



Government of Madhya Pradesh
Department of Cottage and Rural Industries
Office of the Managing Director, M.P. Khadi Village Industries Board

Corrigendum - 2

"Request for Proposal (RFP) for Selection of Agency For End-to-End Implementation of a Ready-to-deploy E-Commerce Solution including ONDC Enablement, Operations and Maintenance for Madhya Pradesh Khadi and Village Industries Board"

RFP Ref. Number: KGU/ECOM-ONDC/2025-26/RFP/01

Dated: 09.06.2026

Please refer above RFP. This is for information to all interested bidder.

Sr.	Section	Sub Section	Reference/ Subject	O/o Response
1	9.4 Penalty Clauses	Penalty Clause	Addition of point vi	Refer table A (9.4 vi)for updated SLA condition during the AMC period.
2	9.4 Penalty Clauses	9.4 Penalty Clauses Point V	The SI shall promptly notify MP KVIB in writing of any delays caused by ONDC. Any such delay period shall be excluded from the SI's service delivery timelines and shall not be considered for the imposition of penalties. Upon receiving such notification, MP KVIB may directly engage with ONDC to facilitate and expedite resolution of the issue	The SI shall promptly notify MP KVIB in writing of any delays caused by ONDC or Enterprise Environmental Factors (EEFs) or any External Dependencies . Any such delay period shall be excluded from the SI's service delivery timelines and shall not be considered for the imposition of penalties. Upon receiving such notification, MP KVIB may directly engage with ONDC to facilitate and expedite resolution of the issue.
3	Annexure 9:	Format of Approach and Methodology Document	Tech 2: Details of the technology stack proposed for the solution, including the open-source platforms, frameworks, and tools to be adopted for development and deployment.	The selected vendor shall strictly adhere to all governance frameworks, policies, and guidelines of ONDC, including but not limited to the ONDC Network Policy, advisories, compliance handbook, technical specifications, operating procedures, and applicable regulatory and legal requirements, while integrating and operating the Seller App on the ONDC network for open-source platforms / licenses as applicable.

CA *PR* *Abhan* *MP Board* *SECRET* *Sanit* *W* *M*

Sr.	Section	Sub Section	Reference/ Subject	O/o Response
4	Section 3.2	Change Orders and Contract Amendments	This Rate Card will be fixed and valid for the period of 43-36 months from the commencement date.	This Rate Card will be fixed and valid for the period of 6-36 months from the commencement date.
5	Annexure 11:	Sample BOQ format for submission of Financial Bid	3. KVIB may use this rate card for chargeable change request or for any other consulting/advisory work that can be delivered by the Selected Agency. This rate card will be valid for 40 months period of the Selected Agency's contract. The period of the contract may be extended for such duration as agreed between parties.	3. KVIB may use this rate card for chargeable change request or for any other consulting/advisory work that can be delivered by the Selected Agency. This rate card will be valid for 42 months period of the Selected Agency's contract. The period of the contract may be extended for such duration as agreed between parties.
6	NIT Page Num 2	Please refer below table for key events:		Please refer updated details given in the table B.

Alkhan
Rep Mpside
SENT

Ant

Table: A (9.4 vi)

The severity levels along with response and resolution times for SLA are defined as below:

Severity	Details	Conditions
P1 - Critical / Sev-1	Complete service outage or critical business function unavailable affecting all or majority of users. No workaround available.	<ul style="list-style-type: none"> • Entire e-commerce portal unavailable • ONDC APIs not responding, preventing order placement • Payment gateway failure affecting all transactions • Database crash causing service outage • Security breach or ransomware attack • Order processing completely stopped
P2 - High / Sev-2	Major functionality impacted, but platform remains partially operational. Significant business impact. Workaround may exist.	<ul style="list-style-type: none"> • Product catalogue not syncing with ONDC network • Order status updates failing • Payment failures affecting a subset of users • Seller onboarding module unavailable • Logistics integration not working • Significant performance degradation (e.g., response time > 10 seconds)
P3 - Medium / Sev-3	Non-critical functionality impacted with limited business impact. Workaround available	<ul style="list-style-type: none"> • Individual seller unable to update catalogue • Report generation failure • Minor API errors affecting a small set of transactions • Email/SMS notification failure • Search functionality returning incomplete results • Dashboard data mismatch not affecting transactions
P4 - Low / Sev-4	Cosmetic issues, enhancement requests, or minor defects. No business impact.	<ul style="list-style-type: none"> • UI alignment issues • Typographical errors • Report formatting issues • Feature enhancement requests • Minor display issues on specific browsers

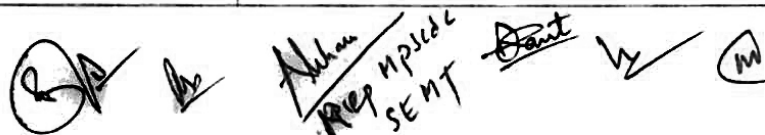
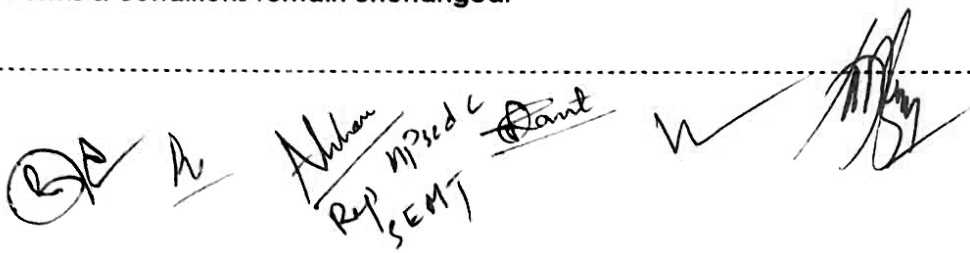

 A collection of handwritten marks including a circled 'R', a signature, the text 'Akhil Rep Mpsidc SENT', another signature, and a circled 'M'.

