



Ref No. 272/WSN/2026-27

Date: 25/09/2026

REQUEST FOR PROPOSAL (RFP)

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

Invitation for Request for Proposal (RFP) Selection of an Agency for Design, Development, Integration, Testing, Deployment, Handover, Warranty and Technical Support of the Subhadra Shakti E-commerce Platform” under the aegis of Department of Mission Shakti, Government of Odisha.

Request for Proposal (RFP) is invited by the Watershed Support Services and Activities Network (WASSAN) from experienced and interested organizations/ Agencies/ Firms for “Selection of an Agency for Design, Development, Integration, Testing, Deployment, Handover, Warranty and Technical Support of the Subhadra Shakti (Dept. of Mission Shakti) E-commerce Platform”. Interested organizations/ Agencies/ Firm are required to submit proposals in a sealed envelope super-scribed as “RFP for selection of Agency for Subhadra Shakti Bazaar E-commerce Platform” as per enclosed application format by registered/ speed post/ courier. **Proposals in e-mail will not be entertained in this regard.** The RFP should be addressed to Watershed Support Services and Activities Network (WASSAN), C/17, BDA HIG Duplex Colony, Bhubaneswar, Odisha-751003. Last date for receipt of proposal is 15 Oct-2026 upto 05:00 Evening and the same shall be opened on the same day at 03:30 PM in the presence of authorized signatory and representatives. The application form and detail terms & conditions are available in the official website of <https://wassan.org/>

The Authority shall not be responsible for any sort of postal delay and proposals received beyond the scheduled date and time shall not be entertained & out rightly be rejected. The Authority reserves the right to cancel/reject any or all the RFP without assigning any reason thereof.

**State Lead WASSAN-
Odisha**

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Part 1: Procurement Information

1. Notice Inviting Proposals

Watershed Support Services and Activities Network (WASSAN), hereafter referred to as the "WASSAN," invites proposals from eligible and technically qualified agencies, firms, or companies for the following assignment:

"Design, develop, integrate, test, launch, hand over, maintain under warranty, and provide technical support for the Subhadra Shakti E-commerce platform."

The selected agency will be responsible for providing a comprehensive technology solution in accordance with the scope of work, technical requirements, deliverables, project milestones, and contractual conditions outlined in this Request for Proposal (RFP).

1.2 Type of Procurement, Submission of Proposals and Right to Accept or Reject

This procurement is for IT services and software development, which includes an integrated managed support component. The process will be conducted through open competitive bidding using a two-bid system. In this system, the financial proposal will only be opened for those bidders who qualify technically. Proposals must be submitted in two separate sealed envelopes labeled "Technical Proposal" and "Financial Proposal." Bids that do not conform to these requirements will be rejected. WASSAN reserves the right to accept or reject any or all proposals or to annul the process at any stage without providing reasons and without liability, in accordance with applicable procurement provisions.

Sl .No	Particular	Details
1	RFP Reference Number	272/WSN/2026-27 ,Date-24/09/2026
2	Name of Assignment	Selection of Agency for Design,Development,Integration,Testing, Deployment,Handover, warranty and Technical Support of Subhadra Shakti Bazaar E-commerce Platform
3	Name of the Client & Project	Watershed Support Services and Activities Network (WASSAN), Extension & Expansion of Promotion of Nutritional Security and Millet Based Livelihoods through Women SHGs
4	Tender Publication Date	24.09.2026
5	Availability of Tender Documents	From 25.09.2026 to dt 14.10.2026
6	Last Date and Time of Submissions	14.10.2026 , 5:00 PM
7	Date of Technical Bid Opening	15.10.2026

8	Date of Financial Bid Opening	(Applicable only for technical qualified Bidder)- 16.10.2026
9	Bid Validity Period	90 days from the date of Submission
10	Earnest Money Deposit/Bid Security (Demand Draft, as applicable),	The bidder shall deposit an Earnest Money Deposit (EMD) Rs.95,000/- (Rupees Ninety Five thousand) only in the form of a Demand Draft. The Demand draft shall be drawn in favour of “WATERSHED SUPPORT SERVICES AND ACTIVITIES NETWORK (WASSAN)”
11	Performance Security,if applicable	(5% of Contract Value)
12	RFP Fees (non-refundable)	The bidder shall pay to WATERSHED SUPPORT SERVICES AND ACTIVITIES NETWORK (WASSAN) non-refundable Rs.2000/- (Demand Draft, as applicable)
13	RFP Clarifications Date	30.09.2026
14	Contact Person	Swatee Misra
15	Contact Details	8984586394
16	Address of submission of Proposal & opening of RFP	WATERSHED SUPPORT SERVICES AND ACTIVITIES NETWORK (WASSAN) # C/17, HIG Duplex BDA Colony RBI Colony, Baramunda, Bhubaneswar, Pin Code – 751003 Odisha
17	Method of Selection	Quality and cost-based selection method (QCBS): Technical 70% : Financial 30%; minimum technical qualifying score 65 out of 100
18	Pre-bid meeting	30.09.2026

2. DISCLAIMERS AND DEFINITIONS

2.1: Disclaimers:

This Request for Proposals (RFP) is issued solely to invite proposals from eligible agencies for the assignment described herein. The information provided in this RFP is intended to assist bidders in preparing their proposals. WASSAN reserves the right to amend, modify, supplement, or withdraw this RFP at any stage before the contract is awarded, subject to applicable approvals and procurement procedures.

By submitting a proposal, the bidder accepts all the terms and conditions outlined in the RFP. WASSAN will not be liable for any costs incurred by bidders in the preparation, submission, presentation, or negotiations of their proposals.

2.2. Definitions:

In this RFP, unless the context otherwise requires: “WASSAN” means Watershed Support Services and Activities Network, the entity issuing the RFP

1. “Selected Agency” means the bidder selected for award of contract under this RFP
2. “Platform” means Subhadra Shakti e-commerce website and associated systems
3. “Bidder” means an eligible agency, firm or company submitting a proposal in response to this RFP.
4. “Technical Proposal” means the technical bid submitted by the bidder
5. “Financial Proposal” means the financial bid submitted by the bidder
6. “Scope of work” means the detailed scope specified in this RFP
7. “Deliverable” means any output, document or system to be submitted by the selected agency.
8. “Milestone” means a defined stage of project linked to a deliverable and payment
9. “Nodal officer” means the official designated by WASSAN for coordination under this RFP
10. “Change Requests” means a formal request for modification of the approved scope of work
11. “Force Majeure” means an event beyond the reasonable control of either party
12. “Contract” means the agreement executed between WASSAN and the Selected Agency.
13. “Applicable Provisions” means the OGFR and the Government of Odisha procurement rules in force.

Part 3 Background and Context:

Subhadra Shakti Bazaar is envisioned as a marketplace and market access initiative for products created by Women Self Help Groups (WSHGs), women-led enterprises, producer groups, and grassroots women entrepreneurs. This initiative aims to enhance market access and visibility for products developed by women-led enterprises.

The platform shall include products under categories such as:

- Handloom and textiles
- Handicrafts
- Sabai grass products
- Silver filigree
- Dhokra products
- Terracotta products

- Food and Millet based Products
- Natural and traditional products

Other products produced by women-led SHGs and women-led enterprises. The platform is expected to evolve into a scalable digital e-commerce ecosystem that integrates product management, inventory, order management, payment systems, logistics, customer engagement, and enterprise-level reporting.

PART 4.OBJECTIVE OF THE ASSIGNMENT:

The key objectives are:

1. To develop a professional visually appealing and customer friendly e-commerce platform
2. To enable digital discovery and purchase of products produced by women led enterprises
3. To establish a scalable and secure technology architecture
4. To enable efficient catalogue, inventory and order management
5. To enable integration with relevant ERP/business systems
6. To enable integration with payment and logistics systems
7. To enable administrators with dashboards, reports and operational controls
8. To ensure future scalability without requiring complete redevelopment
9. To ensure ownership and handover of all custom developed source code and project assets
10. To prevent unreasonable dependency and vendor-locking

Part 5 Instructions to Bidders

5.1 Proposal Submission

The bidder shall submit its proposal in accordance with the submission procedure and timelines specified in this RFP.

The proposal shall consist of:

- Technical Proposal
- Financial Proposal

The technical proposal shall not contain any financial Information

5.2 Proposal Validity

The proposal shall remain valid for a period of 90 days from the last date of submission

5.3 Clarifications

Bidders may seek clarifications regarding this RFP within the period specified in Point 19 of key table. Clarifications if any shall be issued by WASSAN through an appropriate communication mechanism.

5.4 Amendment to RFP

WASSAN may issue clarifications, amendments or addenda before the proposal submission deadline. Such amendments shall form part of the RFP.

