



नौवहन महानिदेशालय, मुंबई

DIRECTORATE GENERAL OF SHIPPING, MUMBAI

File No.: 20-19/12/2025-TRG-DGS

Date: 07.05.2026

Responses to Pre-bid Queries

Tender Title: Request for Proposals (RFP) for Selection of Service Provider for the Development of a Maritime Training Ecosystem

Tender Reference No.: 20-19/12/2025-TRG-DGS

Tender ID: 2026_DGS_904398_1

Query No.	Reference in RFP	Query	Response from DGS
1	Eligibility and Qualification Criteria (Pages 26–27) do not explicitly list CMMI Level 3, ISO 9001, or ISO 27001 as mandatory documents to be submitted at the bidding stage. However, Section 5.1 (Prescribed Standards, Page 55) states that the consultant's processes and the platform must align with these standards.	Could you please clarify if the bidder must possess these certifications at the time of bid submission to be eligible, as in the standard DGS procurement circulars and RFPs of comparable nature and scale, eligibility criteria typically mandate that bidding firms hold valid quality and process certifications such as ISO 9001 (Quality Management System), ISO 27001 (Information Security Management System), and/or CMMI Level 3 or equivalent, as a precondition to participate in the bid?	Please refer corrigendum

2	The RFP specifies that all LMS courses and videos must be aligned with the STCW framework and are subject to approval by the DGS.	Is it mandatory for the LMS training modules and videos to be additionally certified by a Recognized Organization (RO) or is STCW alignment and DGS approval sufficient for the platform's content?	Please refer corrigendum
3	Section 4 – SR 1 (Legal Status)	If a bidder incorporates a new legal entity in India (e.g., April 2026), will such an entity be eligible to participate in the bid?	Any company meeting the specified criteria is eligible to participate in the bid. As per Section 4 (page no. 24 of the RFP), "The firm/ its parent firm must have at least 3 years of operational experience in similar work from the date of incorporation.
4	Section 4 – SR 1 (Legal Status)	Can a newly incorporated Indian entity rely on the credentials and experience of its parent company (global entity) for qualification?	Section 4 (page no. 24 of the RFP) states "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 be considered for the purpose of evaluation."
5	Section 4 – SR 2 (Tax & Compliance)	Is it mandatory to submit both PAN and GSTIN at the time of bid submission?	All documents as mandated in the RFP are required to be submitted by the bidder at the time of bid submission. In this context, the bidder shall submit an undertaking/acknowledgement confirming that PAN and GSTIN will be submitted as specified in the RFP requirements.
6	Section 4 – SR 2 (Tax & Compliance)	In case of a newly incorporated entity, will submission of PAN at bid stage and GSTIN at a later stage be acceptable?	All documents as mandated in the RFP are required to be submitted by the bidder at the time of bid submission. In this context, the bidder shall submit an undertaking/acknowledgement confirming that PAN and GSTIN will be submitted as specified in the RFP requirements.
7	Section 4 – SR 2 (Tax & Compliance)	Will a new GSTIN without filing history be considered compliant?	No. The bidder must possess valid and active registrations for both the Goods and Services Tax Identification Number (GSTIN) and the Permanent Account Number (PAN). Further, the bidder must have a minimum of three (3) years of GST filing history (financial returns) in India. This requirement may be fulfilled by the bidder itself or, where applicable, by the Joint Venture (JV) partner or Parent company operating in India.

8	Section 4 – SR 3 (Operational Experience)	Will the requirement of minimum 3 years of operational experience be deemed fulfilled if the parent company meets the criteria?	Yes. As per Section 4 (page no. 24 of the RFP), "The firm/ its parent firm must have at least 3 years of operational experience in similar work from the date of incorporation.
9	Section 4 – SR 3 (Operational Experience)	Are subsidiary / holding company / group company credentials acceptable?	Yes. Section 4 (page no. 24 of the RFP) states "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 be considered for the purpose of evaluation."
10	Section 4 – SR 6 (EMD)	What is the exact EMD amount required?	Please refer Section 3 ITB 6(a) on page number 20. EMD will only be received online.
11	Section 4 – SR 6 (EMD)	What is the validity period of the EMD?	Please refer Section 3 ITB ITB 6(a): The EMD must be valid for a period of 45 days beyond the final bid validity period. ITB 12(a): Proposals shall be valid for 180 calendar days from the last date of submission of proposal Thus, EMD must be valid for minimum of 225 calendar days after the last date of submission of proposals
12	Section 4 – Qualification Criteria (Experience in Similar Projects)	Are Bank Guarantees from international banks acceptable, or only Indian banks?	As per ITB 6(a), Issued by a scheduled commercial bank in India.
13	Financial Eligibility	For a newly incorporated Indian entity, can financial credentials (turnover/net worth) of the parent company or consortium/JV partner be considered?	Section 4 (page no. 24 of the RFP) states "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 be considered for the purpose of evaluation." In case of a JV, the criteria which must be met by the Lead Member and the Members is clearly delineated in the RFP.
14	Financial Eligibility	Is consortium or JV participation permitted, and what are the eligibility rules?	Eligibility rules for the Consortium or JV participation is mentioned in the section 4 (Page 24,25 in the RFP).
15	Commercial Model	Is there any guaranteed minimum revenue or committed volume for mandatory trainings?	The indicative annual volumes are provided solely for the purpose of bid evaluation and do not constitute a guarantee of actual volumes or Minimum revenue.
16	Commercial Model	What is the current revenue model of ADU?	Not related to RFP.

