



Ref No. 272/WSN/2026-27

Date: 25/09/2026

DETAILED FUNCTIONAL & TECHNICAL REQUIREMENT SPECIFICATION (FRS)

**Selection of an Agency
for Design, Development, Integration, Testing,
Deployment, Handover, Warranty and
Technical Support of the
Subhadra Shakti E-commerce Platform.**

1. Purpose and Requirement Conventions

This document specifies the functional and technical requirements for a responsive Web Application. Project duration, warranty period and O&M/AMC duration are intentionally not stated in this FRS and shall be governed by the applicable RFP/contract documents.

This forms the detailed functional and technical specification for the SubhdraShakti E-Commerce procurement. It shall be read with RFP. The selected bidder shall validate the requirements during inception and prepare the final baseline SRS without reducing mandatory functionality.

Code	Meaning
M	Mandatory - bidder must comply or clearly identify a material deviation.
D	Desirable - preferred and may be evaluated where stated.
Acceptance Criteria	Minimum observable evidence required for functional/UAT acceptance.
Business Rule	Processing or control that must remain consistent across customer web, seller/admin web and APIs.

Initial operational scale is one SHG/seller. This is not a single-seller technical limitation. Seller, catalogue, inventory, order, reporting and settlement data models shall support multiple SHGs/sellers without architectural redesign.

2. User Roles and Access Model

Role	Principal Access
Customer	Browse, register/login, cart, checkout, payment, orders, returns, reviews, profile.
Seller/SHG User	Own products, stock, orders, dispatch and seller reports, subject to WASSAN permissions.
WASSAN Super Admin	Full configuration, RBAC, seller approval, catalogue, orders, reports, audit and integrations.
Catalogue Manager	Categories, products, media, content and product approval.
Order/Logistics Operator	Orders, packing, Shiprocket shipment/AWB/pickup/tracking/RTO.
Finance/Reports User	Payment/refund/reconciliation/settlement reports; restricted sensitive access.
Support User	Customer/order support with restricted edit permissions.
Auditor/Read-only	Reports and audit records without transactional modification.

RBAC shall enforce least privilege. Sensitive actions such as refund, seller bank-detail change, role change and manual order override shall be auditable and may be configured for maker-checker approval.

3. Authentication, Customer Account & Profile

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
AUTH-001	M	Register/login using approved mobile-number/email OTP or credential flow through the web application.	Duplicate identity prevention; OTP expiry/rate limit.	Create account, logout/login and invalid OTP tests pass.
AUTH-002	M	Secure authenticated browser sessions for customer, seller and administrative web interfaces.	Token/session expiry and revocation supported.	Revoked/expired session cannot access protected API.
AUTH-003	M	Customer profile with name, contact, preferred language and saved addresses.	Mandatory fields validated.	Profile changes persist across channels.
AUTH-004	M	Address book with multiple addresses and default address.	Pincode/state/city validation where service available.	Add/edit/delete/default operations pass.
AUTH-005	M	Account deactivation and controlled data-retention workflow.	Orders/financial records retained as legally/contractually required.	Deactivated account cannot transact.
AUTH-006	M	Privileged/admin MFA.	MFA mandatory for designated privileged roles.	Admin login requires configured second factor.

4. Seller / SHG Management

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
SEL-001	M	Create and manage SHG/seller master record.	Unique seller ID; status Active/Suspended/Closed.	Admin can create pilot seller and later second seller without code change.
SEL-002	M	Capture seller contact, address, KYC/reference documents and bank/settlement fields.	Sensitive fields permission-restricted.	Unauthorized roles cannot view restricted bank/KYC fields.
SEL-003	M	Seller approval/activation workflow.	Unapproved seller cannot publish products.	Status transition recorded in audit log.

SEL-004	M	Seller-specific product, inventory, order and report visibility.	Tenant-style row-level ownership enforced.	Seller A cannot access Seller B data.
SEL-005	D	Seller self-service dashboard.	Admin may enable/disable functions by role.	Seller sees own sales/orders/stock only.
SEL-006	M	Seller suspension without deleting historical records.	Existing order history preserved.	Suspended seller cannot create/publish new products.