5.5 Cost of Proposal Preparation

All costs incurred by the bidder in preparation and submission of the proposal shall be borne by the bidder

5.6 Conflict of Interest

The bidder shall disclose any actual or potential conflict of interest relating to this assignment

5.7 Right to Accept or Reject

WASSAN reserves the right to accept or reject any proposal, cancel the procurement process or reject all proposals without assigning any reason subject to the applicable procurement procedure

6. Eligibility Criteria:

The following eligibility criteria shall be applicable:

Sl. No	Eligibility Requirements	Documentary evidence
1	The bidders shall be a legally registered entity	Registration/Certificate of Incorporation
2	The bidder shall possess a valid PAN	PAN Copy
3	The bidder shall possess valid GST registration, where applicable	GST certificate
4	The bidder shall have experience in website/software/e-commerce platform development / maintenance	Documentary evidence
5	The bidder shall have experience in website/software/e-commerce platform development / maintenance	Work-orders/completion certificates/client credentials
6	The bidder shall demonstrate the required financial Capacity	Audited Financial Statements/CA certificate
7	The bidder shall have access to the required technical and professional manpower	Organization/Team details
8	The bidder has not been backlisted or debarred by any competent authority	Self-Declaration
9	The bidder shall disclose any conflict of interest	Self-Declaration
10	The bidder shall possess last three year Audit report FY- 2023-24, 2024-25 & 2025-26	Certified from Chartered Accountant

11	The bidder shall possess last three year Turnover details FY-2023-24, 2024-25 & 2025-26	Certified from a Chartered Accountant with UDIN Amount . Should have a minimum annual turnover of Rs 2.00 crore for the last 3 each year.
12	The bidder shall furnish the EMD or a valid exemption document.	Rs.95,000/- in shape of DD

7: TECHNICAL PROPOSAL

The Technical Proposal must be concise, complete, and self-contained, providing sufficient information for WASSAN to assess the bidder's experience, understanding, approach, and capabilities. It should be submitted in English, in the specified order below, and must include a table of contents and page numbers. The proposal must not contain any financial information; any proposal that does include financial details will be subject to rejection. Additionally, the non-submission of any required item may render the proposal non-responsive.

7.1. Technical Proposal Cover Letter

A signed cover letter confirming the bidder's interest in the assignment, acceptance of the terms & conditions of the RFP.

7.2 Organizational Profile and Relevant Experience:

The bidder shall provide a brief profile of their organization, highlighting its core areas of expertise and experience in the development / maintenance of websites, software, and e-commerce platforms. Additionally, the bidder is required to submit examples of similar assignments, including a brief description of the scope of work and details about the clients involved.

7.3. Understanding of the assignment and Proposed Approach

The bidder should provide their understanding of the objectives and requirements of the Subhadra Shakti e-commerce platform and briefly describe their proposed approach to the assignment.

The submission may include the bidder's approach to the following areas:

- E-commerce platform development
- Customer experience and UI/UX design
- Product and catalog management
- Integration with ERP and other third-party systems
- Scalability and future expansion possibilities

7.4. Proposed Technical Approach

The bidder shall provide a high-level description of the proposed technical solution, including:

- Proposed technology/platform approach
- Description of system architecture
- Proposed technology stack
- Third-party integration approach
- Scalability and performance considerations
- Security and data protection approach
- Scalability and performance considerations

7.4.1 Build vs.Buy Analysis

The bidder shall provide a brief Analysis justifying the proposed solution approach covering:

- Whether the proposed platform uses custom development,COTS/configured software or a hybrid approach.
- The rationale for the chosen approach,including cost,time-to-market,maintainability and scalability considerations.
- Identification of any third party components and their licensing implications
- How the approach avoids vendor lock-In and ensures WASSAN's ability to maintain and migrate the platform.

7.4.2 Cloud Solution Architecture

The bidder shall describe its proposed cloud solution:the selected cloud platform and rationale,deployment model,elasticity and scalability design,availability and disaster recovery arrangements,security and compliance measures,cost model,and how the platform architecture avoids vendor lock-in and supports future migration.

7.4.3 Architectural Principles

The bidder shall confirm that the proposed platform architecture complies with the following principles:

a)Implementation Standards: All integrations shall follow industry recognized standards,including REST/GraphQL,over HTTPS,JSON/XML data exchange,and PCI-DSS for payment processing.

b)External Interference Isolation: The platform shall implement service isolation such that failure or degradation of any non-critical component does not disrupt critical functions(payment,order processing,authentication).

c)Modular Design:The platform shall be built as independent,loosely coupled modules that can be updated,replaced or scaled without affecting other modules.

d)Vendor Lock-In Prevention: The platform shall not depend on proprietary,vendor specific technology that prevents migration or integration with alternative providers.All APIs,data format and protocols shall be documented and portable.

e) Industry API-Driven: The platform shall expose well documented,standards based APIs for all major functions,enabling future integration and development by WASSAN or third parties.

f)API-Based Microservices Architecture: The platform shall be architected as a set of small,independently deployable services communicating through well defined APIs.

7.5. Project Implementation Plan:

The bidder shall provide a brief implementation plan indicating:

- Major phases of Implementation
- Key Activities
- Major deliverables
- Indicative timelines and milestones

The implementation plan will be submitted in the form of a milestone chart or Gantt chart.

7.6. Proposed Project Team

The bidder shall provide details of the key personnel proposed for the assignment including:

- Name
- Proposed role
- Relevant qualification and experience
- Key responsibilities under the project
- Brief Profiles/CVs of key personnel may be submitted as supporting documents
- Orgination structure during the development and maintenance phases

7.7. Quality Assurance, Security and Support Approach

The bidder shall briefly describe its approach towards

- Testing and quality assurance
- Security and data protection

- Bug fixing and issue resolution
- Go-live support
- Warranty and post go-live technical support

7.8. Key assumptions and dependencies

The bidder may identify key assumptions, dependencies and potential risks relevant to implementation of the assignment along with a brief approach of addressing such issues. The technical proposal shall not contain any financial information.

7.9. Declaration

The bidder shall submit a signed declaration, in the format provided confirming that all information provided in the Technical proposal is true, complete and correct and that bidder has not been blacklisted or debarred by any government, Public or Private sector organizations.

7.10. Evaluation of the technical Proposal

The Technical proposal shall be evaluated in accordance with the Technical Evaluation Framework specified in section 8 of this RFP. Bidders are advised to structure their proposals so that each evaluation parameter is clearly addressed.

7.11. Project Implementation Methodology:

The bidder shall briefly describe its proposed implementation methodology including the development approach (Agile, Waterfall, or Hybrid), phase-wise activities, testing and quality assurance approach, integration approach, risk management approach and change management approach

8. EVALUATION PROCESS

The proposals shall be evaluated through the following stages:

Stage I: Eligibility Screening

The proposals shall first be examined for compliance with the eligibility criteria .Only bidders satisfying the eligibility requirements shall proceed for detailed technical evaluation.

Stage II-Technical Evaluation

Eligible bidders shall be evaluated against the Technical evaluation Criteria(Hybrid mode) specified in section 9.

Technical proposals shall be evaluated out of maximum 100 marks

Bidders securing the prescribed minimum qualifying score shall be considered technically qualified.

Stage III- Financial Evaluation:

Financial Proposals of only technically qualified bidders shall be opened and evaluated in accordance with Section 11 of this RFP.

9. TECHNICAL EVALUATION CRITERIA

The Technical Proposal shall be evaluated out of maximum 100 marks

A. Relevant Organizational Experience and Capability -25 Marks

Sub- Criteria	Maximum marks
Experience in website/e-commerce/software development	7
Experience in known e-commerce projects	7
Experience in API/ERP/third-party integrations	6
Financial and organizational capacity	5
Total	25

B. Understanding and Technical Approach-30 Marks

Criteria	Maximum Marks
Understanding of Assignment and Business requirements	2
Proposed Solutions and Technical Approach	6
UI/UX and customer journey approach	4
Integration approach	5
Cloud Solution Architecture	5
Scalability, performance and security approach	4
Implementation, methodology and timeline	4
Total	30

C. Proposed Project Team-20 Marks

Position/capability	Maximum Marks
Project Manager/Engagement Lead	4

Solution Architect/Technical Lead	5
UI/UX lead	3
Development Lead	3
Integration/API Specialist	2
QA/Security Specialist	3
Total	20

D. Demonstration of Relevant Work -15 Marks

Criteria	Maximum Marks
Demonstration of relevant e-commerce Platform	5
UI/UX quality	3
Customer and Product Journey	2
administrative/backend capability	2
Integration Capability	3
Total	15

E. Presentation and Project Understanding-10 Marks

Criteria	Maximum Marks
Understanding of Subhadra Shakti Bazaar ecosystem	3
Understanding of multi-enterprise/women led enterprise ecosystem	2
Response to technical Queries	3
Practicality of Proposed approach	2
Total	10

Total Technical Score: 100 Marks

The minimum technical qualifying score shall be:

70 Marks out of 100

Only technically qualified bidders shall proceed for Financial Evaluation

PART 10 FINANCIAL PROPOSAL

The financial proposal shall be submitted separately in the prescribed format provided in Annexure VI

The bidder shall quote for the complete scope of work

The quoted amount shall include all costs required for successful implementation of the assignment including professional fees, manpower, design, development, integration, testing, development, training and handover except third party costs specifically identified as excluded

All prices shall be quoted in Indian Rupees

Applicable taxes shall be indicated separately

11. FINANCIAL EVALUATION AND SELECTION METHODOLOGY

The financial proposal of technically qualified bidders shall be considered for financial evaluation. Financial proposals of the technically disqualified bidders shall not be opened and shall be returned unopened.