17	Commercial Model	Any indicative estimate of expected investment or cost benchmarks for this project?	There is no indicative estimate or cost benchmark specified for the project. The investment and cost estimates are bidder-determined, based on the bidder's technical approach, solution design, subject-matter understanding, and prior project experience.
18	Commercial Model	Are additional value-added services allowed for monetization beyond defined modules?	Bidders may propose additional value-added services for monetization beyond the defined modules. Any such proposal shall be subject to internal evaluation and approval by the competent authority/committee and will be implemented only after due approval.
19	Commercial Model	Clarification on user pricing vs revenue share evaluation split	The RFP adopts a dual-parameter evaluation mechanism, wherein lowest user pricing and highest revenue share with DGS are evaluated together. This QCBS-based structure enables competitive discovery of affordable user charges while maximizing revenue share to DGS, as defined in the Financial Evaluation criteria of the RFP.
20	Financial Proposal	Confirm that all quotations must be submitted in INR including subscription pricing	Yes. All quotations, including subscription pricing, must be submitted in Indian Rupees (INR), as stipulated in the RFP.
21	User Base	Provide actual number of seafarers / MTIs / stakeholders expected to use the platform	For objective and uniform evaluation, the Authority has provided indicative annual volumes for each component in the RFP. These volumes are to be used only for evaluation purposes and do not constitute any guarantee of actual usage.
22	User Adoption	Which components will be mandatory for users? Clarify applicability of CAS, FDP, D-TAR, Certification, Simulator, and LMS modules in terms of mandatory vs optional usage.	Majority of these components will be mandatory.
23	User Adoption	Will D-TAR be the only DG-approved TAR, or will alternatives continue?	Yes, the DGS-approved D-TAR shall be mandatory. In cases where a Ship Management Company has an existing and stable digital TAR system for shipboard training, the necessary APIs must be developed to enable integration and reflection of such data in the DGS D-TAR. Submission of data to the DGS D-TAR platform will be mandatory, as training completion shall be recognized only based on the authenticated Digital TAR records available on the DGS platform.
24	Scope	Do you require migration of existing ADU/STCW courses or fresh development?	Fresh development of LMS training modules and videos is required under this project.

25	Scope	Which components are already available with DG Shipping, and which must be built from scratch?	All components are to be developed by the vendor.
26	Scope	Provide complete list of mandatory LMS courses	All these mandatory courses will be linked to framework as projected in STCW which will be mandatory courses and other value additional courses will be added.
27	Content & IP	Who owns IP rights of existing 8000+ training videos and future content?	Not related to RFP.
28	Content & IP	How many value-added courses/modules are expected, and should pricing be quoted separately?	Prices are to be quoted only in the given BOQ format.
29	Technical Criteria	Kindly clarify definition of "System Integrator" in this context	As per the RFP, a System Integrator (Single Master Integrator) refers to the successful bidder which will be the entity responsible for the end-to-end design, development, integration, hosting, operation, and maintenance of the complete Training Ecosystem. The System Integrator acts as the single point of accountability to DGS, including management of all sub-vendors, performance, service levels, and regulatory compliance.
30	Technical Criteria	Will SaaS LMS providers offering implementation, customization, integration, training, and support be considered compliant?	Under the RFP, SaaS LMS providers may be considered compliant if it meets all the criteria in the RFP, ensures no lock-in and provided that end-to-end responsibility rests with the Single Master Integrator (MSI).
31	Experience Criteria	Will global corporate experience be considered?	Section 4 (page no. 24 of the RFP) states "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 be considered for the purpose of evaluation." In case of a JV, the criteria which must be met by the Lead Member and the Members is clearly delineated in the RFP.
32	Experience Criteria	Will experience with large enterprises (e.g., Oil & Gas NOCs) be treated as equivalent to PSU/Government experience?	PSU/Government Experience shall mean only experience with Public Sector Undertakings/ Government owned entities/Governments. Preference will be given to Public Sector Undertakings/ Government owned entities/Governments.
33	Scope Confirmation	Confirm whether scope includes LMS platform (SaaS), content development, integration, training, support, and manpower deployment	As per RFP.
34	Evaluation Criteria	Is selection based on L1 or QCBS?	Please refer Pg 29 of RFP.