5. Catalogue, Product & Media

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
CAT-001	M	Manage hierarchical categories/subcategories.	No orphaned active category; slug uniqueness.	Category tree displays correctly across supported responsive web layouts.
CAT-002	M	Product master with seller, SKU, title, descriptions, price, tax/HSN fields, dimensions, weight and stock linkage.	SKU unique within configured scope.	Create/edit/archive product passes validation.
CAT-003	M	English and Odia product content.	Unicode storage; language fallback configurable.	Switching language renders corresponding content.
CAT-004	M	Product variants such as size/color/design where applicable.	Variant SKU and stock independently managed.	Variant selection changes price/stock correctly.
CAT-005	M	Multiple optimized product images.	File type/size validation; thumbnails generated.	Images render without broken links on all channels.
CAT-006	D	Optional product video/media link.	No autoplay requirement.	Valid media displays; invalid link handled gracefully.
CAT-007	M	Product draft-review-publish/archive workflow.	Only authorized role can publish.	Draft product is not publicly purchasable.
CAT-008	M	Craft/material/region/SHG tags and collections.	Tags reusable and filterable.	Tagged products appear in relevant filter/collection.
CAT-009	M	Featured/new/bestseller merchandising controls.	Admin-configurable ordering.	Homepage/listing reflects admin configuration.
CAT-010	M	Bulk product	Row-level	Valid rows import;

		import/export using controlled template.	validation and error report.	invalid rows report reason without corrupting data.
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6. Search, Browse & Product Detail

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
SRCH-001	M	Keyword search across product title, SKU, category and configured metadata.	Case-insensitive; bilingual indexing approach documented.	Relevant active products returned.
SRCH-002	M	Filters for category, price, material/craft and availability.	Multiple filters composable.	Filter combinations return correct set.
SRCH-003	M	Sort by relevance, price and newest; other sorts configurable.	Stable pagination.	Results remain consistent across pages.
SRCH-004	M	Product detail shows images, bilingual description, price/tax, availability, seller/SHG, shipping estimate and policies.	Unavailable item cannot be added beyond stock.	Product detail matches admin master.
SRCH-005	D	Related/recommended products.	Rule-based approach acceptable.	Related products exclude archived/unavailable as configured.
SRCH-006	D	Recently viewed products.	Privacy-conscious local/server history.	Recently viewed list updates correctly.

7. Wishlist, Cart & Checkout

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
CART-001	D	Wishlist for authenticated customers.	Archived products handled safely.	Add/remove/sync wishlist works.
CART-002	M	Persistent shopping cart.	Server-side cart for authenticated users.	Cart persists after logout/login.
CART-003	M	Stock validation on add-to-cart and before payment.	Cannot exceed available stock.	Concurrent stock test prevents oversell.
CART-004	M	Cart totals: item value, discount, tax, shipping and grand total.	Server is authoritative for pricing.	Client-side manipulation cannot alter payable total.
CART-005	M	Checkout address	Only serviceable	Invalid/unserviceable

		selection/addition.	address proceeds when logistics rule applies.	pincode blocked with message.
CART-006	M	Order review and confirmation before payment.	Final amount and policy summary displayed.	Confirmed order snapshot retains price/tax data.
CART-007	M	Idempotent checkout/order creation.	Duplicate taps/callbacks do not create duplicate orders.	Repeated request with same idempotency key creates one order.