11.1 Selection Methodology

The selection methodology for this RFP shall be Quality and Cost based Selection (QCBS), with a technical weightage of 70 Percent and financial weightage of 30 percent. This methodology is adopted because the assignment involves complex design, development, integration and support requirements where technical quality cannot be compromised in favor of lowest cost.

11.2 Financial Score Calculation

The financial Score of each technically qualified bidder shall be calculated using the following formula”

Financials Score = (Lowest Evaluated Financial Proposal/Financial Proposal of the Bidder) x100

Note: The lowest evaluated financial proposal shall be determined after excluding any conditional, incomplete or non-responsive quotations.

11.3 Composite Score Calculation

The composite score of each technically qualified bidder shall be calculated as follows:

Composite Score = (Technical Score x 0.70) +(Financial Score x 0.30)

The bidder securing the highest composite score shall be ranked first (H1) and shall be recommended for award of contract, subject to satisfactory completion of all pre-award requirements

11.4 Tie-Breaking

In the event of tie in the composite score, the bidder with the higher technical score shall be ranked higher technical score shall be ranked higher.

11.5 Non-Negotiable Conditions

The selection methodology specified in this section shall be final and shall not be altered after issue of the RFP. The Financial proposal of the selected agency shall be incorporated into the contract agreement without any modifications.

11.6 General Terms and Conditions

Information relating to the examination, clarification, evaluation and comparison of proposals and recommendations concerning the award of contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the evaluation process or award decisions may result in the rejection of its proposal.

After the award of contract, requests for evaluation-related information shall be dealt with in accordance with the provisions of the Right to Information Act, 2005.

11.7 Signing of Terms Of Reference (ToR)

The Successful Bidder shall sign a Terms of Reference (ToR) with the WASSAN within 10 days of receipt of the Letter of Award. The ToR shall form part of the contract and shall be binding on the selected Agency.

The provisions of this RFP may or may not be reproduced in the ToR. Where any provision of this RFP is not reproduced in the ToR, such omission shall not affect the validity and enforceability of that provision, and the terms and conditions of the ToR, read together with this RFP, shall govern the assignment. In the event of any conflict between the RFP and the ToR, the provisions of the ToR shall prevail to the extent of the conflict.

PART III-TERMS OF REFERENCE (SCOPE OF WORK)

12. SCOPE OF WORK AND FUNCTIONAL REQUIREMENTS

The selected Agency shall provide an end to end Solution for design, development, integration, testing, deployment, handover and post-Go-Live technical support of Subhadra Shakti Bazaar E-commerce Platform.

12.1 Requirement Assessment and Solution Design:

The Selected Agency shall conduct requirement assessment in consultation with WASSAN and authorized stakeholders, covering the existing business ecosystem, customer requirements, product and catalogue workflow, order workflow, inventory workflow, payment workflow, logistics workflow, administrative workflow and integration requirements.

Deliverables: Inception Report, Business Requirement Document (BRD), Functional Requirement Specification (FRS), High level solution design and project plan

12.2 Information Architecture and UI/UX

The selected agency shall develop sitemap, information architecture, navigation structure, user journeys, mockup, visual design, high fidelity screens, clickable prototype and responsive design for desktop and mobile devices. The design shall be submitted for approval before commencement of full scale development.

12.3 Customer-Facing E-commerce Platform

The platform shall provide homepage, category pages, sub-category pages, product listing pages, product detail pages, search, filters, customer registration and login wish list(where applicable),shopping cat checkout, address management, order placement, order confirmation and order tracking. The website shall be responsive and compatible with commonly used devices and browsers.

12.4. Product and Catalogue Management

The administrative platform shall enable authorized users to manage product categories, sub-categories, product information, descriptions, images, attributes, variants, SKU information, pricing, discounts, availability and product status.

12.5. Administrative and Backend Management

The platform shall provide an administrative interface for authorized users to manage products, categories, customers, orders, inventory, content, users and access rights, reports and dashboards.

12.6. Order and Inventory Management

The platform shall provide functionality for stock availability, inventory updates, stock status and alerts. For orders, it shall support order receipt, confirmation, processing, status tracking, cancellation ,return and refund workflow and delivery tracking.

12.7 Multi-Enterprise/producer Management

The platform shall support products originating from multiple enterprises, SHGs and producer groups, with capability for product source mapping, enterprise identification, enterprise-level reporting, product-level sales and

Future expansion to multi-enterprise operations. The exact functionality shall be finalized during the requirement assessment stage.

12.8 ERP and Third -Party Integrations

The platform shall support integration with approved systems through API or other approved mechanisms, including ERP/Business management systems, inventory systems, and other approved third party platforms. The selected Agency shall ensure data exchange ,synchronization, error handling, logging and integration documentation. The selected Agency shall demonstrate prior experience in third party API and ERP integrations.

12.9 Payment Gateway Integration

The platform shall integrate with an approved gateway supporting applicable payment methods. The system shall provide secure payment processing, payment status, failed payment handling, transaction confirmation and refund support where applicable.

12.10. Logistics and Shipping Integration

The selected Agency shall enable integration with approved logistics or shipping service providers for shipment creation, shipping service providers for shipment creation, shipping label generation, shipment tracking, delivery status, return shipment and reverse logistics.**(The integration platform shall remain API driven and open so that it will allow future integration with alternative service providers without vendor-lock in).**

12.11. Search, filters and product discovery

The customer facing platform shall provide keyword search, category browsing, product filters, sorting and related products. The detailed search and filter parameters shall be finalized during the requirement stage.

12.2. Content and storytelling features

The platform shall support content related to women entrepreneurs, women self -help groups, producer groups, product, crafts and traditions. Authorized administrators shall be able to update routine content without source code modifications.

12.13. Analytics and Reporting

The platform shall support analytics and reporting on website traffic, product performance, category performance, orders, sales, revenue, customer activity and inventory. The selected Agency shall integrate approved analytics tools as required.

12.14. SEO and Digital Marketing Readiness

The website shall be developed with technical readiness for search engine visibility and future digital marketing, including SEO friendly URLs, metadata management, sitemap, search engine crawl ability, social sharing optimization and analytics integrations.

12.15. Security and Data Protection

The selected Agency shall implement secure authentication role based access, secure communication, protection of administrative access, logging, backup and security testing.

12.16 Testing and User Acceptance Testing

The Selected Agency shall undertake functional testing, Integration testing, compatibility testing, responsive testing, performance testing, security / penetration testing and User Acceptance Testing Support. Identified defects shall be resolved before Go-Live in accordance with the agreed acceptance criteria

Note: The platform shall be designed for ease of maintainability and auditability in accordance with the Terms of Reference, including provisions for activity logging, traceability, and audit trails.

12.17. Deployment and Go-Live

The Selected Agency shall prepare a detailed timeline and procedure the production environment, deploy the approved platform, support go-live, resolve critical issues and provide initial stabilization support.

12.18. Training, Documentation and Handover

The Selected Agency shall provide training to authorized personnel. The following shall be handed over: source code, repository access, technical documentation, database documentation, API documentation, system architecture documentation, UI/UX assets, deployment documentation, administrator manuals, user manuals and applicable credentials

12.19 Warranty and Post Go-Live Support

The selected Agency shall provide Post Go-Live Support for the period specified in the contract, including bug fixing, resolution of technical issues, critical issue support, performance stabilization and security updates.

13: PROJECT DELIVERABLES

The key deliverables shall include:

Milestones	Deliverable	Indicative Timeline
1	Inception Report and Project Plan	End of week 2
2	BRD,FRS and SRS Documentation	End of week 3
3	Information Architecture and Wireframes	End of week 4
4	Approved UI/UX and Clickable prototype	End of week 5
5	Core Platform Development	End of week 10
6	ERP/API/Payment/logistics Integration	End of week 13
7	Testing and Defect Resolution	End of week 14
8	UAT	End of week 15
9	Production Go-Live	End of week 16
10	Documentation and Handover	End of week 16

14: PROJECT IMPLEMENTATION TIMELINE AND MILESTONES

The Selected Agency shall submit a detail implementation plan

Indicative milestones are:

Milestones	Deliverable	Indicative Timeline
M1	Inception and required Assessment	2 weeks
M2	BRD,FRs and Solution Design	2 weeks
M3	Information Architecture and UI/UX	3 weeks
M4	Core Platform Development	5 weeks
M5	ERP/API/Payment/logistics Integration	3 weeks
6	Testing and Defect Resolution	1 weeks
7	UAT	1 weeks
8	Production Go-Live	1 weeks
9	Documentation and Handover	1 weeks

15. PROJECT REVIEW MECHANISM

15.1 Nodal Officer

WASSAN shall designate a Nodal Officer/Project Coordinator who shall be the single point of contact for the selected Agency and shall be responsible for all coordination on behalf of WASSAN. The Nodal officer shall coordinate approvals, consolidate stakeholder feedback, monitor progress and resolve issues at the operational level. Matters requiring key decisions that needed to be incorporated in the website shall be placed before the **Director/Commissioner cum Secretary Mission Shakti via WASSAN**.