Table: B (List of Key Events)

Sr.	List of Key Events	Important Dates
1	Date of Notification	23.05.2026
2	Last date for receiving Pre-Bid queries	28.05.2026 18:00
3	Date of pre bid meeting	01.06.2026 15:00
4	Department response to queries latest by	09.06.2026
5	Last Date for Submission of Proposal	22.06.2026 18:55
6	Date of Opening of Technical Proposal	24.06.2026 11:30
7	Declaration of Technical Results	TO BE DECIDED LATER

**These responses are an integral part of the RFP.
All other terms & conditions remain unchanged.**

Handwritten signatures and notes including 'R/S', 'A', 'Answer Rep missed', 'S E M T', and a large signature.

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q1	Dexian India Pvt. Ltd	Section 8.1 (Page 21-22)	PQ2 – Experience	Qualifying Project – Government vs Private Classification	PQ2 requires at least two end-to-end IT projects of minimum ₹50 Lakhs each for Government / PSU / Semi-Government / Reputed Private entities during 01.04.2022 to 01.04.2026. We kindly request that the subcontracted project, offloaded by the prime bidder to our organization, be duly considered as part of our credentials and experience for evaluation purposes.	No change. Provision shall remain as per RFP
Q2	Dexian India Pvt. Ltd	Section 8.2	Technical Evaluation Matrix - TQ2	Experience in successful onboarding and integration of any Govt./Semi-Govt./PSU/reputed private organization on ONDC as Seller/Buyer network participant	We request that the current requirement be expanded to include experience in development and implementation of large-scale digital platforms (web and mobile) involving data capture, dashboarding, and integration with multiple external systems (e.g., APIs, GIS platforms, AI/ML, Cybersecurity and other digital ecosystems). This would allow participation of bidders with comparable and relevant experience in complex platform development	No change. Provision shall remain as per RFP



Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q3	Dexian India Pvt. Ltd	Section 6.1 (Page 12-13)	Web & Mobile Platform	No White-Labeling Clause – Precise Interpretation	<p>Section 6.1 states 'No white labelling will be allowed.' Please clarify the precise intent of this restriction:</p> <p>(a) Does it prohibit the bidder from submitting a platform that is re-branded from an OEM/ISV product?</p> <p>(b) Or does it additionally prohibit the use of any ready-to-deploy product (even with full OEM disclosure and OEM Authorization Certificate per Section 9.13)?</p> <p>(c) Can a bidder propose an open-source e-commerce framework (e.g., Medusa.js, OpenCart, or WooCommerce) that is significantly customised and rebranded for KVIB, given that open-source software carries no proprietary OEM?</p> <p>The OEM Authorization Clause (9.13) appears to presuppose that OEM-owned solutions are permissible — please reconcile this with the no-white-labelling restriction.</p>	<p>(a) Yes. it should not be developed by a third party and then rebranded by the eligible bidder for reuse.</p> <p>(b) No, it is not prohibited. As per the RFP, a ready-to-deploy solution from the OEM is acceptable, provided that the OEM issues a Manufacturer's Authorisation Form (MAF) to the eligible bidder, authorising them to participate and supply the solution under the bid.</p> <p>(c) The bidder shall comply with all applicable open-source license terms and shall bear all costs associated with modifications, security updates, maintenance, support, and license compliance. If open source software is used, it must comply with section 6.11 of the RFP.</p>
Q4	Dexian India Pvt. Ltd	Section 6.1 (Page 12-13)	iOS Mobile App	iOS Cost Allocation and Approval Process	<p>Section 6.1 states that iOS support is optional, subject to KVIB approval, and the associated cost shall be borne by KVIB. Please clarify:</p> <p>(a) Can the bidder price the iOS component separately in the BOQ as an optional line item (with unit rates) rather than including it in the main bid total?</p> <p>(b) Is Apple Developer Programme enrollment (₹8,999/year) considered an additional cost borne by KVIB, or is it within the SI's responsibilities?</p>	<p>An iOS-based mobile application is not mandatory under the current scope. If required in the future, MP KVIB may issue a separate request. However, bidders may provide an iOS-based mobile application along with the Android application at no additional cost.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q5	Dexian India Pvt. Ltd	Section 6.2 (Page 13)	ONDC Seller Network Integration	Beckn Protocol Version and Domain	<p>Please confirm the specific Beckn Protocol version and ONDC domain applicable to MP KVIB's product categories:</p> <p>(a) Is the applicable domain 'retail' (fashion, handicrafts, food) or a composite domain that includes multiple ONDC verticals (e.g., retail + B2C fashion)?</p> <p>(b) Will KVIB provide an introduction letter / facilitator reference to the ONDC team to expedite Network Participant on-boarding, or is the SI solely responsible for the entire on-boarding process including ONDC NDA execution?</p> <p>(c) What is the expected Beckn Protocol version (0.9.3 / 1.1 / 1.2) that sandbox testing must conform to, given ONDC's evolving protocol versions?</p>	<p>(a) The bidder shall assess and comply with the relevant ONDC domain(s) and product categories as applicable to MP KVIB products. No separate domain classification is prescribed by MP KVIB at this stage.</p> <p>(b) MP KVIB shall provide necessary organizational documents, authorizations, and reasonable support required for onboarding on ONDC.</p> <p>(c) The bidder shall ensure compliance with the Beckn Protocol version and ONDC technical specifications that are mandated by ONDC and are in force at the time of implementation, testing, certification, and Go-live.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q6	Dexian India Pvt. Ltd	Section 6.3 (Page 13-14)	Payment & Logistics	ONDC Transaction Charges and MDR Responsibility	<p>Section 6.3 states that ONDC transaction charges and payment gateway fees shall be borne by the seller (MP KVIB) as per prevailing ONDC norms, and 'the bidder shall not be responsible for bearing such costs.' Please confirm:</p> <p>(a) Whether the SI is required to configure payment gateway accounts in KVIB's name (i.e., the merchant account holder is KVIB, not the SI), so that MDR deductions occur directly at KVIB's settlement account.</p> <p>(b) Whether KVIB will provide the KYC documents, business entity details, and bank account information required by RBI-approved payment aggregators for merchant onboarding.</p> <p>(c) Who selects the payment aggregator — can the bidder recommend from a shortlist of 4-5 ONDC-compliant aggregators (Razorpay, Cashfree, PayU, Paytm for Business) and seek KVIB approval, per Section 6.3?</p>	<p>(a) Yes</p> <p>(b) Yes</p> <p>(c) Yes, MP KVIB reserves the right to select an ONDC-compliant aggregator independently or to shortlist and finalize an aggregator from a panel of 4-5 ONDC-compliant aggregators recommended by the bidder.</p>