35	Payment Terms	What are the payment milestones and timelines?	As cost is to be borne by stakeholders, there are no payment timelines and milestones can be mentioned. As DG shipping shall not pay any money and It will MSI as a successful bidder who must onboard multiple service providers on cost assessment commercially and recover the cost from the end user stakeholders who will be using the system.
36	Payment Terms	Is there any advance payment provision?	No. There is no provision for any advance payment under this RFP. The project is to be implemented on a zero-cost-to-Government basis, and the selected Service Provider shall finance the project and recover costs solely through approved user charges, along with revenue sharing with DGS as per the Concession Agreement.
37	Implementation	What is the expected project start and go-live timeline?	The expected project timeline is 12 months from the Effective Date of the Contract for complete implementation and Go-Live of the Training Ecosystem, followed by 5 years of Operation and Maintenance (O&M), extendable as per mutually agreed terms.
38	Implementation	Is the rollout expected to be phased or full deployment?	The Training Ecosystem is envisaged to be deployed as a complete integrated solution within the stipulated implementation period. However, the RFP also provides for phased or module-wise rollout where required, such as pilot implementations or phased migration (e.g., Digital TAR Book and CAS), provided that full Go-Live of the entire ecosystem is achieved within 12 months.
39	Section 7 (Draft Contract) – Definitions	Clarify whether “Service Provider” and “Master System Integrator (MSI)” refer to the same entity or have distinct roles and responsibilities	"Service Provider" and "Master System Integrator" are synonymous in the RFP. Under this RFP, the Master System Integrator (MSI) is the single, primary and fully accountable entity responsible for end-to-end delivery of the Training Ecosystem. The MSI may, at its discretion, engage sub-contractors or third-party service providers for specific components or activities. However, all roles, responsibilities, service levels, compliance, and performance obligations rest solely with the Master System Integrator. DGS shall have no direct contractual relationship with any such sub-contractors or service providers.

40	Section 7 (Draft Contract), Clause 2.2.2	Is a period of 30 days from Effective Date sufficient for commencement of services, or can this timeline be adjusted based on project readiness?	As per the RFP, the selected Master System Integrator is required to commence the design and development of the Training Ecosystem within 30 days from the Effective Date of the Contract. This timeline is the stipulated requirement. Any adjustment to the commencement timeline, if required, shall be subject to mutual agreement between DGS and the selected bidder and must be in accordance with the terms of the Contract.
41	Section 7 (Draft Contract), Clause 2.3	Please clarify expectations around Go-Live timeline of 1 year and whether phased rollout is acceptable	The RFP envisages Go-Live of the complete Training Ecosystem within 12 months from the Effective Date of the Contract. This timeline is the mandatory outer limit for achieving full operational readiness. A phased or module-wise rollout, including pilot implementations and gradual migration of existing systems, is acceptable and envisaged under the RFP, provided that the entire ecosystem is fully implemented and Go-Live is achieved within the stipulated one-year period.
42	Section 7 (Draft Contract), Article 2	Provide detailed scope under “Development and Operation of Training Ecosystem” to enable accurate estimation and compliance	The scope covers end-to-end design, development, integration, hosting, operation, and maintenance of the complete Training Ecosystem under a Single Master System Integrator model. This includes development of all functional modules, integrations with existing systems, infrastructure provisioning, cybersecurity, testing, phased/full Go-Live, and 5 years of O&M, with no financial liability to DGS and cost recovery through approved user charges.
43	Section 7 (Draft Contract) – SLA	Please provide expected SLA benchmarks and confirm whether bidder-proposed SLA aligned with industry standards will be considered	Service level expectations are indicatively covered under the O & M obligations, with detailed and measurable SLAs to be finalized as part of the Contract/Concession Agreement. Bidders are required to propose SLAs aligned with industry standards and best practices, which shall be reviewed and considered, subject to alignment with the RFP objectives and subsequent contractual finalization
44	Section 7 (Draft Contract) – Payment Terms	Please clarify payment milestones, timelines, and whether payments will be made within a defined period (e.g., 30 days from invoice)	As the part of revenue sharing to DGS, Successful bidder has to share revenue with DGS on quarterly (every three months) basis.

45	Section 7 (Draft Contract) – Client Obligations	Please confirm responsibilities of DG Shipping in terms of providing data, access, approvals, and infrastructure required for execution	DG Shipping (DGS) shall facilitate the project by providing access to existing applications, databases, and legacy systems, and by sharing data required for development, migration, and integration, subject to applicable policies and approvals. DGS shall also provide timely reviews, approvals, and functional clarifications as required for project execution. The provisioning of IT infrastructure, hosting, security, and operational environment shall be the responsibility of the selected Master System Integrator, in line with the RFP and Contract terms. MSI shall dedicate a Project Management Unit with appropriate manpower sizing depending on their commercials at DG Shipping headquarters.
46	Section 7 (Draft Contract) – Client Dependencies	In case of delays attributable to DG Shipping or third parties, will corresponding timeline extensions be permitted?	In case of delays not attributable to DG Shipping, there may be extensions granted in case of written communication. Delays attributable to the MSI will have penalties as per SLA's.
47	Section 7 (Draft Contract) – Data Protection	Please confirm applicable data protection requirements and whether a separate Data Processing Agreement (DPA) will be executed	The selected Master System Integrator shall be required to comply with all applicable data protection, data privacy, and cybersecurity laws, rules, and Government policies, as applicable from time to time. All data processed or generated during the project shall remain the property of DG Shipping/Government of India and be handled strictly as per contractual obligations. Data protection and confidentiality obligations shall be incorporated within the Contract/Concession Agreement. Execution of a separate Data Processing Agreement (DPA) may be undertaken, if deemed necessary, in accordance with applicable legal and compliance requirements. Vendor has to sign NDA for data protection and privacy.
48	Qualification / Technical Criteria (Process & Quality Standards)	The RFP refers to quality/process standards for implementation and delivery. Kindly clarify whether certification such as CMMI Level 3 is mandatory. Additionally, will equivalent process maturity frameworks or internal quality standards be considered acceptable in lieu of CMMI certification?	Please refer corrigendum. ISO 9001, ISO 27001, and CMMI Level 3 shall be mandatory pre-qualification criteria for participation in the bid.