8. Payment Gateway

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
PAY-001	M	Integrate one WASSAN-approved payment gateway.	Merchant account controlled by WASSAN where feasible.	Sandbox and production test transactions complete.
PAY-002	M	Support gateway-provided UPI/cards/net banking and other approved modes.	Application does not store raw card credentials.	Payment UI uses approved hosted/tokenized mechanism.
PAY-003	M	Verify signed/secured payment callbacks/webhooks.	Reject invalid signatures.	Tampered callback cannot mark order paid.
PAY-004	M	Handle success, failure, pending, timeout and retry.	Order/payment states are distinct.	Each scenario produces correct state and customer message.
PAY-005	M	Payment idempotency and duplicate callback protection.	One payment cannot settle same order twice.	Duplicate webhook produces no duplicate accounting event.
PAY-006	M	Refund initiation and status tracking.	Refund linked to original transaction/order item.	Refund status reconciles with gateway.
PAY-007	M	Payment reconciliation report.	Gateway ref, order ref, amount, status and variance.	Admin can export date-wise reconciliation.

9. Order Management

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
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OR D-001	M	Generate unique immutable order number.	No duplicate order ID.	High-concurrency order creation produces unique IDs.
OR D-002	M	Order state model: placed/confirmed/processing/packed/shipped/delivered/cancelled/return/refund/RTO as applicable.	Invalid transitions blocked.	State-transition test matrix passes.
OR D-003	M	Item-level order snapshot of product, seller, quantity, price, tax and discount.	Historical order unaffected by later product edits.	Changing product price does not alter past order.
OR D-004	M	Customer order history and detail.	Only owner can access order.	Cross-account order access denied.
OR D-005	M	Admin order search/filter by ID/customer/status/date/seller.	Permission controlled.	Expected order found using each key.
OR D-006	M	Packing and dispatch workflow.	Shipment cannot be dispatched without required logistics data.	Packed-to-shipped transition recorded.
OR D-007	M	Invoice/receipt generation subject to finalized seller/tax model.	Document uses order snapshot and tax configuration.	Generated document totals match order.
OR D-008	M	Manual override with reason and audit for authorized admin.	Reason mandatory.	Override appears in immutable audit trail.

10. Logistics

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
LOG-001	M	Shipment credential/configuration management.	Secrets encrypted/restricted.	Authorized admin can test connection.
LOG-002	M	Pincode/serviceability lookup where supported.	Graceful fallback/error handling.	Serviceable/unserviceable responses handled.
LOG-003	M	Create Shipment/order from confirmed e-commerce order.	Field mapping documented.	Successful call stores Shipment IDs.
LOG-004	M	AWB generation/courier assignment as supported.	No duplicate AWB on retry.	Retry is idempotent or duplicate-safe.
LOG-005	M	Shipping label/manifest retrieval.	Access restricted to operations roles.	Correct label mapped to order.
LOG-006	M	Pickup scheduling where API supports it.	Pickup status stored.	Pickup response visible to operator.
LOG-007	M	Shipment tracking synchronization.	Webhook preferred; controlled polling fallback.	Tracking updates customer/admin status.
LOG-008	M	RTO/cancellation/reverse shipment handling where supported.	Order and logistics states mapped separately.	RTO does not incorrectly mark delivered.
LOG-009	M	Integration error queue/log with retry.	No silent failures.	Failed API call visible with retry history.

11. Cancellation, Return & Refund

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
RET-001	M	Configurable cancellation rules by order status.	Cannot cancel after non-cancellable stage unless admin override.	Rules enforced across customer web, seller/admin web and APIs.
RET-002	M	Return request with reason and optional evidence.	Return window configurable.	Expired return request rejected with reason.
RET-003	M	Return approval/rejection workflow.	Decision and operator audited.	Customer sees decision/status.
RET-004	M	Reverse pickup/manual return handling.	Linked to original order item.	Return logistics status traceable.
RET-005	M	Refund amount calculation and gateway refund trigger.	No refund above eligible paid amount.	Partial/full refund calculations pass.
RET-006	M	Customer notifications throughout return/refund.	Template by language.	Correct language/status message sent.