Abhinav B

Ant

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q7	Dexian India Pvt. Ltd	Section 6.4 (Page 14)	Product Catalog Creation	Photography Logistics – Travel and On-Site Costs	<p>Section 6.4 requires professional product photography (studio or on-site) for 500 SKUs at MP KVIB's central office/warehouse in Bhopal. Please clarify:</p> <p>(a) Whether KVIB will bear the travel, accommodation, and per-diem costs for the SI's photography/videography team when work is conducted on-site in Bhopal (as opposed to shipping products to a studio), or whether such costs must be subsumed in the BOQ.</p> <p>(b) What is the expected timeline for KVIB to make all 500 SKU-level physical products available at one centralised location for photography – will this be a one-time event or phased over the 6-month implementation period?</p> <p>(c) Can the SI use AI-assisted background removal and digital staging for product images, provided image quality meets e-commerce standards?</p>	<p>(a) No</p> <p>(b) MP KVIB shall make products available at a centralized location for photography in batches of 100 products and shall intimate the same to the System Integrator (SI). The timing and frequency of such activities during the first six months of the project shall be mutually agreed upon by both parties.</p> <p>(c) Yes, The successful bidder may use industry-standard image processing, editing, enhancement, AI-assisted background removal, and digital post-production techniques, provided that the resulting images accurately represent the actual products and comply with applicable e-commerce marketplace, ONDC, and platform quality standards</p>
Q8	Dexian India Pvt. Ltd	Section 6.5 (Page 14–15)	Security Audit	CERT-In Audit – Scope, Auditor Selection, and Cost Allocation	<p>Section 6.5 requires a security audit through a CERT-In empanelled agency. Please clarify:</p> <p>(a) Is the cost of the CERT-In empanelled security auditor included in the SI's financial bid (BOQ Item 5 – Annual Security Audit), or will KVIB procure the CERT-In auditor separately and the SI merely facilitates/coordinates?</p> <p>(b) Could you please confirm whether the scope of the security audit includes infrastructure audit, API audit, as well as audits of the mobile application and web portal?</p>	<p>(a) The System Integrator (SI) shall include the cost of the initial security audit (Web Application & Mobile Application) under BOQ Item 4. Any subsequent security audit (Web Application & Mobile Application) costs shall be quoted separately under BOQ Item 5.</p> <p>(b) The security audit shall cover the Web Application & Mobile Application.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q9	Dexian India Pvt. Ltd	Section 6.9 (Page 16-17)	Infrastructure Hosting & Migration	MPSxDC Migration – Timing, Responsibility, and Cost	<p>Section 6.9 states that KVIB reserves the right to migrate the solution to MPSxDC / SDC or any Government-approved facility post the initial hosting phase. Please clarify:</p> <p>(a) Whether 'initial hosting phase' corresponds to the 6-month Phase-I, after which KVIB may mandate migration, or whether migration may occur at any point during the 36-month AMC period.</p> <p>(b) Whether the cost of migration (data migration, re-configuration, testing, and re-certification on new infrastructure) is borne by KVIB or the SI.</p> <p>(c) Whether the SI is required to maintain two parallel environments (commercial cloud and SDC) during the transition period, and who bears the dual-hosting cost.</p> <p>(d) What is the MPSxDC's minimum SLA guarantee for uptime and connectivity, and whether the SI remains liable for the 99.5% uptime SLA even on government-provided infrastructure over which the SI has no control?</p>	<p>(a) The term "initial hosting phase" refers to the period during which the solution is hosted in the environment proposed and deployed by the successful bidder. MP KVIB reserves the right to direct migration of the solution to MPSxDC, State Data Centre (SDC), at any time during the contract period, including the implementation phase and/or AMC period, based on operational, policy, security, or administrative requirements.</p> <p>(b) All migration-related activities shall be included within the scope of the AMC and shall not attract any additional charges.</p> <p>(c) The hosting cost of the State Data Center (SDC) shall be borne by MP KVIB. Upon successful migration to the SDC, the existing commercial cloud hosting services(If acquired) shall be discontinued.</p> <p>(d) The SI shall not be held responsible for any downtime arising due to MPSxDC infrastructure, services, or dependencies. The SI shall proactively notify MP KVIB of any such downtime as soon as it becomes aware of the issue. Such downtime shall be exempt from penalties, subject to written reporting, root-cause analysis, and verification by MP KVIB.</p>