15.2 Project Manager (Selected Agency)

The selected Agency shall nominate a project Manager who shall be responsible for overall delivery, team deployment, progress reporting, risk management and coordination with the Nodal Officer. The project Manager shall be present at all review meetings and have the authority to commit the selected Agency on all operational matters.

15.3 Review Meetings

The frequency of the review meeting shall be as follows, unless otherwise agreed in writing by the Nodal Officer

Meeting	Frequency	Participants	Purposes
Weekly Progress Review	Weekly	Nodal Officer(WASSAN)	Progress tracking,issue follow up
Monthly Review	Monthly	Nodal Officer,Technical person(IT,WASSAN)	Milestone review,risk review,coordination
Milestone Review	At each Milestone	At department level(Commissioner/ Director level)	Formal approvals of milestone deliverables

15.5 Reporting Requirements

The selected Agency shall submit the following reports:

- Weekly progress report: Status of activities, completed deliverables, pending items, risks and issues
- Monthly Progress Report: Consolidated Progress against the project plan, milestone status and updated risk register.
- Milestone Completion Report: Deliverables submitted, acceptance criteria met, and pending actions.
- Risk and Issue Log: Updated at each review meeting, with owner, status and target resolution date
- Minutes of the Meeting: Recorded and circulated by the selected Agency within two working days of each meeting and confirmed by the Nodal Officer.

15.6 Approval Mechanism

Tier	Composition	Role
Project Steering Committee(PSC)	State Lead/Chairperson nominated by WASSAN,representatives of mission shakti,Nodal officer,project Manager(Selected Agency)	Strategic Oversight,key policy decisions,approval of major changes,resolution of escalated issues

Project Management/coordination	Nodal Officer(WASSAN)/Project Coordinator(WASSAN);Team Lead(Selected Agency);domain and technical representatives	Review of deliverables,risk monitoring,coordination
		Operational coordination,progress tracking,issue logging,documentation

15.7 Change Request Management

Any change to the Scope of Work,deliverables,timelines or technical specifications shall be processed through a formal change request.The change request shall be submitted by the agency and shall include the description of the change,justification impact on timeline and impact on deliverables.The change request shall be approved by the Project Steering Committee before [imple](#)mentation. No change shall be implemented without written approval.

15.8 Escalation Matrix

Unresolved issues shall be escalated in the following sequences:

Level	Escalation To	Timeframe
Level 1	Project Manager(Selected Agency) and Project Coordinator/Nodal officer(WASSAN)	within 2 working days
Level 2	State lead(WASSAN)	within 5 working days
Level 3	Project Steering Committee	within 10 working days
Level 4	Designated Authority in WASSAN/mission Shakti	within 15 working days

15.9 Issue Resolution

All operational issues shall be resolved by the Nodal Officer in coordination with the Project Manager. Issues that cannot be resolved at this level, or that involve some key decisions on scope or cost implications shall be placed by the Nodal officer before State Lead (WASSAN).

15.10 Documentation and Record Keeping

The selected Agency shall maintain a complete record of all project documentation. Meeting minutes, decision logs, change requests and approval communications. This record shall be handed over to WASSAN at the time of project closure and shall be subject to audit.

15.11 Consequences Of Non-Performers

Failure to submit required reports, participate in review meetings or comply with governance requirements shall be treated as a breach of contract and may attract the remedies specified in General Terms and Conditions, including liquidated damages withholding payments or termination.

15.12.WASSAN as Sole Interface

WASSAN shall act as the sole interface between the Selected Agency and the Department of Mission Shakti, Government of Odisha. The Selected Agency shall route all communications, approvals, clarification and engagements with the Department through WASSAN. Any direct engagement by the Selected Agency with the Department, without keeping WASSAN in the loop, shall be treated as breach of contract.

16. CHANGE REQUEST MANAGEMENT

16.1 Purpose

This Section establishes the procedure for requesting, evaluating, approving and implementing any change to the approved Scope of work, deliverables, timelines, technical specifications or any contractual obligations under this RFP.

16.2 Initiation of a Change Request

A change Request may be initiated by WASSAN, the Nodal Officer/Project Coordinator or the Selected Agency. Every Change Request shall be submitted as per the practice followed by the concerned and shall be recorded in the change request register maintained by the selected Agency

16.3 Contents of a Change Request

The Change Request shall indicate, at minimum:

Description of the proposed Change

- Reason or justification for the change
- Criticality and Priority

- Impact on deliverables and Scope
- Impact on project Timeline
- Impact on Cost, with a detailed breakdown where applicable
- Impact on other deliverables, integrations, or systems
- Risk assessment of the proposed change
- Whether the change is reversible providing justifications)
- Proposed implementation Schedule

An incomplete Change Request shall be returned by the Nodal officer for completion before processing.

16.4 Classification of change

Category	Description	Approval Authority
Minor Change	Cosmetic, textual or non-structural change with no cost or timeline impact	nodal officer/Project Coordinator
Major Change	Change affecting scope, cost, timeline, or technical architecture	Departmental level/State Lead(WASSAN)/Project Steering Committee
Emergency Change	Change required to prevent service failure, security breach, or data loss	Nodal officer/project coordinator with ratification by the state lead with in seven working days

16.5 Review and Evaluation

Upon receipt of a change request, the Nodal officer/Project Coordinator shall circulate and shall provide consolidated comments within seven working days. Where the change request has cost or timeline implications, the selected agency shall provide a detailed cost and effort estimate supported by a breakdown of man-days, and third party costs.

The Nodal Officer/Project Coordinator Shall place all major change requests before the State Lead (WASSAN) with Recommendations .Pending a decision on a change request, the selected Agency shall continue to perform the approved SCOPE OF WORK without interruption and shall not suspend or delay performance on account of the pending change request

16.6 Approval

No material change outside the approved Scope of Work shall be undertaken without prior written approval from WASSAN, communicated by the authority specified in section 16.4. If no response is received within fifteen working days of submission of a change request, the change request shall be deemed not approved. Deemed approval shall not apply under any circumstances, and the selected Agency shall have no claim to escalation or additional payment on account of assigning reasons, and such rejection shall be final and binding on the selected Agency.

16.7 Cost and Timeline Treatment

Any Approved change involving additional cost shall be governed by the rates quoted in the Financial Proposals or where no such rate exists by a mutually agreed rate approved by WASSAN. Any approved change affecting the project timeline shall result in a formal revision of the project schedule, approved by WASSAN.

16.8 Contract Amendment

Where a change request is approved and has cost, timeline or scope implications the contract shall be formally amended through a written amendment signed by authorized representatives of both the parties. No change request shall be implemented on the basis of verbal and informal approval.

16.9 Unauthorized Changes

Any change undertaken by the selected agency without prior written approval shall be at selected agency's own risk and cost. WASSAN shall not be liable for any payment, extension of time or other claim arising from such unauthorized change. WASSAN may, at its discretion, require the selected Agency to reverse the unauthorized change at the Selected Agency's cost.

16.10 Change Request Register

The selected agency shall maintain a change of request register recording all change request, their status, approval authority, date of approval or rejection and implementation status. The register shall be updated at each review meeting and shall be made available to WASSAN on request and at the time of project closure.

16.11 Record Keeping and Audit

All change requests, supporting documents, approval communications and contract amendments shall form part of the project record, shall be handed over to WASSAN at project closure, and shall be subject to an audit

PART IV-COMMERCIAL AND CONTRACTUAL TERMS

17. CONTRACT PERIOD

17.1. Project Duration

The contract period shall be specified in the Terms of Reference from the date of contract signing, unless extended in writing by WASSAN in accordance with the change Request provision of this RFP. The Selected Agency shall propose a minimum Viable Product (MVP) for delivery with the technical solution. The detailed execution timeline shall be finalised by the Selected Agency and approved by WASSAN during the Inception Phase.

17.2. Project Phases

The project period shall include the following phases:

The indicative durations are provided for planning purposes only. Actual durations shall be governed by the approved project plan by the selected Agency and approved by WASSAN.

17.3 Warranty and Support Period

The warranty and support period shall commence from the date of Go-Live and shall continue for 12 months. During this period, the selected Agency shall provide bug fixes, technical issue resolution, critical issue support, performance stabilization and applicable security updates at no additional cost to WASSAN.

17.5 Extension of Contract

Any extension of Contract period beyond the duration specified in section 17.1 shall be subject to prior written approval from WASSAN, and shall be processed in accordance with the change Request provisions of this RFP. No extension shall be claimed as a matter of right by selected Agency.