12. Inventory

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
INV-001	M	SKU/variant-level on-hand, reserved and available stock.	Available = on-hand minus reservations/allocations per defined rule.	Stock values reconcile after order lifecycle.
INV-002	M	Atomic reservation/deduction to prevent overselling.	Concurrency-safe transaction/locking strategy.	Parallel purchase test does not oversell.
INV-003	M	Manual stock adjustment with reason.	Role controlled and audited.	Adjustment history shows before/after/reason.
INV-004	M	Low-stock and out-of-stock thresholds.	Threshold configurable.	Alert/report triggers at threshold.
INV-005	M	Stock release on failed/cancelled order per defined timing.	No stranded reservation.	Cancellation restores eligible stock.

13. CMS, Promotions, Reviews & SEO

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
CMS-001	M	Manage homepage banners, static pages, FAQs, policies and craft/artisan stories.	English/Odia variants supported.	Published content appears in selected language.
CMS-002	M	Schedule/publish/unpublish content.	Draft not public.	Scheduled content activates correctly.
PROMO-001	D	Coupons with code, validity, usage limit, minimum order and scope.	Server-side validation.	Invalid/expired/over-limit coupon rejected.
REV-001	D	Customer ratings/reviews with moderation.	Only eligible purchaser rules configurable.	Rejected review not publicly visible.
SEO-001	M	SEO title/description, canonical handling, sitemap and indexability controls.	Only public active pages indexed.	Sitemap contains active product/category URLs.
SEO-002	D	Structured product metadata where technically applicable.	Must match visible product data.	Validation tool shows valid markup where used.

14. Notifications

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
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NOT-001	M	Transactional email/SMS/push abstraction.	Provider configurable; failures logged.	Trigger creates notification record.
NOT-002	M	English/Odia templates.	Customer language preference used.	Test customer receives selected language.
NOT-003	M	Events: registration/OTP, order, payment, shipment, delivery, cancellation, return and refund.	No sensitive secrets in message.	Event-template mapping test passes.
NOT-004	M	Browser/web notifications may be supported where approved; email/SMS remain the primary notification channels.	No native Android/iOS push dependency. Browser permission and subscription lifecycle shall be controlled where web push is implemented.	Approved notification channel opens the intended secure web route where applicable.
NOT-005	M	Delivery/retry log.	Retry policy bounded.	Failed notification visible to admin.

15. WASSAN Admin, RBAC & Audit

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
ADM-001	M	Dashboard with orders, sales, products, stock and shipment indicators.	Date filters and role visibility.	Dashboard totals reconcile to reports.
ADM-002	M	Manage admin users and roles.	Least privilege; privileged changes audited.	Permission test matrix passes.
ADM-003	M	Manage seller/SHG, category, product, inventory, orders, CMS and integrations.	Module permissions independently assignable.	Restricted role cannot access hidden module.
AUD-001	M	Immutable/append-only application audit events for sensitive operations.	Actor, time, action, entity, before/after or meaningful detail.	Audit query returns expected event.
AUD-002	M	Admin login/security event history.	IP/device metadata only as appropriate and lawful.	Failed/successful privileged login visible.
AUD-003	M	Export audit/report data for authorized users.	Exports permission controlled.	Unauthorized export blocked.

16. Reports & MIS

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
RPT-001	M	Sales and order reports by date/status/product/category/seller.	Consistent totals.	Report reconciles to transactional data.
RPT-002	M	Inventory/low-stock/out-of-stock report.	Current snapshot and export.	Sample stock matches product master.
RPT-003	M	Payment/refund/reconciliation report.	Gateway/order references included.	Variance identifiable.
RPT-004	M	Shipment, delivery, RTO and return report.	Shipment refs included.	Status counts reconcile.
RPT-005	M	Product/category performance report.	Date range configurable.	Top product metrics derive from orders.
RPT-006	M	CSV/XLSX export; PDF for selected management reports where practical.	Export respects filters and permissions.	Downloaded data matches screen result.