Abhinav

M / R / Ant / h

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q10	Dexian India Pvt. Ltd	Section 6.9 (Page 16-17)	Infrastructure Hosting	Concurrent User Baseline and Scaling Responsibility	<p>Section 6.9 states that the initial concurrent user baseline is 100, and that if higher configuration is required, KVIB will bear the additional cost. Please clarify:</p> <p>(a) Will KVIB issue a formal change order (referencing Section 8.9) when the concurrent user threshold is breached, triggering infrastructure upgrades?</p> <p>(b) Is the 100-user baseline a contractual floor for the 36-month AMC period, meaning the SI must not charge additional infrastructure costs for this baseline regardless of actual traffic?</p> <p>(c) Please define 'concurrent users' — does it mean simultaneous HTTP sessions, logged-in users, or peak API calls per second — as this determines infrastructure sizing significantly (e.g., 100 sessions vs. 100 orders/minute require vastly different specs).</p>	<p>(a) Yes. Any requirement for infrastructure augmentation beyond the baseline capacity specified in the RFP shall be assessed by MP KVIB based on actual usage patterns, performance metrics, and business requirements. Such enhancements, where resulting in additional infrastructure costs, shall be processed through the applicable change management procedure and approval mechanism defined in the RFP, including issuance of appropriate approvals/ change request by MP KVIB.</p> <p>(b) The successful bidder shall size, deploy, operate, and maintain the solution to support the baseline capacity of 100 concurrent users throughout the contract period, including the implementation and AMC phases, without any additional infrastructure charges to MP KVIB beyond those quoted in the financial bid.</p> <p>(c) For the purpose of this RFP, "concurrent users" shall mean the number of active users simultaneously accessing and performing transactions on the application at a given point in time.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q11	Dexian India Pvt. Ltd	Section 8.2 (Page 23-24)	TQ6 – Product Demo	Demo Environment – Connectivity and Infrastructure	<p>TQ6 requires a live demo / PoC covering UI/UX, order lifecycle, seller onboarding, API readiness, and scalability. Please clarify:</p> <p>(a) Will the Department provide internet connectivity and projection equipment at the demo venue (Department office, Bhopal), or must the bidder carry all equipment?</p> <p>(b) Is the demo required to demonstrate a live ONDC sandbox transaction (search → confirm → fulfillment), or is a pre-recorded screen walkthrough acceptable for the ONDC/API readiness component?</p> <p>(c) How much advance notice will the Department provide after opening the Technical Proposal before the demo is scheduled — given that a live ONDC sandbox requires registration and configuration that cannot be set up in less than 48-72 hours?</p>	<p>(a) The Department shall endeavor to provide basic presentation facilities available at the demo venue. However, bidders are advised to make their own arrangements for laptops, internet connectivity (including backup connectivity), adapters, demonstration environments, and any other equipment required for a seamless presentation.</p> <p>(b) The objective of the demonstration is to assess the bidder's solution capabilities, user experience, workflow coverage, integration readiness, and scalability. Bidders may demonstrate these capabilities through a live environment, sandbox environment, prototype, pre-configured demonstration setup, or recorded walkthroughs, as appropriate. However, the Technical Evaluation Committee reserves the right to seek additional clarifications, live demonstrations, API demonstrations, or supporting evidence to validate the claims made by the bidder during the evaluation process.</p> <p>(c) Eligible bidders shortlisted for technical demonstration/ presentation shall be informed of the schedule through official communication. The Department shall endeavor to provide reasonable advance notice prior to the scheduled demonstration date.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q12	Dexian India Pvt. Ltd	Section 9.3 (Page 29–30)	Milestone M5 – Stabilisation	Uptime SLA During Stabilisation Period	<p>Milestone M5 (M+6) requires successful stabilisation with $\geq 99.5\%$ uptime and no unresolved Critical production issues. Please clarify:</p> <p>(a) What is the length of the 'stabilisation period' — is it the 2-month period between M4 (Go-Live at M+4) and M5 (M+6), or the full period since contract inception?</p> <p>(b) How is the 99.5% uptime measured — as a calendar-month rolling average over the stabilisation window, or as a single continuous 30-day measurement?</p> <p>(c) Does planned maintenance (communicated 5 days in advance per Section 6.9 Penalty clauses) count as excluded downtime during the stabilisation period measurement?</p> <p>(d) Who provides and audits the uptime measurement — the SI's SLA monitoring tool, a third-party tool, or KVIB independently?</p>	<p>a) For the purpose of Milestone M5, the stabilisation period shall be deemed to commence from the date of Go-Live acceptance (Milestone M4) and continue until completion of the stabilisation phase and achievement of the acceptance criteria specified for M5. Accordingly, the stabilisation period is intended to cover the post-Go-Live operational phase between M4 and M5, and shall be period of 2 months.</p> <p>(b) The solution shall maintain a minimum uptime of 99.5% during each month of the two-month stabilization period, excluding approved maintenance windows.</p> <p>(c) Planned maintenance activities notified in advance and approved by MP KVIB shall be excluded from uptime calculations</p> <p>(d) The successful bidder shall implement appropriate monitoring and reporting tools to measure system availability and SLA compliance. MP KVIB reserves the right to independently verify uptime and SLA reports through system logs, monitoring tools, audit records, third-party reports, or any other evidence deemed necessary. In case of any discrepancy, MPKVIB's determination based on verifiable records shall be final and binding.