49	Ref: Section 4, Qualification Criteria; Public Procurement (Preference to Make in India) Order	Please clarify the calculation of 'Local Content' for this project. Will the cost of domestic training delivery, local faculty, and indigenously developed courseware be considered 'Local Content' even if the underlying simulator technology is licensed from a foreign consortium member?	As the RFP pertains exclusively to the provision of services, there are no defined provisions or evaluation criteria related to "Local Content" under this RFP. Accordingly, the concept of local content is not applicable for assessment or compliance purposes in this procurement. However, it is clarified that, at a later stage, certain technically complex modules may be required to be supplemented with voice-over content in vernacular languages within the LMS to enhance learner comprehension. Such requirements, if any, will be communicated separately and undertaken on a payment basis.
50	Ref: Section 4, Qualification Criteria – Technical Eligibility	The project requires a proven track record in establishing IMO-compliant training models. Please confirm that technical credentials and certifications held by a foreign consortium member in international jurisdictions will be fully recognised for the purpose of meeting the Technical Qualification (TQ) criteria.	Technical credentials and certifications held by a foreign consortium member will be recognized.
51	Ref: Section 4, Eligibility Criteria; Rule 144(xi) of GFR 2017 (Land Border Order)	Given the strategic nature of maritime administration training, please clarify: <ul style="list-style-type: none"> • Are there specific security clearance requirements for foreign members of a consortium? • Please confirm whether restrictions under Rule 144(xi) of GFR 2017 (Land Border Order) apply to entities from countries that do not share a land border with India. 	Please refer Corrigendum
52	Ref: Section 4, Eligibility Criteria; Section 5 (ToR), Clause 2.4 – Core Commercial and Financial Principle	In the event of a successful bid, is there a mandatory requirement for the foreign entity to hold a minimum or maximum equity stake in the proposed Indian Special Purpose Vehicle (SPV)?	There is no formation of an SPV under the given RFP. Any bidder participating in a JV or Consortium must comply with the criteria given for the Lead Member and Members in the RFP.
53	Ref: Section 4, Eligibility Criteria; Section 5 (ToR), Clause 2.4 – Core Commercial and Financial Principle	Will the SPV be treated as a 'Class-I Local Supplier' if the majority of operational execution and value addition occurs within India? (Note: Class-I Local Supplier classification requires $\geq 50\%$ local content and receives the highest preference.)	As the RFP is for Services, there is no specifications for Local Content with this RFP.

54	Ref: Section 4, Eligibility Criteria; Section 5 (ToR), Clause 10 – Confidentiality and Intellectual Property Rights; Draft Contract Article 3.7	Please clarify the requirements for Data Residency and IP Ownership. If training modules are jointly developed by the Indian and foreign partners, is it permissible for primary servers and source code to be maintained in India to comply with 'Make in India' digital sovereignty guidelines?	All project data, including application databases and operational information, shall be hosted and processed within India, in line with applicable data residency and digital sovereignty requirements. Intellectual Property (IP) ownership and usage rights shall be governed by the terms of the Contract/Concession Agreement, with DGS retaining appropriate rights for use and continuity.
55	Ref: Section 5 (ToR), Clauses 2.1–2.5	CAS 1.0 (biometrics) is already operationally managed via DGS E-governance and C-DAC, and OMCV is identified as new development. Could the Authority clarify whether the 'Master Integrator' role for these components — and across others such as the LMS — is focused on new development or on the integration of existing legacy systems into a single dashboard?	The scope for the Master System Integrator under this RFP entails fresh design, development, implementation, and operation of all specified components as part of the unified Training Ecosystem including LMS, CAS, OMCV, and other modules.
56	Ref: Section 5 (ToR), Clauses 2.1–2.5	For components that are already functional and under centralised governance (e.g., CAS 1.0, OMCV), please define the specific value-addition expected from the Master Integrator.	The Training Ecosystem is envisaged to have CAS and OMCV designed and developed in line with the RFP requirements.
57	Ref: Section 5 (ToR), Clause 3, Clause 3.1 – Overview and Context	Since all 170 MTIs follow IMO-prescribed STCW syllabi, please clarify the specific 'compliance gaps' the new LMS aims to address.	While all MTIs follow the IMO-prescribed STCW syllabi, the responsibility for identifying and addressing any functional, pedagogical, or technological gaps lies with the selected service provider. The vendor is expected to deliver a state-of-the-art Learning Management System (LMS) that meets training, delivery, assessment, monitoring, and reporting requirements, in line with the objectives outlined in the RFP.
58	Ref: Section 5 (ToR), Clause 3, Clause 3.1 – Overview and Context	Will each MTI operate within a single centralised LMS instance (multi-tenant), or is a separate instance per MTI envisaged? What is the expected number of MTIs to be onboarded at go-live and over the contract period?	LMS will be single user based. Not MTI based.
59	Ref: Clause 3.4.1 – Learning Delivery and User Experience	Will enrolment on the LMS be made compulsories for all students and all MTIs?	The LMS will not be limited to MTI's. It will be applicable to all seafarers.
60	Ref: Clauses 3.4.2 – Content and Assessment Management; 3.1 – Mandatory Modules and DGS Approval Workflow	Is DGS setting minimum standards for LMS content? For example, will CoC and STCW courses be required to follow IMO model course guidelines, adapted to DGS requirements?	Yes.