17. Localization & Accessibility

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
LOC-001	M	Complete customer-facing UI in English and Odia.	No hard-coded untranslated critical strings.	Language switch updates principal flows.
LOC-002	M	Unicode-safe database, search and exports.	Odia text round-trips without corruption.	Create/search/export Odia sample passes.
LOC-003	M	Admin content translation fields with fallback.	Fallback clearly defined.	Missing Odia content follows configured fallback.
ACC-001	M	Responsive web accessibility aligned to WCAG 2.1 AA principles where applicable.	Keyboard, labels, contrast and focus considered.	Key journey accessibility review passes.
ACC-002	M	Responsive web semantic labels, keyboard accessibility and scalable text support.	Critical actions shall remain usable with keyboard/focus navigation and appropriate accessible names.	Principal responsive web screens pass agreed manual accessibility checks.

18. API & Integration Architecture

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
API-001	M	Versioned backend APIs for customer web, seller/admin web and approved integrations.	Backward compatibility policy documented.	API version visible/documented.
API-002	M	OpenAPI/Swagger or equivalent documentation.	Request/response/error examples.	Documentation covers production APIs.
API-003	M	Authentication/authorization on protected APIs.	Server-side permission enforcement.	Direct unauthorized API call denied.
API-004	M	Input validation, standardized errors and request correlation IDs.	No stack trace/sensitive secret leakage.	Malformed request returns controlled error.
API-005	M	Rate limiting/throttling for abuse-prone endpoints.	OTP/login/search limits configurable.	Excess request receives controlled response.
API-006	M	Webhook endpoints secured and idempotent.	Signature/secret validation.	Replay/duplicate test safe.

19. Cloud, DevOps, Backup & DR

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
CLD-001	M	Bidder-provisioned production cloud with separate UAT/staging.	Environment isolation.	UAT cannot directly alter production data.
CLD-002	M	TLS, DNS, reverse proxy/WAF controls and restricted network exposure.	Only required ports/services exposed.	External scan shows intended exposure.
CLD-003	M	CI/CD with controlled production deployment.	Approval/rollback process documented.	Release and rollback demonstrated.
CLD-004	M	Central logs, metrics, uptime and error alerts.	Sensitive data masked.	Simulated failure generates alert.
BKP-001	M	Automated daily database backup with >=30-day rolling retention.	Backup success monitored.	Backup inventory shows required retention.
BKP-002	M	Encrypted backups and controlled access.	Least privilege.	Unauthorized access denied.
DR-001	M	RPO 24 hours or better and RTO 8 hours or better unless improved in	Runbook documented.	Restore drill meets agreed target.

		bid.		
DR-002	M	At least two restore drills per year during O&M.	Evidence retained.	Restored database/app verified.

20. Security & Privacy

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
SEC-001	M	Secure SDLC addressing OWASP web/API risks.	Threat/security checklist in release process.	Security test evidence supplied.
SEC-002	M	Encryption in transit and at rest for sensitive data.	Modern TLS; managed encryption/key controls.	Configuration evidence reviewed.
SEC-003	M	Secrets management; no production secrets in source code.	Rotation supported.	Repository scan shows no committed production secret.
SEC-004	M	VAPT before Go-Live and after material security change.	Critical/High findings closed or formally risk-accepted.	Closure report supplied.
SEC-005	M	Dependency inventory and security patching.	Supported versions maintained.	O&M monthly report lists patches.
SEC-006	M	Data minimization and documented retention/deletion rules.	No unnecessary sensitive collection.	Data-field review approved.
SEC-007	M	Security incident response and escalation.	P1 security contact path defined.	Tabletop/test process documented.
SEC-008	M	Sensitive admin operations protected by RBAC/MFA/audit.	No privilege by client-side UI only.	API permission test passes.

21. Responsive Web Application & Browser Requirements

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
WEB-001	M	Responsive customer e-Commerce web application for desktop, tablet and smartphone browsers.	Single responsive codebase;	Critical customer journeys pass approved desktop/tablet/mobile-browser tests.