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q13	Dexian India Pvt. Ltd	Section 9.4 (Page 31-32)	Penalty Clauses	ONDC-Caused Delays – Force Majeure Carve-Out	<p>Section 9.4 (v) states that delays caused by ONDC shall be excluded from the SI's service delivery timelines. Please clarify:</p> <p>(a) What constitutes an 'ONDC-caused delay' – does it include ONDC Registry outages, delayed response on Network Participant certification, delayed API specification updates by ONDC, or only ONDC Gateway downtime during production?</p> <p>(b) What is the notification process – must the SI notify in writing within a specific number of hours of identifying an ONDC-caused issue, and what evidence is required?</p> <p>(c) Will KVIB provide an SPOC with authority to engage ONDC directly when SI reports an ONDC-caused issue (per the last sentence of Section 9.4.v)?</p>	<p>(a) Any delay attributable beyond the timelines to complete an activity by ONDC shall be excluded from penalty calculation. However, delays arising from incomplete submissions, non-compliance, implementation defects, inadequate preparation, or failure of the bidder to meet ONDC requirements shall not be considered ONDC-caused delays.</p> <p>(b) The System Integrator (SI) shall notify MP KVIB in writing of the cause of the delay and submit supporting evidence, including proof of timely submission of the required response to ONDC, along with the expected timeline for completion of the pending activity. Such delays shall be considered valid exclusions, subject to verification of the supporting evidence provided by the SI.</p> <p>(c) MP KVIB shall designate an authorized representative or nodal officer for project coordination. Where required, and subject to administrative feasibility, MP KVIB may facilitate coordination and communication with ONDC or other relevant stakeholders based on the information and evidence provided by the successful bidder.</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q14	Dexian India Pvt. Ltd	Section 9.5 (Page 32-33)	IPR & Source Code	Ready-to-Deploy Open Source Software – IPR Clarification	<p>Section 9.5 states that in the case of deployment of a Ready-to-Deploy software solution, IPR in the core software shall remain with the vendor, and the Department shall receive a perpetual, irrevocable, royalty-free license. For open-source software:</p> <p>(a) If the proposed e-commerce platform is built on an open-source framework (MIT, Apache 2.0, or GPL licensed), where the 'core software' is publicly available and no vendor holds IPR, how should the IPR clause be interpreted?</p> <p>(b) All customisations, configurations, integrations, and ONDC-specific adaptations developed by the SI will vest with KVIB as per Section 9.5 — please confirm that the SI retains no proprietary rights over these customisations.</p> <p>(c) The source code handover is required at Go-Live and at contract completion. For open-source components, does 'handover' mean providing access to a private Git repository containing all customisations, configurations, and deployment scripts?</p>	<p>(a) In the event that the proposed solution is based on open-source software, frameworks, or components licensed under recognized open-source licenses (such as MIT, Apache 2.0, GPL, LGPL, BSD, or similar), ownership and intellectual property rights in such open-source components shall continue to be governed by the respective opensource licenses. The provisions relating to retention of IPR in the "core software" shall be interpreted accordingly. The successful bidder shall ensure that MP KVIB receives all rights, licenses, access, and documentation necessary for lawful use, operation, maintenance, modification, and enhancement of the deployed solution in accordance with the applicable open-source license terms.</p> <p>(b) Subject to the terms of applicable third-party and open-source licenses, all project-specific deliverables developed under the contract for MP KVIB, including customisations, configurations, integrations, workflows, templates, reports, APIs, ONDC-related adaptations, documentation, and other bespoke developments created specifically for the project, shall vest in MP KVIB in accordance with the provisions of the RFP. The successful bidder shall not restrict MP KVIB's right to use, modify, maintain, enhance, or engage third parties for support of such project-specific deliverables.</p> <p>(c) For solutions incorporating open-source</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q15	Dexian India Pvt. Ltd	Section 8.10 (Page 27)	Onsite Deployment	Onsite Resources – Location, Attendance Modality, and Hardware Obligation	<p>Section 8.10 requires a minimum of 2 qualified onsite resources (Project Manager / Project Lead / Business Analyst) deployed regularly at the Department's premises. Please clarify:</p> <p>(a) Section 8.10.6 states the authority will provide office space while the SI provides hardware, software, and high-speed internet. Does 'high-speed internet' mean the SI must procure a dedicated leased line / broadband at the Bhopal premises, or is KVIB's existing connectivity acceptable (with the SI carrying dongles for backup)?</p> <p>(b) What is the penalty calculation basis for onsite resource non-deployment — is the ₹5,000/resource/day penalty applicable from day-one of contract or only from the post-Go-Live O&M phase?</p>	<p>(a) The MP KVIB shall provide reasonable workspace at its premises. The successful bidder shall provide its onsite personnel with the necessary laptops/workstations, licensed software, and internet connectivity required for project execution. A dedicated leased line is not required.</p> <p>(b) The requirement for deployment of onsite resources shall become effective from the stage specified(during the implementation and post Go-Live support period) in the RFP, kindly refer page 27 8.10 Onsite Resource Deployment Clause. The penalty for non-deployment or non-availability of the mandated onsite resources shall be applicable for any period during which the bidder fails to maintain the minimum required onsite resource strength as stipulated in the contract, excluding periods approved by the Authority. The penalty of ₹5,000 per resource per day shall be calculated for each day of non-compliance against the prescribed deployment requirement, subject to the terms and conditions of the RFP.</p>