61	Ref: Clauses 3.4.2 – Content and Assessment Management; 3.1 – Mandatory Modules and DGS Approval Workflow	What are the specific eligibility criteria that the LMS must automatically validate before a cadet is permitted to appear for the exit exam for example, minimum attendance, mandatory module completion, or assessment pass thresholds?	Detailed modalities on eligibility will be decided after award of the contract.
62	Ref: Clauses 3.4.2 – Content and Assessment Management; 3.1 – Mandatory Modules and DGS Approval Workflow	Is the exit exam conducted within the LMS itself, or does it reside in an external system that the LMS must integrate with via API? If external, which system or authority administers the exit exam, and what integration specifications are available?	All courses hosted on the LMS are required to have an inbuilt assessment mechanism as an integral part of the LMS platform itself. Accordingly, assessments are expected to be conducted within the LMS and not through any external examination system. Further, once the LMS platform is fully stabilized and operational, the Directorate General of Shipping (DGS) may conduct MTI exit examinations and Ratings exit examinations directly on the same LMS platform.
63	Ref: Clauses 3.4.2 – Content and Assessment Management; 3.1 – Mandatory Modules and DGS Approval Workflow	Will DGS provide the baseline STCW content, ‘Sagar Mey Samman,’ and ‘Sagar Mey Yog’ modules in a ready-to-upload format, or is content development and instructional design also within the SI’s scope?	The entire content development, instructional design, and digital creation of these modules shall be within the scope of the selected System Integrator (SI).
64	Ref: Clauses 3.4.1 – Learning Delivery; 3.5 – Governance, Workflow, and Stakeholder Interaction	What specific administrative functions will DGS retain exclusively on the LMS (e.g., user provisioning, content approval, audit access), and which functions may be delegated to MTI administrators?	DG Shipping (DGS) shall retain exclusive control over key administrative and regulatory functions on the LMS, including policy configuration, content approval and compliance validation, system-level user role definition, audit access, regulatory reporting, and oversight dashboards. All delegated actions shall remain subject to DGS visibility, audit, and control through the centralized LMS. DGA will decide functions to be delegated.
65	Ref: Clauses 3.4.1 – Learning Delivery; 3.5 – Governance, Workflow, and Stakeholder Interaction	Clause 3.5 states: ‘Central oversight with MTI autonomy in delivery.’ Does this mean MTIs are given a ‘blank LMS’ to host their own content? Faculty within MTIs typically work with their own class notes and PowerPoints — is the LMS intended to host such files as course content?	No. The clause “Central oversight with MTI autonomy in delivery” does not imply that MTIs will be given a blank LMS. DGS will prescribe centralized standards, core course structures, and compliance requirements, while MTIs will have autonomy in course delivery within this framework.
66	Ref: Clauses 3.4.1 – Learning Delivery; 3.5 – Governance, Workflow, and Stakeholder Interaction	Clause 3.6 states: ‘Absence of DGS-approved standardised content.’ The present system has been audited by DGS-appointed consultants and given approval. Please clarify what specific deficiencies or mismatches DGS is referring to.	DGS’s requirement extends beyond a standalone LMS solution. DGS envisages a comprehensive maritime training and skilling ecosystem rather than isolated learning content.

67	Ref: Clause 3.4.4 – Reporting, Analytics, and Integration	Can DGS provide specific use cases or KPIs expected from the predictive analytics module — for example, dropout risk prediction, assessment performance forecasting, MTI benchmarking, or seafarer workforce pipeline analytics?	Specific use cases or KPIs are to be proposed and demonstrated by the bidder, in consultation with DGS.
68	Ref: Clauses 4.1–4.2	Existing VICT and AECS courses already cover STCW requirements for faculty. Given the scarcity of experienced mariners, further mandatory development programmes may act as a hindrance. Will the FDP be optional or integrated into existing STCW structures?	The question is not relevant to the RFP.
69	Ref: Clauses 4.1–4.2	As the LMS and FDP are integrated, and Clause 3.5 specifies that MTIs have delivery autonomy, will MTIs be allowed to alter the centralised DGS-approved content? (This would require the ability to customise content by MTL.)	No
70	Ref: Clauses 5.1–5.4; STCW Code Section B-II/1	Previous digital TAR pilots have faced rejection due to accountability concerns (ref: STCW Code Section B-II/1). Will DG Shipping formally approve a Digital TAR Book to replace the paper version?	Yes.
71	Ref: Clauses 5.1–5.4; STCW Code Section B-II/1	How does the Authority plan to mitigate AI-generated task completion to ensure the Master/STO remains accountable for genuine onboard training?	The System Integrator (SI) will be responsible for deploying suitable AI-detection and fraud-prevention tools, including third-party solutions, to identify AI-generated or fraudulent task completions and to ensure genuine onboard training and accountability of the Master/STO.
72	Ref: Clauses 5.5.2, 5.6	Vessels must access the DGS Training Eco-System/TAR using internet connectivity to enable partial compliance with the proposed TAR. How does the Authority propose to address vessels operating in low-connectivity environments, given the offline functionality requirement in Clause 5.5.2? Contextual note: Onboard training of a seafarer is subject to the requirements of the company and/or vessel. Training records are maintained in the company's competency management system. The proposed digital TAR will require significant industry integration which may not be forthcoming.	Digital TAR Book and other services shall be designed to support offline functionality as mandated under Clause 5.5.2.