WEB-002	M	Responsive WASSAN admin and Seller/SHG web interfaces.	Role-based functions shall adapt to supported browser viewport sizes without loss of critical functionality.	Admin and seller critical journeys pass approved responsive browser tests.
MOB-003	M	Secure local token storage.	Use OS secure storage/keychain/keystore mechanism.	No plaintext auth token in ordinary app storage.
MOB-004	M	Crash/error telemetry without sensitive payload leakage.	Environment/version tagging.	Test crash visible without customer secret data.
MOB-005	M	Deep link/universal/app link support for relevant product/order navigation where supported.	Untrusted parameters validated.	Test link opens correct screen.
MOB-006	M	Graceful low/no-network handling.	No duplicate transaction due to retry.	Offline/error states are understandable and recoverable.
WEB-003	M	Touch-friendly mobile-browser navigation, forms, filters, cart and checkout.	No horizontal overflow on principal journeys; controls sized for touch use.	Critical shopping journey usable on agreed smartphone viewport.
WEB-004	M	Responsive image/media delivery and frontend performance optimization.	Use appropriate image sizing/compression/lazy loading where applicable.	Product/category pages meet agreed performance targets on reasonable mobile network.
WEB-005	M	Graceful handling of interrupted/slow browser connectivity.	No silent duplicate order/payment submission; clear retry/error state.	Connectivity interruption during critical flow produces safe recoverable state.
WEB-006	M	Supported browser matrix covering current major Chrome, Edge, Firefox and Safari versions.	Exact supported versions finalized during inception and maintained during contract.	Critical flows pass compatibility suite on approved matrix.
WEB-007	D	PWA/web-push capability may be proposed without creating mandatory app-store or native-mobile dependency.	Any PWA feature must remain optional and disclose recurring/third-party costs.	Core e-Commerce functions work without installing a PWA.

22. Performance, Reliability & Compatibility

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
NFR-001	M	Target 99.5% monthly production availability excluding approved exclusions.	Monitoring source agreed.	Monthly SLA report calculates availability.
NFR-002	M	Key APIs target p95 <=2 seconds under agreed pilot load excluding third-party latency.	Load profile agreed in test plan.	Performance report meets target or approved exception.
NFR-003	M	Typical optimized public pages target <=3 seconds on reasonable 4G conditions.	Images/cache/CDN optimized.	Representative test evidence supplied.
NFR-004	M	Graceful third-party timeout/retry/circuit handling.	No indefinite user wait or duplicate transaction.	Payment/Shipporocket outage tests pass.
NFR-005	M	Current major desktop and mobile browsers supported.	Support matrix documented.	Critical flows pass compatibility test.
NFR-006	M	Architecture supports scaling seller/product/order volume beyond pilot.	No seller-specific hardcoding.	Second seller and additional products added via configuration/admin.

23. Testing, UAT & Acceptance

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
TST-001	M	Unit, integration, system, regression and UAT test plans.	Traceability to requirements.	Test report maps cases to requirement IDs.
TST-002	M	Payment and Shipporocket sandbox/integration tests.	Success/failure/timeout/duplicate scenarios.	Evidence for all critical scenarios.
TST-003	M	Cross-browser, responsive layout and device/viewport compatibility testing.	Representative browser/device/viewport matrix agreed during inception.	No open blocker in the supported web compatibility matrix.
TST-004	M	Performance/load test before Go-	Agreed workload and metrics.	Report reviewed by WASSAN.

		Live.		
TST-005	M	Security/VAPT remediation verification.	Retest evidence.	No unresolved Critical/High without acceptance.
UAT-001	M	WASSAN-led UAT with defect register.	Severity and retest workflow.	All P1 and agreed P2 defects closed.
UAT-002	M	Final acceptance requires source, build, deployment, API and admin documentation.	Handover checklist signed.	Fresh build/deploy reproducible from delivered repository.