Adhikari

✓

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q16	Dexian India Pvt. Ltd	Section 6.11 (Page 18)	Open Source Stack Disclosure	Technology Stack Disclosure – Timing and Format	<p>Section 6.11 requires the SI to clearly disclose the complete technology stack prior to implementation. Please clarify:</p> <p>(a) Whether the technology stack disclosure is required as part of the Technical Proposal (Annexure 9), or as a pre-implementation deliverable after contract award.</p> <p>(b) For open-source components, is the SI required to submit a Software Composition Analysis (SCA) report identifying all third-party libraries and their licences (MIT, Apache 2.0, GPL, LGPL) as part of the initial disclosure?</p> <p>(c) What is the process for approving a change in the proposed technology stack post contract award — does it require written KVIB approval, and does it trigger a change order process?</p>	<p>(a) Bidders are expected to provide sufficient details of the proposed solution architecture and technology stack as per Annexure-9, part of the Technical Proposal to enable technical evaluation of the proposed solution.</p> <p>(b) Submission of a Software Composition Analysis (SCA) report is not mandatory at the bidding stage</p> <p>(c) Any material change in the approved technology stack after contract award shall require prior written approval of MP KVIB.</p>
Q17	Dexian India Pvt. Ltd	Section 6.7 (Page 15–16)	Post Go-Live O&M	Change Request and Enhancement Scope Definition	<p>Section 6.7 includes 'Change Requests / Enhancements' within AMC Support (BOQ Items 7-9). Please clarify:</p> <p>(a) What is the definition of a 'Change Request' vs. a 'Bug Fix' — specifically, whether a new feature requested by KVIB (e.g., a new report, new integration) is considered a CR within the AMC scope or a separate chargeable item via the rate card.</p> <p>(b) Is there a man-day cap on Change Requests included within the annual AMC fee, beyond which the rate card (Section 8.9) applies?</p> <p>(c) The RFP mentions 5,000-8,000 transactions per month as a projected volume. If actual transaction volume exceeds 50,000/month, will KVIB trigger an infrastructure upgrade change order, or does the SI need to pre-provision for growth within the core bid?</p>	<p>(a) Bug Fixing / Implementation of security recommendation/ Change Requests / Enhancements / cloud infrastructure management and Migration/ Operations & Support are the part of AMC</p> <p>(b) No</p> <p>(c) MP KVIB will take an appropriate decision regarding the cloud infrastructure upgrade if the need arises due to increased volume of transaction</p>

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q18	Dexian India Pvt. Ltd	Section 6.4 (Page 14)	Catalogue Management	Responsibility for Ongoing Catalogue Updates Post Go-Live	<p>Section 6.4 places the initial 500-SKU catalogue creation responsibility on the SI. Please clarify the ongoing catalogue management responsibility:</p> <p>(a) After Go-Live, when KVIB introduces new products (e.g., new seasonal Khadi collections), who is responsible for new SKU creation, photography, and metadata entry — the SI as part of AMC, or KVIB's own staff using a self-service CMS?</p> <p>(b) The RFP states KVIB will provide a centralised warehouse/hub for products. Will KVIB also designate at least one KVIB official to act as a Catalogue Manager who can approve product listings on the portal?</p> <p>(c) Is the 500-SKU count a one-time ceiling, or will KVIB require the SI to onboard additional SKUs periodically (at an agreed per-SKU rate from the rate card)?</p>	<p>(a) The successful bidder shall be responsible for creation, photography, cataloguing, metadata preparation, and onboarding of the initial 500 SKUs as specified in the RFP. The solution shall provide a user-friendly content and catalogue management interface enabling authorized MP KVIB personnel to create, modify, approve, publish, and manage products independently after Go-Live.</p> <p>(b) MP KVIB shall designate authorized officials for administration and operation of the solution, including catalogue management, product approval, content review, and related business functions. The successful bidder shall configure the necessary role-based access controls, workflows, and approval mechanisms to support such operations.</p> <p>(c) The initial activity will be carried out by the SI. Subsequently, the SI will train MP KVIB staff to independently create and manage additional SKUs and provide support as needed.</p>