73	Ref: Clauses 6.3, 6.7	Please confirm who the CAS 1.0 vendor is (understood to be C-DAC). For CAS 2.0, will the Master Integrator be required to rebuild from scratch, or will the CAS 1.0 vendor need to be included in the consortium? Please clarify the transition and data migration strategy from CAS 1.0 to CAS 2.0.	SI has to develop new CAS system.
74	Section 5 (ToR), Clause 7, Clauses 7.1–7.2, 7.6	Web-based simulators currently lack DG Shipping approval for certification to replace Full Mission Simulators. Is it the intent of this project to secure such regulatory approval from CS & NA? Without it, this component adds significant cost to students without providing certifiable value.	Web based simulator will be used for practice and assessment in consultation with DG Shipping as prescribed.
75	Section 5 (ToR), Clause 7, Clause 7.5.3	Clause 7.5.3 requires ‘Browser-based access without specialised hardware.’ However, realistic Deck and Engine simulation scenarios may require specialised hardware — multiple monitors at a minimum. Please clarify the intended scope and whether any hardware exceptions will be permitted.	SI must submit proposal as per the provisioned to be made in consultation with DG shipping.
76	Section 5 (ToR), Clause 7, Clause 7.5 (noted as open-ended); Section 4, Financial Evaluation Criteria	Please provide further definition on the intended scope of Section 7.5 to enable accurate and comparable costing across bidders. Contextual note: Web-based simulator cost is driven by several factors, with usage time per individual being a key driver. Section 7.5 is an open-ended wish list of activities and is likely to be the most expensive component of the Training Eco-System.	Usage models, access limits, and functional coverage of web-based simulators shall be clearly defined by bidders in their technical and commercial proposals, enabling accurate and comparable costing.
77	Ref: Clause 9.1; Section 4, Financial Evaluation Criteria	Given that AR/VR labs are non-mandatory and capital-intensive, what is the envisioned ROI for MTIs? We suggest a phased approach to prevent placing an undue financial burden on the training ecosystem. Please confirm whether a mandatory or phased/voluntary rollout is intended for this component.	AR/VR labs under this RFP are envisaged as a value-addition and future-ready training enhancement. Phased rollout may be accepted for AR/VR Component.
78	Clause 10 – Compliance with Open Standards; Section 5 (ToR), Adherence to Standards	If a proprietary LMS is permitted, what specific contractual or technical provisions must the SI include to satisfy the ‘no technology lock-in’ requirement — for example, data portability guarantees, source code escrow arrangements, or open API mandates?	Please refer Section 5, Page 56.

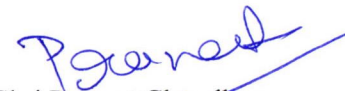
79	SECTION 4, A) Eligibility and Qualification Criteria 2) Qualification Criteria	<p>We are a registered MSME (Micro/Small) under the MSME Act. Upon reviewing the eligibility criteria in the RFP, we noted a minimum revenue threshold of Rs. 10 Crores per annum. As our current turnover is below this threshold, we seek clarification on whether this criterion is relaxed for MSME-registered bidders, in accordance with the Public Procurement Policy for MSEs Order, 2012 and subsequent Ministry of Finance notifications regarding relaxation of prior turnover and experience.</p> <p>Could you please confirm if we are eligible to participate as an independent bidder or if a Consortium/Joint Venture approach is recommended to meet these financial requirements?</p>	EMD exemption for MSEs has been granted in the RFP in compliance with the MSME Act, however the other aspects can be diluted.
80	Section 5 (Terms of Reference) – Component 3: Digital Training & Assessment Record (TAR Book	<p>The British Maritime Administration (MCA) has recently approved a Digital Training Record Book, referred to as the eTRB or Electronic Training Record Book, developed by the Merchant Navy Training Board. It will be implemented in the 2026/27 academic year, with the app available for download from the App Store for iOS and Google Play for Android. The MCA UK accepts digital TRBs within approved training frameworks; however, accountability remains unchanged, and officer sign-off is mandatory.</p> <p>Are we expected to adopt the same approach by using the same app here in India? Will the Digital TAR Book be approved by DG Shipping to replace the Paper TAR Book?</p>	DGS Approved D-TAR will be mandatory.
81	Section 4, Qualification Criteria, Sr. No. 3 (Experience of Bidder in Similar Projects)	Please clarify whether interactive simulators, AR/VR modules, or scenario-based training assets may be considered equivalent to traditional 3D animated videos?	No. Interactive simulators, AR/VR modules, and scenario-based assets serve different instructional purposes and evaluation criteria compared to traditional 3D animated videos. Therefore, they are not considered equivalent, as 3D animated videos are specifically intended for standardized visual explanation and content uniformity.
82	Section 5, Component 6 (OMCV)	<p>Will DGS provide APIs or sandbox access to existing seafarer databases (e-Samudra, INDOS) for integration? What is the expected level of accessibility for global stakeholders?</p>	Yes. DGS will provide the accessibility as per the standard practice, cyber security data interoperability and data custodian compliances as mentioned.

