. seafarer , MMDs , subjects , time period and examiners
 - d. The module should have the provision to generate report on following formats i.e. .xlsx, .pdf, .csv, etc.
3. The **Pre-Examination Services** should have features to download question paper along credentials.
4. **Examination Lifecycle Services** should include the following features such as
 - a. Device credential assignment ;
 - b. Authentication of candidate ;
 - c. Synchronization of device with local server ;
 - d. Load Question Paper Answer Paper & Tools.
5. **Pre-evaluation services** should include following modules such as
 - a. Empanelment of Examiner/Evaluator
 - b. Identity masking and coding
 - c. Answer paper breakdown
 - d. Answer paper dispersal
6. **Evaluation Services** should include scoring and remarks module for MCQ, Subjective and drawing examinations

7. Post Evaluation Services should have the following features including, but not limited to:

- a. Answer Paper Consolidation
- b. Re-check Answer Paper
- c. Uploading of question paper , answer paper & credential
- d. Re-evaluation of answer paper

9.5 Security Architecture



Part III: Business Model and Project Implementation Plan

10 Business model and Implementation timeline

10.3 Examination as a Service Model

The business model considered for this project is Examination as a Service (EaaS), where all components including examination application, end-user device, training, integration, customization, Bandwidth & Program Management will be availed as a service and ownership will be bestowed with the shortlisted Service Provider.

10.4 Project Implementation Plan

The tentative implementation timeline is as follows

EaaS Model - Implementation Plan																												
SL No	Completion in Weeks (W) ---->	W 1	W 2	W 3	W 4	W 5	W 6	W 7	W 8	W 9	W 10	W 11	W 12	W 13	W 14	W 15	W 16	W 17	W 18	W 19	W 20	W 21	W 22	W 23	W 24	W 25	W 26	W 240
0	Award of contract and onboarding of SI (T)																											
1	Kick-off Meeting , Project Plan sign-off	T+1-T+2																										
2	(A) Study of existing MMD landscape (B) Preparation of SRS document and sign- off (C) Preparation of Architecture & Design documents and sign-off		T+3 - T+8																									
3	(A)Solution configuration and customization (B)Infrastructure Readiness in DC & DR (C)Network Connectivity Readiness DC, DR & MMDs								T+8 - T+11																			
4	Procurement & Deployment of Hardware at MMD Centres												T+12 - T+15															
5	(A) Testing of Application (B) Integration with legacy system (C) Configaration of Hardware at MMDs															T+15 - T+17												
6	Training of staff at MMDs & DGS																T+16 - T+19											
7	UAT																		T+19 - T+22									
8	STQC Audit & certification																			T+20 - T+23								
9	Final Go- Live & Sign-Off																								T+24			
10	Post Implementation																									T+25 - T+240		

Part IV: Eol Terms and Pre-Qualification Criteria

11 Conditions under which this EoI is issued

1. This EoI is not an offer and is issued with no commitment. DGS reserves the right to withdraw the EoI and change or vary any part thereof at any stage. DGS also reserves the right to disqualify any Service Provider, should it be so necessary at any stage.
2. DGS reserves the right to withdraw this EoI if DGS determines that such action is in the best interest of the Government of India.
3. Timing and sequence of events resulting from this EoI shall ultimately be determined by DGS.
4. No oral conversations or agreements with any official, agent, or employee of DGS shall affect or modify any terms of this EoI and any alleged oral agreement or arrangement made by a Service Provider with any department, agency, official or employee of DGS shall be superseded by the definitive agreement that results from this EoI process. Oral communications by DGS to Service providers shall not be considered binding on DGS, nor shall any written materials provided by any person other than DGS.
5. Neither the Service Provider nor any of the Service Provider's representatives shall have any claims whatsoever against DGS or any of their respective officials, agents, or employees arising out of, or relating to this EoI or these procedures (other than those arising under a definitive service agreement with the Service Provider in accordance with the terms thereof).
6. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
7. Prime Service Provider shall submit only one Pre-qualification requirements response. The prime Service Provider shall submit the response along with the details of consortium partners and Sub contractors.