17.6. Delay in Commencement

If the selected Agency fails to commence the work within the time specified in the Terms of Reference, WASSAN may treat such failure as a breach and may invoke the remedies specified in the Liquidated damages clause.

18. PAYMENT TERMS

Payments shall be linked to completion and acceptance of approved deliverables.

The indicative payment schedule shall be:

Milestone	Payment
Requirement Assessment and Approved Inception Deliverables	10%
Approved BRD/FRS/SRS and Solution Architecture	10%

Approved UI/UX and prototype	15%
Completion of Core Development	25%
Completion of Approved Integrations	15%
Successful Testing and UAT	15%
Go live , Documentation and Handover	10%
Total	100%

N.B. Payment shall be made through **NEFT** after submission and verification of the valid **GST invoice/bill** and fulfillment of the applicable payment terms and conditions. .

19: Bid Security/Earnest Money Deposit(EMD)

19.1 Requirement

Bidders shall furnish Bid Security/Earnest Money Deposit (EMD) as a condition of bid responsiveness. Bids not accompanied by the required EMD in the prescribed form shall be treated as non-responsive and rejected.

19.2 Amount

The EMD amount be Rs.95,000/- (Ninety Five thousand) only in the form of Demand Draft in favour of WATERSHED SUPPORT SERVICES AND ACTIVITIES NETWORK (WASSAN) drawn in any scheduled nationalized bank and payable at Hyderabad.

19.3 Form

EMD shall be furnished in any of the following forms:

Demand Draft in favor WATERSHED SUPPORT SERVICES AND ACTIVITIES NETWORK (WASSAN)

Bank Guarantee from a schedule/nationalized bank in the prescribed format

Online payment through the e-procurement portal, where applicable

Any other form approved under the applicable procurement procedure

19.4 validity

EMD shall remain valid for a period of 30 days beyond the final bid validity period.

19.5 Exemptions

Exemptions from EMD, if applicable, shall be governed by the applicable Government of Odisha procurement provisions, Bidders Claiming exemptions shall submit valid documentary proof (e.g; Udyam Registration for MSMEs, Startup recognition certificate) along with the bid. Invalid or unsupported exemptions claims shall render the bid non-responsive

19.6 Conditions

- EMD shall be forfeited if the bidder:
- Withdraws or modifies the bid during the bid validity period;
- Fails to furnish performance Security within the stipulated time after award
- Fails to execute the contract after issuance of Letter of award
- Is found to have submitted false or misleading information
- EMD of Unsuccessful bidders shall be refunded without interest after the contract is awarded and performance security is received from the selected Agency.

19.7 No Interest

No interest shall be payable on EMD or any security deposit under this RFP.

20. Performance Security

20.1 Requirement

The selected bidder shall be required to furnish a performance security valid as above @ 5% of contract value including GST in form of Insurance surety bond/ account payee demand draft/ fixed deposit receipt/ bank guarantee from any scheduled bank in favour of **WATERSHED SUPPORT SERVICES AND ACTIVITIES NETWORK (WASSAN)** before signing of the contract. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier of service including warranty obligations.

20.3. Form

Performance Security shall be furnished in any of the following forms, as approved by WASSAN

20.5. Release

Performance Security shall be released after satisfactory completion of all contractual obligations, including Go-Live, warranty support, and handover and after the defect liability period, if any has expired without pending claims (**release procedure and timelines governed by applicable OGFR/government of Odisha Provision**)

20.6. Invocation

WASSAN shall be entitled to invoke performance Security in the event of:

- Failure to complete the work within the agreed timeline, after due notice;

- Poor quality of deliverables not remedied after notice
- Violation of contractual terms;
- Abandonment of work;
- Submission of false information;
- Submission of false information;
- Any other breach specified in the contract.

20.7. No Interest

No interest shall be payable on performance security or any amount held as security under this RFP.

20.8. Additional Performance Security (if applicable)

If the successful bidders quoted amount is abnormally low, WASSAN may require additional performance security in accordance with the applicable Government of Odisha Provision (should be applied with the applicable OGFR/works departmental provision)

21. WARRANTY AND SERVICE LEVEL AGREEMENT

22. Liquidated Damages

22.1 Application

Where delay in completion of approved milestones is attributable to the selected agency, WASSAN may apply Liquidated Damages in accordance with the Provisions of this clause.

22.2 Rate and Cap

Liquidated Damages shall be levied at 0.5% of the total contract Value (excluding GST) per week of delay, subject to a maximum of 10% of the contract Value (excluding GST)

22.3 Recovery

Liquidated Damages shall be recovered from pending payments, performance Security, or any other amount due to selected Agency, without prejudices to WASSAN's other remedies under contract.

22.4 Exceptions

- Liquidated Damages shall not apply where delays arise due to:
- Delay in approvals by WASSAN
- Delay in provision of required information by WASSAN
- Approved Change in Scope
- Delays attributable to approved third parties beyond the reasonable control of the agency

22.5 Notification

WASSAN shall notify the selected Agency in writing of the imposition of Liquidated Damages, specifying the period of delay and the amount levied. The selected Agency shall have the right to submit a written representation within seven working days, which shall be considered by WASSAN before the final determination.

23. INTELLECTUAL PROPERTY RIGHTS AND SOURCE CODE OWNERSHIP

23.1 Ownership of Intellectual Property:

All intellectual property arising from this contract, included but not limited to custom source, APIs, database schema, design assets, documentation, configuration, scripts and deployment tools shall vest with WASSAN. The selected agency shall not use any custom work produced under this project for any clients, nor commercialize or operationalize the same without prior written consent from WASSAN.

23.2 Source Code Delivery

The selected agency shall deliver the complete and updated source code to WASSAN after completion of User Acceptance Testing (UAT), including version history; build automation scripts, deployment scripts, Infrastructure as code (IaC) scripts, and full source code repository access. WASSAN shall have the right to use, modify, enhance, upgrade and migrate the custom components, either directly or through a third party service provider, for business continuity or future expansion.

23.3. Data ownership

All data generated under this platform, including product data, order data, customer data, seller/enterprise data and transaction records shall vest with WASSAN. The selected Agency shall not disclose it to any third party, and shall return or delete all data upon termination or expiry of the contract as directed.

23.4. Third Party Components and Source code Escrow

Where the solution includes third party proprietary software or Commercial Off The Shelf (COTS) components, the selected Agency shall clearly identify such components in its bid, along with their licensing model, ownership and dependencies. For any third-party proprietary components essential for operation, maintenance or migration of the platform, the selected agency shall at its own cost establish a source code escrow arrangement with the software owner or an independent escrow agent. The escrow arrangement shall remain valid throughout the contract period and shall be updated after every major release or security patch.

23.5 Exit Management

Upon termination or expiry of the contract the selected agency shall provide transition support for a minimum period of ninety (90) days at no additional cost, including knowledge transfer,

documentation, handover, credentials handover and cooperation with the incoming agency to ensure smooth transition of the platform.

23.6 Declaration

The selected Agency shall submit an Intellectual Property Undertaking confirming the above terms and warranting that its deliverables do not infringe any third party intellectual property rights. In the event of any third party infringement claim, the selected Agency shall bear all defense costs and damages, and shall at its own cost either procure a license for continued use, replace or modify the infringing component with a non-infringing version or refund the corresponding amount to WASSAN

24. DATA OWNERSHIP, SECURITY AND CONFIDENTIALITY

24.1 Data Ownership

All data generated, collected, processed or stored on the Subhadra Shakti Bazaar platform shall vest exclusively with the Department of Mission Shakti, Government of Odisha, on whose behalf WASSAN is implementing this assignment WASSAN. This Includes:

- Product data, Catalogue data and inventory data
- Customer data, including personal data as defined under the Digital Personal Data Protection Act, 2023 (DPDP Act)
- Seller/SHG/enterprise data and transaction records
- Order data, payment metadata and logistics data
- Analytics, reports and derived datasets

The selected Agency shall have no ownership claim over any data and shall process such data solely for the purpose of this contract. WASSAN shall exercise all rights and instructions in respect of such data on behalf of Department of Mission Shakti. Upon termination or expiry, the selected Agency shall return or delete all data as directed by WASSAN.

24.2 Compliance with DPDP Act, 2023 and DPDP Rules, 2025

The Department of Mission Shakti, Government of Odisha, shall be Data Fiduciary in respect of personal data processed on the platform and the selected Agency shall act as Data processor. Fiduciary. WASSAN shall act as the implementing and coordinating entity on behalf of the Data The Selected Agency shall act as the Data Processor:

- Process personal data on the documented instructions from WASSAN, issued on behalf of the Department of Mission Shakti, and strictly for the purposes of this contract.
- Implement reasonable security safeguards as prescribed under DPDP rules, including encryption, obfuscation, masking, or virtual tokens access controls logging, monitoring and backups.
- Not engage any sub-processor without prior written consent from WASSAN

- Assist WASSAN and the Department of Mission Shakti in fulfilling its obligations under the DPDP Act, including breach notification, data principal rights and grievance redressal;
- Maintain records of processing activities as required under the DPDP Rules.
- The Selected Agency shall be liable to WASSAN for any failure to comply with these obligations, including any penalty imposed on WASSAN or the Department of Mission Shakti by the data protection board arising from the selected Agency's non-compliance.