83	Section 5, Component 4 (CAS 2.0)	Will DGS provide the existing CAS 1.0 database schema and data for migration to CAS 2.0? Who bears the cost of deploying biometric hardware at all MTIs?	SI will be responsible for the development of the entire CAS application. Hardware cost be borne by MTI's.
84	Section 5, Component 3 (Digital TAR Book)	What are the technical expectations for offline synchronization (e.g., max data size, sync frequency) given variable internet on vessels? Please define phased rollout considering various Shipping companies and approving authorities.	SI is expected to provide D-TAR which shall operational offline and online as per the international practice.
85	Section 5, Component 7 (AR/VR/MR)	Is the Service Provider expected to provide the hardware (headsets, sensors) or only the software/content? If hardware is included, what is the estimated quantity and deployment locations? Who owns the hardware at contract end?	SI is expected to provide the details of the hardware and software separately.
86	Section -5 Terms of Reference (ToR)	Will DGS provide baseline content or full content development required? Are there any language/localisation requirement for LMS content? What is the approval timeline and process for content validation by DGS?	SI is expected to provide the entire solutions for LMS, in consultation with DGS.
87	Section -5 Terms of Reference (ToR)	Will DGS define minimum scenario requirements? and what is expected concurrency (users at a time) for scalability design?	It shall be the responsibility of the System Integrator (SI) to assess these requirements and propose a scalable solution while bidding, in line with the scope and objectives outlined in the RFP. Concurrency may be considered as 100%.
88	Section 4, Financial Evaluation (Revenue Share)	Is "Gross Revenue" defined as revenue collected from users before deducting payment gateway fees, taxes, refunds, or chargebacks? How will DGS audit reported revenue? Will there be any minimum revenue guarantee?	"Gross Revenue" means all the revenues chargeable by the Concessionaire from the Training Ecosystem, without any deductions. There is no minimum revenue guarantee. The Concessions Authority (DGS) shall, at its own cost, have the option to appoint auditors/accountants to conduct a special audit of the Gross Revenue and the financial statements, documents and supporting evidences thereto as may be mandated by the Concessions Authority and report to the Concessions Authority such information as may be desired by the Concessions Authority for any period and the Gross Revenue.
89	Section 4, Financial Evaluation (Indicative Volumes)	If actual volumes are lower, can Service Provider propose revised user charges as per "2.7 Rate of User Charges & Revenue Share".	Please refer the Draft Contract at section 7, Article 2, 2.7 in the RFP.
90	Section 2.8 (User Charges Revision)	Please clarify the maximum escalation (%)?	Please refer the Draft Contract at section 7, Article 2, 2.7 in the RFP.

91	IPR	As per our understanding IPR of the developed system will belong to SI.	Please refer clause 3.7 in Section 7 (draft Contract Agreement): 3.7.4 All intellectual property rights, including copyright, in the simulator and all deliverables developed specifically under this Contract shall be jointly owned by the Directorate General of Shipping (client) and the Master System Integrator.
92	SLA Section 7.3 (Incident Management)	If resolution time is met but response time is breached, will the penalty still apply?	Breach of any one SLA parameter, whether response time or resolution time may attract penalties, even if the other parameter is met.
93	ITB 22(d) (Technical Presentation)	Will the technical presentation be open to all bidders or only to the evaluation committee? Is there a fixed duration, format (e.g., PPT, live demo), or scoring criteria for the presentation?	The technical presentation will be held only before the Evaluation Committee, not open to other bidders. The details will be communicated to shortlisted bidders at the appropriate stage.
94	Subcontracting	Is there any limit on the percentage of total contract value that can be subcontracted?	No limit. However full final liability of the project will solely lie with MSI
95	Page No. 24, Serial No. 1 – Eligibility Criteria	Whether a Trust, being a legally registered entity under applicable laws of India, may be permitted to participate as part of a consortium, as we have the domain expertise in majority of deliverables, which can be created, tested and implemented.	Section 4, Eligibility criteria state the Bidder must be a legally registered entity in India. Legally registered trust will also be qualified.
96	Section 4, Part 30 B1: Component–1	What are the historical or actual projected user volumes and peak concurrency limits for these components? Exact data is needed to accurately estimate cloud hosting and dynamic scaling costs.	The figures in the RFP are indicative only and provided solely for estimation purposes. Please Refer section 4 in the RFP.
97	Section 5, Clause 3.1	Who is responsible for creating the raw educational content for the STCW-aligned baseline courses and the mandatory value-addition modules? Will DGS provide pre-developed course materials, or must the System Integrator hire SMEs to develop this content from scratch?	The System Integrator shall be responsible for full digital content development, which includes hiring Subject Matter Experts (SMEs), creating multimedia learning assets, assessments, interactivities, localization, and packaging the content for the LMS.
98	Section 5, Clause 2.3	What is the current technical readiness, API availability, and underlying architecture of the existing legacy systems (E-Exam, E-Samudra, INDoS, MTI modules)?	Presently API integration with the MTI module under the e-Navik can take place, methodology architecture and security measures to be finalized at the implementation stage.
99	Section 5, Clause 6.7	What is the volume, format, and quality of the existing facial biometric data and historical attendance records that need to be migrated from CAS 1.0 to CAS 2.0?	SI must do exact assessment and develop the new CAS.
100	Section 5, Clause 9	What is the minimum baseline requirement for the AR/VR/Mixed Reality training (e.g., minimum number of unique scenarios, ship types, or hours of 3D content) required for go-live?	It should be equivalent to international standard w.r.t use of AR/VR in maritime sector.