12 Rights to the Content of the Response

For all the EoI received before the last date and time of EoI submission, the **responses** and accompanying documentation of the Pre-Qualification response will become the property of DGS and will not be returned after opening of the pre-qualification responses. DGS is not restricted in its rights to use or disclose any or all of the information contained in the response and can do so without compensation to the Service Provider. The DGS shall not be bound by any language in the

response indicating the confidentiality of the response or any other restriction on its use or disclosure.

13 Acknowledgement of Understanding of Terms

By submitting a response, each Service Provider shall be deemed to acknowledge that it has carefully read all sections of this EoI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14 Assessment of Pre-Qualification EoI

The Service Provider's Pre-Qualification EoI in the EoI document will be assessed as per the requirements specified in the EoI and adopting the pre-qualification criteria spelt out in this EoI. The Service Providers are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for Assessment.

15 Language of Responses

The response and all correspondence and documents shall be written in English only.

16 Pre-Qualification Criteria

The invitations for responses are open to all entities registered in India who fulfil prequalification criteria as specified below:

Sl. No	Basic Requirements	Specific Requirements	Documents required
1	Legal Entity	<p>Should be a company registered under the provisions of the Indian Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.</p> <p>Societies registered under Societies registration Act or Rules / Not for profit organizations setup by State Government /Ministry of Electronics and Information Technology / Government of India, for furtherance of e-Governance / undertake R&D in development of Information and Communication Technology</p> <p>Registered with the service tax authorities.</p> <p>Should have been operating for the last three years.</p>	<ul style="list-style-type: none"> • Certificate of incorporation / Partnership deed • Service tax registration • Certificate of commencement of business (if applicable)

2	Annual Turnover	The Service Provider should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 50 Crores for each of the last three financial years ending 31st March 2018	Financial statements of the last three financial years; 2017-2018, 2016-2017, 2015-2016 certified by statutory auditors
3	Technical Capabilities	a) The Service Provider must have successfully executed three (3) 'Turnkey IT projects' (including both application development and hardware commissioning) during the last 3 years, worth a contract value of at least INR 30 Crores each	Work Order issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects
		b) The Service Provider must have successfully executed one (1) online examination Project during the last 3 years, worth a contract value of at least INR 5 Crores	Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects. If the Service Provider has indicated the same project for point a) above (under 3 turnkey IT projects) and this b) point, then the project will be considered valid, if it meets the conditions under both the points
		c) The Service Provider must have at least 50 full time IT professionals on its payroll	Certificate from HR
4	Certification	The Service Provider should have been assessed and certified for SEI CMMi level 3 and above	Copy of Certificate valid as on date

Notes:

- a. 'Turnkey IT Projects' relates to projects involving IT Application, IT Infrastructure, Software as Service, g, e-service development through portals and Operations & Maintenance Services on the application and infrastructure.
- b. In case of Service Providers where the CMMi certification is under renewal, the Service Providers shall provide the details of the previous CMMi certification and the current assessment details for consideration in the EoI process.
- c. In respect of the cited projects, the Service Provider should have been directly responsible for the implementation of the projects and not just a member of a consortium.
- d. Only Project Citations completed / started in the last 3 financial years (2015-2018) will be considered for Assessment.
- e. A EoI may be rejected at prequalification stage itself and not considered for technical response assessment if it fails to satisfy the prequalification criteria specified herein.
- f. The technical assessment will be done for the Service Providers who are qualified in the pre-qualification Criteria. DGS shall constitute a **Technical Steering Committee to assess the technical solution proposed by the Service Providers. The Service Provider are requested to make a presentation on their understanding of functional requirements and propose solution architecture, approach & methodology, their experience of executing/implementing similar projects, consortium/subcontracting/partnerships, infrastructure/BOM and resource deployment during design, development, training, operations & maintenance phases. Risks and mitigation plan, Roles & Responsibilities, inputs to DGS.**

17 Response Requirements

- i) The Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this EoI and in the format prescribed in this document for each of the above mentioned qualifying criteria as proof of having the minimum requirements.
- ii) Responses must be direct, concise, and complete. All information not directly relevant to this EoI should be omitted.
- iii) The pdf file of Pre – Qualification Response shall be submitted online. The pdf file of document should be readable.