24. Documentation, Training & Exit

Req. ID	Priority	Requirement	Business Rule / Validation	Acceptance Criteria
DOC-001	M	Final SRS/FRS, architecture, data model and data dictionary.	Version-controlled final documents.	WASSAN receives editable copies.
DOC-002	M	Admin/seller user manuals and training.	Training material English; Odia operational material where agreed.	Training completion record.
DOC-003	M	API, deployment, backup/restore and incident runbooks.	Current production configuration reflected.	Independent technical user can follow runbook.
IP-001	M	WASSAN access to complete source repository throughout project.	No source-code escrow-only dependency.	WASSAN account can clone repository.
IP-002	M	Third-party/open-source component register with licenses/costs.	No undisclosed recurring dependency.	Register reviewed before acceptance.
EXIT-001	M	Exit handover: source, builds, database export, media, credentials, configs, open issues and KT.	Secure transfer and checklist.	Successor can operate using handed-over materials.
EXIT-002	M	Data deletion from bidder-controlled systems after approved handover, subject to retention obligations.	Deletion confirmation.	WASSAN receives completion declaration.

25. End-to-End Business Workflows

Workflow	Required Flow
WF-01 Product Onboarding	WASSAN/Seller creates product -> bilingual content/media -> stock/price -> review -> publish -> visible on the responsive customer website.
WF-02 Customer Purchase	Browse/search -> product -> cart -> address/serviceability -> order review -> payment -> order confirmation -> stock/order update -> notification.
WF-03 Fulfilment	Confirmed order -> processing -> pack -> Shiprocket shipment/AWB -> label/pickup -> shipped -> tracking -> delivered.
WF-04 Payment Failure	Checkout -> gateway -> failed/pending/timeout -> order/payment state updated -> stock reservation released/retained per defined timeout -> customer retry without duplicate order.
WF-05 Cancellation	Eligible order -> customer/admin cancellation -> logistics cancellation where applicable -> stock release -> refund if paid -> notification.
WF-06 Return/Refund	Delivered eligible item -> return request -> approval -> reverse pickup/manual return -> received/decision -> gateway refund -> reconciliation -> notification.
WF-07 Seller Expansion	Admin creates second SHG/seller -> permissions -> products/stock -> orders attributed to correct seller -> seller-specific reporting without deployment/code change.

26. Bidder Compliance Response Template

Bidder shall respond against every requirement. 'Complied' means the offered solution will meet the requirement within the quoted scope and schedule. Any assumption, dependency, customization or recurring cost shall be disclosed.

Req. ID	Complied / Partial / Not Complied	Offered Approach / Product Reference	Dependency / Deviation	Included in Price?
Example: PAY-001				
Example: LOG-003				
Example: MOB-002				

27. Final Acceptance Checklist

- All mandatory requirements demonstrated or formally accepted through approved change/deviation process.
- English and Odia principal customer journeys validated.

- Responsive web application production build deployed and validated across the approved desktop, tablet and mobile-browser matrix.
- Payment production integration validated using approved live verification.
- Shiprocket production integration validated.
- Critical order, stock, refund and duplicate-callback scenarios passed.
- Cloud monitoring, backups and restore procedure demonstrated.
- VAPT Critical/High issues closed or formally accepted.
- Source repository, build instructions, API documentation and deployment runbook delivered.
- WASSAN-controlled credentials/accounts and access register completed.
- Admin and operational training completed.
- Go-Live and Final Acceptance certificate signed subject to contractual terms.

28. Open Configuration Decisions for Inception

Decision	To be Finalized by WASSAN During Inception
Commercial model	Single merchant / marketplace / commission / seller settlement model.
Tax/invoice model	Seller of record, GST treatment, HSN rules, invoice issuer.
Payment provider	Selected payment gateway and merchant onboarding.
Shipping rules	Free/paid shipping, thresholds, packaging, COD if later required.
Return policy	Eligible categories, days, reasons and quality decision.
Seller onboarding	Exact KYC/documents and approval authority.
Notification providers	SMS/email/push vendors and templates.
Cloud sizing	Provider/region/services/cost ceiling and scaling trigger.
Support calendar	Business hours, holidays and escalation contacts.
Analytics	Exact management KPIs and report layouts.

29. Sign-Off

Role	Name	Designation	Signature	Date
WASSAN Business Owner				
WASSAN Technical Reviewer				
Selected Bidder Project Manager				
Selected Bidder Technical Lead				