24.3. Personal Data Breach Notification

Upon becoming aware of any personal data breach, the selected Agency shall:

a) Immediately take all steps within its control to contain, mitigate and nullify the breach, including isolating affected systems, revoking compromised access and preventing further unauthorized access or disclosure notify WASSAN without any delay and in any event within 24 hours, providing:

- Description of the breach and the categories of personal data affected;
- Likely consequences of the breach and mitigate its affects
- Contact details for further information

WASSAN shall be responsible for notifying the Data Protection Board of India and affected Data Principals as required under the DPDP rules within the prescribed timelines (including a detailed report within 72 hours). The selected Agency shall cooperate fully with WASSAN and Department of Mission Shakti in breach investigation and remediation. And any inquiry conducted by the Data Protection Board.

24.4. Data Retention and Erasure

The Selected Agency shall retain personal data only for as long as necessary for the purposes specified by WASSAN and shall erase or anonymize it upon expiry of the retention period, unless retention is required by law.

For the retention periods consistent with the DPDP rules, including:

Logs and personal data retained for a minimum of one year for breach detection and remediation

For large e-commerce platforms (if thresholds are met), personal data of inactive users erased, with 48 hours prior to erasure.

24.5. Security Safeguards

The Selected Agency shall implement and maintain appropriate technical and organizational measures, including:

Encryption: TLS for all data in transit, AES-256 or equivalent for data at rest

Access Control: Role-based access control (RBAC) on the principle of least privilege, multi-factor authentication for administrative access.

Logging and Monitoring: Audit logs maintained for a minimum of one year to detect, investigate and remediate unauthorized access.

Backup and Continuity: Regular backups and disaster recovery procedures consistent with GIGW 3.0 and CERT-In guidelines.

Application Security: Secure coding practices, vulnerability scanning, and periodic security testing.

Network Security: Firewalls, intrusion, detection, and restriction of unnecessary ports and services.

The Selected Agency shall comply with GIGW 3.0 cybersecurity guidelines for a government websites and applications, and shall obtain a “safe to host” certificate from a CERT-In empaneled auditor prior to Go-Live

24.6. Confidentiality

The Selected Agency shall treat all data, documents and information accessed during the contract as confidential and shall not disclose the same to any third party without prior written consent from WASSAN, except as required by law.

Confidentiality obligations shall survive termination or expiry of the contract for a period of five years, or longer if required by applicable law.

24.7. Odisha State Data Policy Compliance

The Selected Agency shall, where applicable, ensure that data storage and processing align with the Odisha State Data Policy 2026 (OSDP 2.0). This alignment must include requirements for centralized data governance, consent architecture, and cybersecurity standards. If WASSAN directs that data be hosted on the **Odisha State Data Centre (SDC 2.0)** or other state-owned infrastructure, the selected Agency shall deploy and configure the platform accordingly.

24.8 Audit and Cooperation

The Selected shall permit WASSAN, its auditors, or any authorized government to audit the selected Agency's data processing and security practices at reasonable notice. The selected Agency shall cooperate fully with any inquiry, investigation or audit conducted under the DPDP Act or applicable Odisha provisions.

24.9 Indemnity

The Selected agency shall indemnify and hold harmless WASSAN against any claims, losses, penalties or damages arising from:

- Breach of this section by the selected Agency

- Unauthorized processing or disclosure of personal data by the selected Agency.

Any penalty imposed on WASSAN by the data Protection Board attributable to the selected Agency's act or omission.

25. VENDOR LOCK-IN PREVENTION AND EXIT MANAGEMENT

25.1 Open standards and Interoperability

The Selected Agency shall design and develop the platform using open standards and open interfaces, consistent with the government of Odisha e-governance policy. The platform shall not be dependent on any proprietary, vendor-specific technology that prevents interoperability, migration or integration with alternative systems. All APIs, data formats and communication protocols shall be documented and made available in WASSAN.

25.2 Modular Architecture

The platform shall be architected in modular components to the extent feasible, enabling phased participation, independent maintenance and replacement of individual modules without requiring replacement of individual modules without requiring replacement of the entire system. The selected Agency shall clearly identify which components are custom developed, which are third party and which are open source.

25.3 Source Code and Documentation Handover

The selected Agency shall deliver complete and updated source code, including all custom developed modules, APIs, database schemas, configuration scripts, build automation scripts and deployment documentation. The handover shall be completed before Go-Live or at such time as specified by WASSAN. The selected Agency shall not retain any copy of the custom developed code for use in other projects without WASSAN's written consent.

25.4 Exit Management Plan

The selected Agency shall submit an Exit Management Plan with 90 days of contract signing, detailing the transfer process to be followed upon termination or expiry. The plan shall cover:

- A detailed program for transition to WASSAN or a replacement agency;
- Communication plans for staff, vendors and third parties
- Knowledge transfer sessions with WASSAN's designated technical team;
- Contingency arrangements to ensure service continuity during transition

The Exit Management plan shall be updated annually and submitted to WASSAN for approval.

25.5.Exit Management Period

The Exit Management Period shall commence three months prior to contract expiry or on the date of termination notice, whichever is applicable and shall end on the date agreed by WASSAN or three months after commencement, whichever is earlier. During this period the selected agency shall continue to deliver services without degradation and shall cooperate fully with WASSAN and any replacement agency.

25.6.Knowledge Transfer and Transition Support

The selected Agency shall conduct technical knowledge transfer sessions with the WASSAN designated team during the final three months of the contract period. This shall include operational handholding, documentation walkthroughs and explanation of system architecture, integration points and maintenance procedures. The selected Agency shall support the replacement agency during transition until WASSAN issues a satisfactory completion certificate for exit management.

25.7.Third Party Agreements

The selected Agency shall, upon written request from WASSAN, assign or transfer to WASSAN or its designated nominee the following items pertaining to the platform necessary for service continuity:

- Any equipment lease;
- Any maintenance agreement;
- Any software license; or
- Any third party service agreement.

All software licences shall be handed over to the Department of Mission Shakti through WASSAN upon completion or termination of the contract, free of any restriction, lien, or continuing obligation to the Selected Agency.

25.8.Completion of Exit

The selected Agency's obligations under this clause shall be complete only when WASSAN issues a satisfactory completion certificate for exit management. Final Payment of release of performance Security shall be conditional on this certification

26. CONFLICT OF INTEREST AND SUBCONTRACTING

26.1.1.Defination

A bidder shall be deemed to have a conflict of Interest if:

The bidder,or its associates has a relationship with other bidder that provides access to the other's bid information or the ability to influence either bid;

The bidder has common controlling shareholders or ownership interest with another bidder;

The bidder has received any direct or indirect subsidy or grant from another bidder;

The bidder is or has been engaged by WASSAN for goods, works or services related to the same project, unless the engagement was in continuation of this consultancy;

The bidder, or any of its personnel, has a close business or family relationship with any WASSAN official involved in the preparation of the RFP, the selection process, or the supervision of the contract.

26.1.2 Disclose Obligation

The bidder shall disclose any actual or potential conflict of interest, including any relationship with WASSAN officials or other bidders, at the time of bid submission and throughout the contract period. The bidder shall submit a signed **Conflict of Interest Declaration in the format provided in the Annexure**

26.1.3 Consequences

Failure to disclose a conflict of interest or any breach of this clause shall constitute a breach of the code of integrity under Rule 207 of the OGFR 2023 as applicable. WASSAN may disqualify the bidder from the selection process, terminate the contract, forfeit the bid security or performance security, and debar the bidder from future WASSAN.

26.2. Subcontracting

26.2.1 Prior Approval

The selected Agency shall not subcontract any part of the scope of work without the prior written approval of WASSAN. Any request for subcontracting shall clearly identify the proposed subcontractor, the scope of work to be subcontracted, and the justification for subcontracting

26.2.2 Conditions

Subcontracting shall be permitted only where:

- The Sub-contractor possess the necessary technical capability and experience for the assigned scope;
- The sub-contractor is not blacklisted or debarred by any government or public sector organization.
- The sub-contractor has no Conflict of Interest in relation to this assignment
- The Selected Agency remains fully responsible for the performance of the subcontractor and for the compliance with all contractual obligations.

26.2.3 No Relief from Liability

Approval of Subcontracting shall not relieve the selected Agency from any liability or obligation under the contract. The selected Agency shall remain solely responsible for the quality, timeliness and compliance of all deliverables, whether performed by itself or by a subcontractor.

26.2.4 Payment to SubContractor

The Selected Agency shall be solely responsible for all payments to its sub-contractors. WASSAN shall have no direct liability to any sub-contractor

26.2.5 Change of Sub-contractor

Any change in the approved sub-contractor or the scope of subcontracted work shall require fresh prior written approval from WASSAN.