- iv) The response should contain the copies of references and other documents as specified in the EoI.
- v) A board resolution authorizing the Service Provider to sign/execute the response as a binding document and also to execute all relevant agreements forming part of EoI shall be included in this envelope.
- vi) DGS will not accept delivery of response in any manner other than that specified in this EoI. Response delivered in any other manner shall be treated as defective, invalid and rejected.

18 Pre-Qualification Requirements

The Pre-Qualification Response should be submitted through Central Public Procurement Portal i.e. www.eprocure.gov.in with the following details.

Service Providers are requested to submit their responses for the Pre-Qualification Requirements in Six(6) parts, clearly labelled according to the following categories:

18.1 Part I – Covering Letter and Board Resolution

- a. Covering Letter from the Service Provider as per the format provided in Annexure – Form I
- b. Board resolution authorizing the Service Provider to sign/execute the response as a EoI document and also to execute all relevant agreements forming part of EoI

18.2 Part II – Details of the Organisation

- a. This part must include a general background of the respondent organization (limited to 400 words) along with other details of the organization as per the format provided in the EoI (Annexure – Form II). Enclose the mandatory supporting documents listed in format.
- b. The Service Provider must also provide the financial details (for last 3 financial years) of the organization as per format provided in the EoI (Annexure – Form III). Enclose the mandatory supporting documents listed in format.

18.3 Part III – Relevant Project Experience of Turnkey IT/ICT Projects

- a. Respondents must provide details (client organization, nature/scope of the project, project value) of Turnkey IT/TCT project experience as per the format provided in the EoI (Annexure – Form IV). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format.

18.4 Part IV – Relevant Online Examination Project Experience

- a. Respondents must provide details (client organization, nature / scope of the project, project value) of an Online Examination project experience as per the format provided in the EoI (Annexure – Form V). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format.

18.5 Part V – Proof of Fulltime IT Professionals in the Service Provider's Organisation

- a. The Service Provider must enclose certified copy by Statutory Auditor or Company Secretary of the Service Provider's organization with the number of full time IT professionals in the Service Provider's organization (Annexure – I)

18.6 Part VI – Proof of Certification

- a. Assessment and Certification of the required certification (CMMi Level 3 or above).(Annexure – Form VI - a)
- b. Security certification ISO/IEC 27001 Certificate (Annexure – Form VI - b)
- c. Any relevant certificate for online Training and examination

Part V: Payment Terms

19 Payment Terms

The Implementing Agency shall be paid against monthly invoice raise in accordance with the price quoted per user per examination basis by the Service Provider in his commercial proposal.

The payment to Service Provider shall be made within 45 working days only on receipt of invoices along with following supporting documents:

- a. A confirmation report from the head of the MMD examination centre
 - b. Any other document necessary in support of the service performance acceptable to DGS
- (I) The payment period shall be for the contract period of 5 years from the date of acceptance TBES project.
- (II) Payment to The Implementing Agency for each month shall be paid only after due deduction of any penalties.

The requirements given in this Expression of Interest are indicative only and the DGS will seek inputs from the pre-qualified Service Providers in further refining the requirements and all aspects of services before finalizing the Request for Proposal (RF).

Part IV: Annexure – Response Formats

20 Annexures

20.1 Form I: Covering Letter

(Company letterhead)

[Date]

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

Dear Sir,

Ref: Assessment of Service Providers for TBES for Directorate General of Shipping

Having examined the Expression of Interest (Eol), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a Pre-qualification requirements in response to the Expression of Interest (Eol) for Assessment of Service Provider for TBES Project.

We attach hereto the response as required by the Eol, which constitutes our response.

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Directorate General of Shipping (DGS) is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its Assessment process.