Abhinav RB

W

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
Q19	Dexian India Pvt. Ltd	Section 9.3 (Page 29–30)	M3 – Centre Onboarding	Definition of '≥95% Identified Centres'	<p>Milestone M3 requires successful onboarding of ≥95% of 'identified centres' along with validated catalogue publishing. Please clarify:</p> <p>(a) How many centres/units does MP KVIB currently operate across the state? What is the total count of 'identified centres' that constitutes 100% for the M3 metric?</p> <p>(b) Will KVIB provide a master list of all centres with contact details within 2 weeks of contract signing, so the SI can plan onboarding workshops and logistics?</p> <p>(c) What constitutes 'validated catalogue publishing' for a centre — a minimum SKU count per centre, or simply any at least one published product mapped to that centre's inventory?</p>	<p>(a) Approximately 35 centres</p> <p>(b) MP KVIB shall provide the successful bidder with the available details of the identified centres, including relevant contact information and operational details, within a reasonable period after contract award to facilitate planning, coordination, onboarding, training, and implementation activities.</p> <p>(c) For the purpose of Milestone M3, 'validated catalogue publishing' shall mean the catalogue verified and approved by the designated officer of MPKVIB. No minimum SKU requirement per centre has been defined at present.</p>
Q20	Dexian India Pvt. Ltd	Section 9.3 (Page 29–30)	M3 – Centre Onboarding	Definition of '≥95% Identified Centres'	<p>Milestone M3 requires successful onboarding of ≥95% of 'identified centres' along with validated catalogue publishing. Please clarify:</p> <p>(a) How many centres/units does MP KVIB currently operate across the state? What is the total count of 'identified centres' that constitutes 100% for the M3 metric?</p> <p>(b) Will KVIB provide a master list of all centres with contact details within 2 weeks of contract signing, so the SI can plan onboarding workshops and logistics?</p> <p>(c) What constitutes 'validated catalogue publishing' for a centre — a minimum SKU count per centre, or simply any at least one published product mapped to that centre's inventory?</p>	Repeated Query. Response as above

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
1	Clues Network Pvt. Ltd	8 - Evaluation Criteria	8.1 Pre-Qualification (PQ) Criteria PQ1 - Legal Entity & PQ2 - Experience	<p>PQ1 - The bidder must be a registered Company/LLP/Partnership Firm in India under the relevant Acts (Companies Act/LLP Act / Partnership Act). Must have been in operation for at least 1 year as on 01.04.2026. Supporting Document (COI, PAN and GST)</p> <p>PQ 2 - The bidder must have completed at least Two (2) end-to-end IT implementation project of minimum value of Rs. 50 Lakhs each for any Government Department / PSU/ SemiGovernment/Private during the period 01.04.2022 to 01.04.2026. (Supporting Document - Work Order + Completion Certificate)</p>	<p>In reference to both the prequalification criterias, there will be instances where a bidder fulfilling operational eligibility requirement of minimum 1 year may have desired ongoing relevant project experiences instead of completed projects. Similarly, there may also be bidders that must be in operation for 5+ years or 10+ years and have desired experience of ongoing end-to-end IT implementation project with regular developments and O&M instead of completed projects.</p> <p>In view of the same, We request the Authority to</p> <ol style="list-style-type: none"> 1. Consider the ongoing projects also for prequalification and technical evaluation criteria . 2. Consider CA certified Payment received proof and self certification as a documentary evidence of completion/ ongoing projects alongwith Work orders/ agreements. 	No change
2	Clues Network Pvt. Ltd	8 - Evaluation Criteria	8.2 Technical Evaluation Matrix TQ1 - Experience in IT Software Development	<p>Project Experience in Government Department / PSU / Semi Government Private Organization during the period from 01.04.2022 to 01.04.2026, with minimum project</p>	<p>1. We understand that under Technical Evaluation (TQ1), the minimum project value required per project is ₹25 Lakhs, whereas under PQ2 (Experience), the minimum project value specified is ₹50 Lakhs per project. Please clarify the same which value will be considered as both the statements are contradictory.</p>	No change. The minimum project value threshold has been fixed under TQ1 to provide equitable consideration for bidders availing relaxation under PQ2.

Akhil

B

Handwritten signature and checkmark

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
	Clues Network Pvt. Ltd		& E-Commerce Projects	<p>Value of ₹25 Lakhs per project in following categories: -</p> <ul style="list-style-type: none"> • An end-to-end IT Software Development/ Implementation Projects • Functional E-Commerce Project <p>Marking Criteria</p> <ul style="list-style-type: none"> • Each qualifying IT Software Development/ Implementation Project - 10 Marks • Each qualifying Functional ECommerce Portal Project - 15 Marks <p>Maximum Marks - 30</p> <p>(Mandatory Supporting Documents -</p> <ul style="list-style-type: none"> • Work Order/ Agreement Copy • Completion/ Go-Live Certificate 	<p>2. Further, as per the clause under Marking Criteria (i.e. "• Each qualifying IT Software Development/Implementation Project - 10 Marks</p> <ul style="list-style-type: none"> • Each qualifying Functional ECommerce Portal Project - 15 Marks <p>Maximum Marks - 30".)</p> <p>In context of the same, we understand that a bidder may qualify for scoring based on either category independently and it is not mandatory to possess experience in both categories. Accordingly:</p> <ul style="list-style-type: none"> • If a bidder has only qualifying IT Software Development/Implementation Projects, marks shall be awarded at 10 marks per qualifying project, subject to a maximum of 30 marks. • Similarly, if a bidder has only qualifying Functional E-Commerce Portal Projects, marks shall be awarded at 15 marks per qualifying project, subject to the overall maximum marks. Kindly clarify and confirm our understanding. 	<p>Yes, bidders may submit projects from any category or a combination of categories. Marks will be awarded for each qualifying project as per the specified evaluation criteria, subject to an overall maximum cap of 30 marks.</p>