27. TERMINATION

27.1 Termination for Default

WASSAN may terminate the contract, in whole or in part, by written notice of thirty (30) days to the selected Agency, if the selected Agency

- (a) Fails to deliver any or all deliverables within the agreed timeline and does not remedy the failure within fifteen (15) days after receipt of written notice from WASSAN.
- (b) Fails to comply with any other material obligation under the contract, and does not remedy such failure within fifteen (15) days after receipt of written notice.
- (c) Commits a material breach of the Intellectual property, data Security or confidentiality provisions of this RFP
- (d) Submits false or misleading information during the bid process or during contract performance
- (e) Is declared insolvent, undergoes liquidation or has receiver appointed over its assets
- (f) Engages in fraudulent or corrupt practices in relation to this contract.

27.2. Termination for Convenience

WASSAN may terminate the contract at any time by giving thirty (30) days prior written notice to the selected Agency, without assigning any reason. Upon such termination, the selected Agency without assigning any reason. Upon such termination, the selected Agency shall be entitled to payment for work satisfactorily completed up to the date of termination, subject to verification and acceptance by WASSAN. No compensation shall be payable for loss of profit or anticipated revenue.

27.3. Termination for Non-performance

If the selected Agency fails to achieve any approved milestone despite two written notices, or if the quality of deliverables is found unsatisfactory and not remedied, WASSAN may terminate the contract in accordance with the procedure specified in the clause 27.4.

27.4. Procedure for Termination

Before terminating the contract for default, WASSAN shall:

- (a) Issue a written show cause notice to the selected Agency specifying the grounds for termination;
- (b) Provide the selected Agency a reasonable opportunity of fifteen (15) days to respond and where applicable to remedy the default;
- (c) Consider the response, if any before taking the final decision.

Termination shall be communicated by written notice, and shall take effect on the date specified in the notice.

27.5 Consequences of Termination

Upon termination:

- a) The selected Agency shall stop all work on the terminated portion shall not incur further costs;
- b) The selected Agency shall deliver completed and partially completed deliverables, documentation, source code and data to WASSAN.
- c) WASSAN may withhold payment for any deliverables not accepted;
- d) WASSAN may invoke the performance security and recover any excess costs incurred in completing the work through alternative means;
- e) The Exit Management obligations under this RFP shall apply

27.6 Survival

The provisions relating to Intellectual property, Data ownership, confidentiality, Indemnity, Dispute Resolution, and audit shall survive termination or expiry of the contract

28. FORCE MAJEURE

28.1. Definition

“Force Majeure” means an event beyond the reasonable control of either party, not involving that party’s fault or negligence and which is not foreseeable and not brought about at the instance of the party claiming to be affected. Such events may include acts of God, war, revolution, hostility, acts of public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strikes (excluding those by the affected party’s own employees), lockouts (excluding those by the affected party’s own management) and flight embargoes.

28.2. Notice

The affected party shall notify the other party in writing of the Force Majeure event within twenty-one (21) days of its occurrence, stating the nature of the event and its likely effect on performance.

28.3. Mitigation and Continued Performance

Unless otherwise directed in writing, the affected party shall continue to perform its obligations to the extent reasonably practicable and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

29. DISPUTE RESOLUTION

29.1 Amicable Settlement

The parties shall first attempt to resolve any dispute arising out of or in connection with this contract through mutual consultation and discussion. The party raising the dispute shall issue a written notice to the other party requesting amicable settlement and the parties shall endeavour to resolve the matter within thirty(30) days of such notice.

29.2. Negotiation

If the dispute is not resolved through mutual consultation, the matter shall be referred for negotiation between WASSAN and the Selected Agency's authorized representative. The negotiation shall be completed and the agreed course of action documented within a further period of fifteen (15) days,

Unless extended by mutual written consent.

29.3 Referral to Designated Authority

If the dispute remains unresolved after the negotiation period, it shall be referred to the Executive Secretary, WASSAN or such other authority as may be designated by WASSAN, whose decision shall be final and binding on both parties, unless either party elects to invoke arbitration under Clause 29.4.

29.4. Arbitration

If the dispute is not resolved through the process specified above, either party may refer the dispute to arbitration in accordance with the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof. Arbitration shall be held in Bhubaneswar and shall be conducted in English.

Appointment of Arbitrator: The arbitral tribunal shall consist of a sole arbitrator mutually appointed by both [parties](#). If the parties fail to agree on the appointment within thirty(30) days, the arbitrator shall be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

Note: Unilateral appointment of arbitrators by one party in public-private contract has been held to be arbitrary and violative of Article 14 of the constitution. Accordingly a mutually agreed appointment is specified.

Cost of Arbitration: Each party shall bear its own costs of preparing and presenting its case. The fees and expenses of the arbitrator shall be shared equally unless the award provides otherwise

Continued Performance: The selected Agency shall continue to perform its obligations under the contract during the pendency of any dispute or arbitration proceedings and shall not suspend or delay performance on account of such proceedings.

29.5.Jurisdiction

Subject to the arbitration provision above, the courts at **Bhubaneswar** shall have exclusive jurisdiction in respect of any matter arising out of or in connection with this contract.

PART V-ANNEXURES

ANNEXURE I -TECHNICAL PROPOSAL COVER LETTER

[On Bidder's Letterhead]

Date:

To,

The Executive Secretary,

Watershed Support Services and Activities Network (WASSAN),

[Address]

Subject: Technical Proposal for Selection of an Agency for Design, Development, Integration, Testing, Deployment, Handover, Warranty, and Technical Support of the Subhadra Shakti Bazaar E-Commerce Platform

Dear Sir/Madam,

1. We, [Bidder Name], have read and understood the RFP documents, including all sections, annexures, and clarifications issued.
2. We hereby submit our Technical Proposal for the above assignment in response to Tender Reference No. [_____].
3. We confirm our unconditional acceptance of all terms and conditions of the RFP.
4. We confirm that our Technical Proposal does not contain any financial information.
5. We confirm that all information provided in this proposal is true, complete, and correct.
6. We understand that WASSAN reserves the right to accept or reject any or all proposals without assigning reasons.

Yours faithfully,

[Signature]

[[Name of Authorized Signatory]

[Designation]

[Company Seal]

ANNEXURE III-Company Profile

Particular	Details
Organization Name	
Legal Status(company/LLP/Firm)	
Date of Incorporation	
Registered Office Address	
Corporate Office Address	
PAN	
GST Registration Number	
Udyam/MSME Registration, if applicable	
Name of Authorized Signatory	
Contact Details(Email, Phone)	
Core Areas of Expertise	
Number of Employees	
Annual Turnover(Last 3 years)	

ANNEXURE III-RELEVANT EXPERIENCE

Client	Assignment	Brief Scope	Value	Completion Year	Supporting Evidence

ANNEXURE IV-PROPOSED KEY PERSONNEL

Name	Proposed Role	Qualification	Relevant Experience	Key Responsibility

ANNEXURE V- FINANCIAL PROPOSAL FORMAT**A. One Time Implementation Cost**

Sl. No	Scope/Component	Amount Excluding Taxes(Rs)	Applicable Taxes/GST(Rs)	Total Amount Including Taxes(Rs)
1	Requirement Assessment, Business process understanding and project inception			
2	Business Requirement Documentation and Solution design			
3	Information Architecture, UI/UX Design and Approval prototype			
4	Front end website development			

5	Backend development and Administrative Panel			
6	Product Catalogue, Categories and product Management features			
7	Customer Account, Cart, checkout and order Management Features			
8	Inventory and Enterprise/producer Management Features as applicable			
9	Payment Gateway Integration			
10	Logistics/shipping integration			
11	Analytics, reporting and SE technical readiness			
12	Testing, quality assurance security testing and UAT Support			
13	Deployment Go live and Hyper care Support			
14	Training Documentation Source Code and Technical Handover			
Total-				

B. Post Go Live Support

Component	Period	Amount Excluding Taxes(Rs)	Taxes (Rs)	Total Amount (Rs)
Warranty and Technical Support	xxxx Months			

C. THIRD-PARTY/INFRASTRUCTURE COSTS

Evaluation Checklist			
Check Item	Status	Excluded	Remarks
1. Domain	☐ Yes ☐ No	☐ Yes ☐ No	
2. SSL	☐ Yes ☐ No	☐ Yes ☐ No	
3. Cloud Hosting	☐ Yes ☐ No	☐ Yes ☐ No	
4. Payment Gateway Charges	☐ Yes ☐ No	☐ Yes ☐ No	
5.SMS/OTP	☐ Yes ☐ No	☐ Yes ☐ No	
6. Email Services	☐ Yes ☐ No	☐ Yes ☐ No	
7. Other Licenses	☐ Yes ☐ No	☐ Yes ☐ No	

D. Annexure: Technical Submission Checklist

Project: Subhadra Shakti Bazaar E-Commerce Platform

Tender Reference: [_____]

Bidder Name: [_____]

Instructions: This checklist is to be completed by the bid opening team for each bidder. A bid missing any mandatory item shall be marked non-responsive.