20.2 Form II: General Details of the Organisation

Details of the Organization	
Name of organization	
Nature of the legal status in India	
Legal status reference details	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
<p>Mandatory Supporting Documents:</p> <p>a) Certificate of Incorporation from Registrar Of Companies(ROC)</p> <p>b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company</p>	

20.3 Form III: Financial Details of the Organisation

Financial Information			
	FY 2015-16	FY 2016-17	FY 2017-18
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Revenue from IT services and system integration services (in INR crores)			
Other Relevant Information			
<p>Mandatory Supporting Documents:</p> <ol style="list-style-type: none"> Auditor Certified financial statements for the last three financial years; 2017-18, 2016-17, and 2015-16 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.) Unaudited financial statements certified by the Company auditor for the latest year (2017-18) (in case the auditor certified statement for 2017-18 is not available) Certification by the company auditors supporting the revenue break-up for IT / ICT Services, System Integration Services and Online Examination Services. 			

20.4 Form IV: Turnkey IT Project Experience

Turnkey IT Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Current Status	
Project Details	
Description of the project	
Geographical Scope	
Objectives and Outcomes of the Project/Ownership of the project – individual entity / consortium partner or Sub contractor	
Scope of Work	
Business Processes	
Applications	
Technologies Used	
Infrastructure	
Operations & Services	
Number of Locations / Sites	
IT / System Integration Experience	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Total cost of the services provided by the Service Provider	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Letter from the client duly indicating the salient points like cost, period, scope of services like	

software , hardware, networking, O&M etc and successful completion of the projects

Project Capability Demonstration

Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).

20.5 Form V: Online Examination Project Experience

Online Examination Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Current Status	
Project Details	
Description of the project	
Geographical Scope	
Objectives and Outcomes of the Project/Ownership of the project – individual entity / consortium partner or Sub contractor	
Scope of Work	
Business Processes	
Applications	
Technologies Used	
Infrastructure	
Operations & Services	
Number of Locations / Sites	
Online Examination Services (may specify projects with Online Examination experience)	
Software as a Service (SaaS) based solution, users and transaction volumes	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Total cost of the services provided by the	

Service Provider	
Other Relevant Information	
Mandatory Supporting Documents: a) Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope of services like software , hardware, networking, O&M etc. and successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

20.6 Form VI: Details of Certification

a) CMMi Certification

CMMi Assessment Details	
Level of CMMi Assessment	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

In case of Service Providers where the CMMi certification is under renewal, the Service Providers shall provide the details of the previous CMMi certification and the current assessment details for consideration in the EoI process

b) ISO 27001 Certification

ISO 27001 Certification	
ISO 27001 Assessment	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

In case of Service Providers where the ISO 27001 Certification is under renewal, the Service Providers shall provide the details of the previous ISO 27001 Certification and the current assessment details for consideration in the Eoi process

20.7 Form VII: Pre Eoi Queries

S. No	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification
1			
2			
3			
4			
5			

20.8 Annexure I: Details of Resource Requirements – (Indicative)

An Indicative list of manpower resources required at all MMDs required are listed below

Sl. No	No of locations	Resource details	Required resource at each location	Total Resource required
1.	7	Project Manager	a. 1 Nos.	7 Nos.
2.	7	IT Support Staff	1 N 2 Nos.	14 Nos.

20.9 Annexure II: Bill of Materials at MMD examination Centre – (Indicative)

(a) Hardware Requirement at existing 7 MMD Examination Centre.

Sl. No	Equipment	Quantity
1	Wi-Fi Router	35
2	Local Server	14
3	Tablet (with digital pen)	1000
4	L2 Switch (24 Port)	7
5	5 KVA UPS (120 mins backup)	7
6	A0 Printer	7
7	Internet Router	7
8	12 U Network Rack	7
9	Bar/QR Code Scanner	28

(b) System software required at existing 7 MMD Examination Centres-(Indicative)

Sl. No.	Item	Quantity
1.	Operating system for Server	14
2.	Database	14
3.	Antivirus Software (with 1000 licenses)	1