101	Section 5, Clause 7.5.1	How many distinct vessel types, engine room configurations, and specific STCW-aligned scenarios must be built into the Web-Based Simulator to meet DGS approval standards?	It is up to SI to demonstrate as per international practice.
102	Section 5, Clause 10	Are there specific DGS-mandated timelines for STQC, CERT-In, and other required independent quality audits (CMMI, ISO 20000, ISO 27001)? Are we required to use pre-selected empanelled agencies?	Please refer corrigendum. ISO 9001, ISO 27001, and CMMI Level 3 shall be mandatory pre-qualification criteria for participation in the bid.
103	Section 4, Qualification Criteria, Sr. No. 3 (Experience of Bidder in Similar Projects)	Whether prior experience in maritime-specific animation is mandatory, or if general ed-tech/training animation experience would be considered acceptable.	Please refer technical evaluation criteria (Section 4) in the RFP.
104	IP Rights	Whether the intellectual property (IP) rights for the developed modules will be held by D.G. Shipping or by the company responsible for developing the modules	Please refer clause 3.7 in Section 7 (draft Contract Agreement): 3.7.4 All intellectual property rights, including copyright, in the simulator and all deliverables developed specifically under this Contract shall be jointly owned by the Directorate General of Shipping (client) and the Master System Integrator.
105	Section 4 – Eligibility, Qualification and Evaluation Criteria (2) Qualification Criteria:) point no. 3	Request to relaxation for requirement of 500 number of 3D animated videos of 90 seconds minimum clause to get wider participation. Also add 2D, AI based video work in consideration	RFP Condition Prevails
106	Section 4 – Eligibility, Qualification and Evaluation Criteria (2) Qualification Criteria:) point no. 5	Kindly consider including all relevant System Integration projects or Software development project instead of restricting eligibility only to Learning Management System (LMS) projects. This will enable broader participation by qualified bidders with diverse system integration experience while maintaining project quality and capability standards.	RFP Condition Prevails
107	Learning Management System	What are the features, roles and rules for the platform? Will this be a web-based platform or will it be accessed from Mobile devices as well? What is the number of videos that are to be created? Are they 2D or 3D? What will be the duration of each of the videos? Will deliverables include Scripting, Voiceover and Screenplay? We will need Content Experts from Maritime background. Please share some reference videos for us to estimate efforts and costs	Please refer to Component 1: Learning Management System outlined in Section 5 for details on platform features, roles, and rules. The platform will be web-based. Detailed specifications will be finalized after the award of the contract.

108	AR/VR	Need more clarity on the VR Videos in terms of content, duration that are to be created. Do we need to provide VR Hardware for the same? If so, how many devices for each MTI? Please share some reference videos for us to estimate efforts and costs.	SI is expected to propose model along with the details of the hardware and software separately.
109	Web Based Simulator	What Maritime or Shipping processes do we need to replicate as a Web Simulator? What will be the Content/Process and Flow of the same? Is there are any Segments/time pieces within which maritime students need to experience or go through the same?	All content, process flows, and learning sequences are already standardised within the maritime domain and should be designed in accordance with the STCW curriculum and associated training frameworks.
110	Examination Evaluation	Please share details of process and manner of conduct of the same - Online/Offline or Hybrid, methodology of examinations and publication of results, how is this being done currently? Will require a walkthrough.	Examination process including all relevant processes in examination will be end-to-end online and digital in short time.
111	Infrastructure	Cloud Infrastructure requirements based on number of users and concurrency DR/DC Architecture Cloud and Dev Ops structure and Support requirements	The System Integrator (SI) is expected to assess and determine the required cloud infrastructure, based on the indicated volume of users provided in RFP. Accordingly, the DC/DR architecture, cloud and DevOps setup, and support and maintenance requirements shall be proposed and designed by the SI as part of their solution and implementation approach.
112	Support of the Platform	Dedicated requirements and SLA for smooth on going experience across MTIs.	Bidders are required to propose SLAs aligned with industry standards and best practices, which shall be reviewed and considered, subject to alignment with the RFP objectives and subsequent contractual finalization
113	Security	What will be the requirement from a security standpoint?	Please refer Section 5, Page 54, Security, Integrity & Confidentiality from the RFP



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