S. No	Item	Mandatory / Desirable	Submitted (Yes/No)	Remarks

1	Technical Proposal Cover Letter (Annexure I)	Mandatory	☐ Yes ☐ No	
2	Company Profile (Annexure III)	Mandatory	☐ Yes ☐ No	
3	Relevant Experience Format (Annexure IV)	Mandatory	☐ Yes ☐ No	
4	Similar Project Experience Format (Annexure V)	Mandatory	☐ Yes ☐ No	
5	Proposed Team Format (Annexure VI)	Mandatory	☐ Yes ☐ No	
6	CVs of Key Personnel (Annexure VII)	Mandatory	☐ Yes ☐ No	
7	Project Work Plan (Annexure VIII)	Mandatory	☐ Yes ☐ No	

8	Technical Compliance Statement (Annexure IX)	Mandatory	☐ Yes ☐ No	
9	Understanding of Assignment and Proposed Approach	Mandatory	☐ Yes ☐ No	
10	Proposed Technical Solution	Mandatory	☐ Yes ☐ No	
11	Build vs. Buy Analysis	Mandatory	☐ Yes ☐ No	
12	Cloud Solution Architecture	Mandatory	☐ Yes ☐ No	
13	Project Implementation Methodology	Mandatory	☐ Yes ☐ No	
14	Quality Assurance, Security and Support Approach	Mandatory	☐ Yes ☐ No	

15	Key Assumptions and Dependencies	Desirable	☐ Yes ☐ No	
16	Declaration (Annexure XI)	Mandatory	☐ Yes ☐ No	
17	Conflict of Interest Declaration (Annexure XII)	Mandatory	☐ Yes ☐ No	
18	Non-Blacklisting Declaration (Annexure XIV)	Mandatory	☐ Yes ☐ No	
19	Power of Attorney / Authorization (Annexure XIII)	Mandatory	☐ Yes ☐ No	
20	Detailed Functional Requirements and Bidder Compliance Matrix (Annexure XXV)	Mandatory	☐ Yes ☐ No	
21	EMD	Mandatory	☐ Yes ☐ No	

22	Confirmation that Technical Proposal contains no financial information	Mandatory	☐ Yes ☐ No	
23	Registration/Certificate of Incorporation	Mandatory	☐ Yes ☐ No	
24	GST certificate	Mandatory	☐ Yes ☐ No	
25	PAN Copy	Mandatory	☐ Yes ☐ No	
26	Audit report FY-2024, 2024-25 & 2025-26	Mandatory	☐ Yes ☐ No	

27	Turnover details F 2023-24, 2024-25 2025-26	Mandatory	☐ Yes ☐ No	
28	Bid Processing Fees	Mandatory	☐ Yes ☐ No	

Verified by: _____

Name: _____

Designation: _____

Date: _____

ANNEXURE VI WARRANTY, SUPPORT & SLA MATRIX FOR SUBHADRA SHAKTI BAZAAR E-COMMERCE PLATFORM

ANNEXURE: WARRANTY, SUPPORT AND SLA MATRIX

Project: Subhadra Shakti Bazaar E-commerce Platform

Tender Reference: _____

Instructions to Bidders:

The bidder must confirm acceptance of all warranty and support obligations specified in this matrix.

The bidder must indicate any deviation from the specified SLA parameters in the Deviation column,

All response and resolution times are measured from the times are measured from the time the incident is reported to the Selected Agency's helpdesk.

Part A: WARRANTY PERIOD

Parameter	Requirement	Bidder/Conformation
Warranty Duration	Minimum 12 months from the date of Go-Live	Accepted/Deviation
Warranty Coverage's	Bug Fixes, technical issue resolution, critical issue support, performance stabilization, Security Updates	Accepted/Deviation
Warranty Cost	Included in the one-time development cost	Accepted/Deviation
Response During Warranty	As per SLA matrix in Part C	Accepted/Deviation
Exclusions	Changes to Scope of Work(Governed by Change Request),third -party Costs	Accepted/Deviation

PART B: SLA MATRIX-INCIDENT CLASSIFICATION AND RESPONSE/RESOLUTION TIMES

Severity Level	Description	Response Time	Resolution Time	Penalty for Breach
Critical(P1)	Platform completely down; Payment gateway failure; security breach; data loss affecting all users	within 1 hour	within 1 hour	0.5% of monthly invoice per hour of delay beyond response time
High(P2)	Major functionality unavailable(e.g., checkout ,order processing);affecting significant user groups	within 4 hours	within 1 hour	0.25% of monthly invoice per 4 hours of delay
Medium(P3)	Non-critical functionality impaired; workaround available; affecting limited users	within 2 working days	within 3 working days	0.1% of monthly invoice per working day of delay
Low(P4)	Cosmetic issues; minor bugs; documentation updates; non-urgent queries	within 1 working day	within 7 working days	No financial penalty; tracked for resolution

Notes:

- Response Time means the time taken to acknowledge the incident and begin diagnosis.
- Resolution Time means the time taken to resolve the issue or provide a viable workaround.
- Timelines apply during business hours for P3/P4;24x7 for P1/P2.

PART C: UPTIME AND AVAILABILITY SLA

Parameter	Requirement	Measurement
Platform Uptime	Minimum 99.5% per calendar month(excluding scheduled maintenance)	Automated monitoring tools
Scheduled Maintenance	Shall not exceed 4 hours per month; only during non-office hours with prior written approval	Maintenance Log

Monthly Uptime	Penalty(Deduction from Quarterly Payment)
98%-99.49%	2%
95-97.99%	5%
Below 95%	10%+Show Cause Notice

- Terminate the Contract
- Forfeit performance Security
- Initiate blacklisting proceedings

PART D: SUPPORT CHANNELS AND ESCALATIONS

Support Channel	Availability	Contact Details(To be provided by selected Agency)
Helpdesk Portal	24 x 7 for P1/P2;business hours for P3/P4	_____
Email Support	24 x 7 for P1/P2;business hours for P3/P4	_____

Phone Support	24 x 7 for P1/P2;business hours for P3/P4	_____
---------------	---	-------

Escalation Matrix:

Level	Escalation to	Timeframe
Level 1	Selected Agency Helpdesk	Immediate
Level 2	Selected Agency Project Manager	with 4 hours of P1/P2 incident
Level 3	WASSAN Nodal Officer	If unresolved within resolution time
Level 4	WASSAN State Lead	If unresolved after 48 hours(P1)

PART E: EXCLUSIONS FROM SLA

The selected Agency shall be exempted from SLA penalties for non-compliance arising from:

- Delay in approvals from WASSAN
- Force Majeure events
- Third-party failures (payment gateway, logistics providers) where the selected Agency has notified and WASSAN has notified and WASSAN has approved the delay.
- Schedules maintenance approved in advance.

Reports shall be submitted by the 7th of the following month

PART: BIDDER DECLARATION

We (Bidder Name) hereby confirm that we have read, understood and accept the warranty, support and SLA requirements specified in this Matrix. We understand any deviation must be explicitly stated and may render our proposal non responsive.

Signature: _____

Name: _____

Designation: _____

Company Seal:_____

Date: _____

ANNEXURE VII-NON -Blacklisting Declaration

[On the letterhead of the bidder]

We hereby declare that our Organization has not been blacklisted or debarred by any Government authority, public sector organization or other competent authority.

We understand that submission of false information may result in rejection of our proposal or termination of the contract.

Authorized Signatory: _____

Name: _____

Designation:_____

Date:_____

Annexure VIII-Conflict of Interest Declaration

(on the letterhead of the bidder)

We hereby declare that we have no actual or potential conflict of Interest relating to the assignment under this RFP, except as disclosed below.

Details of Conflict, if any:

Authorized Signatory: _____

Name: _____

Designation:_____

Date:_____

BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY (ANNEXURE-D under
Rule-213(ii) of OGFR 2023)

To

The Executive Secretary,
Watershed Support Services and Activities Network (WASSAN),

WHEREAS (Name and address of the Agency)
(hereinafter called “the Agency”) has undertaken, in pursuance of RFP no..... dated
..... to undertake the service (description of services) (hereinafter called “the
contract”).

AND WHEREAS it has been stipulated by (Name of the Client) in the said contract that the agency
shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the
sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of
the agency, up to a total of..... (Amount of

the guarantee in words and figures), and we undertake to pay you, upon your first written demand
declaring the agency to be in default under the contract and without cavil or argument, any sum or
sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to
show grounds or reasons for your demand or the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the contract to
be performed there under or of any of the contract documents which may be made between you and
the agency shall in any way release us from any liability under this guarantee and we hereby waive
notice of any such change, addition or modification.

This guarantee shall be valid until the..... day of , 20...

Our branch at **Hyderabad** (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Hyderabad branch a written claim or demand and received by us at our Hyderabad branch on or before Dtotherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name& address of the bank & Branch

END OF REQUEST FOR PROPOSAL