Handwritten signature/initials

Handwritten signature/initials

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
3	Clues Natwork Pvt. Ltd	8 - Evaluation Criteria	8.2 Technical Evaluation Matrix TQ1 - Experience in ONDC Projects	<p>Experience in successful onboarding and integration of any Govt./ SemiGovt./ PSU/ reputed private organization on ONDC as Seller/ Buyer network participant</p> <p>Marking Criteria: One qualifying project: 15 Marks</p> <p>Note: In the uploaded Work Order/Agreement scope of work should be clearly defined)</p> <p>(Mandatory Supporting Documents -</p> <ul style="list-style-type: none"> • Work Order/ Agreement copy • Completion/ Go-live Certificate • Self Declaration with Portal Details and URL • Proof of ONDC onboarding with > 100 transactions • Documents as per Annexure-7) 	<p>We assume that if a bidder is having separate services division under same entity/ company name such as Software Development services AND Ecommerce Development & Operations service and has successful experience of onboarding and integration of in-house ecommerce platform as a Seller Network Participant on ONDC, such experience and project shall also be considered eligible under the Technical Evaluation and marking criteria for ONDC Projects..</p> <p>We further understand that documentary evidence such as Work Order/Agreement along with other prescribed supporting documents may be submitted in support of the same. Kindly clarify and confirm.</p>	The Technical Evaluation Committee will examine the documents submitted by the bidder and take an appropriate decision in accordance with the prescribed evaluation criteria
4	Clues Natwork Pvt. Ltd	Bid Data Sheet	Earnest Money Deposit (EMD)	Rs. 3.00 Lakh (Rs. Three Lakh Only) should be paid online through e-procurement portal. EMD Exemption - MSEs & Start-ups (Madhya Pradesh)	We request the Authority to extend the relaxation for MSMEs (Micro, Small and Medium Enterprise) having valid Udhyaam Registration certificate in order to encourage wider participation and enhance competitiveness in the bidding process.	No Change

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
5	Clues Network Pvt. Ltd	6 - Scope of Work	6.1 - Provisioning & Implementation of Ready-to-deploy E-Commerce Portal 6.2 - ONDC Seller Network Integration	Provisioning of a Ready-to-deploy, configurable, and scalable Web-based ECommerce Portal (seller app) along with Mobile Application(s) suitable for government-led commerce. Customisation may be required to be compliant with ONDC rules, acts and guidelines along with KVIB requirements. No white labelling will be allowed. Registration of MP KVIB as a Seller Network Participant (Seller App) on ONDC.	In reference to both the clauses, Kindly clarify whether the scope of work also includes providing an online buying/purchase functionality on the web portal for end customers, in addition to the Seller App functionality mentioned in the tender document.	Yes
6	Clues Network Pvt. Ltd	6 - Scope of Work	6.1 - Provisioning & Implementation of Ready-to-deploy E-Commerce Portal	Provisioning of a Ready-to-deploy, configurable, and scalable Web-based ECommerce Portal (seller app) along with Mobile Application(s) suitable for government-led commerce. Customisation may be required to be compliant with ONDC rules, acts and guidelines along with KVIB requirements. No white labelling will be allowed.	Pease confirm whether the mobile application is required to be developed for Android platform only, iOS platform only, or for both Android and iOS platforms.	An iOS-based mobile application is not mandatory under the current scope. If required in the future, MP KVIB may issue a separate request. However, bidders may provide an iOS-based mobile application along with the Android application at no additional cost.

Pre Bid Queries Response Dated 05.06.2026

S.No.	Bidder Name	Section	Sub Section	Reference/ Subject	Clarification Sought / Query	Department Response
1	AGRATI TECHLABS AND CONSULTING PVT LIMITED	Section 8.1 PQ Criteria & Section 8.2 Technical Evaluation		Startup/MSE Exemption	"It is requested that an appropriate Startup relaxation provision be incorporated in the Technical Evaluation Matrix by allowing alternative scoring criteria for DPIIT-recognized Startups in lieu of prior project experience and ONDC implementation experience."	Startup-related relaxations and exemptions have been provided in accordance with the applicable guidelines (refer page no 22 of RFP). Provision shall remain as per the RFP.
2	Excel computers	Bid Data Sheet		General Query	Missing Reference Number,contact information,Email ID ,key bid related dates are blank or unavailable	Changes shall be incorporated through corrigendum
3	Creative Technologies	Bid Data Sheet		General Query	Missing Reference Number,contact information,Email,Bid schedule ,Technical evaluation schedule,Financial bid opening date ID ,key bid related dates are blank or unavailable	Changes shall be incorporated through corrigendum .

Adhikari *B*

ms *Stant*