



**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**

**Issued by:**

**Office of the Managing Director,  
Madhya Pradesh Khadi and Village Industries Board,  
Department of Cottage and Rural Industries  
Government of Madhya Pradesh.  
Plot No: 74, Opp. to Central School No. 1, Arera Hills-462011  
Email:  
Contact Number:**

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## Notice Inviting Request for Proposal (RFP)

Office of the Managing Director  
Madhya Pradesh Khadi and Village Industries Board  
Department of Cottage and Rural Industries, Government of Madhya Pradesh  
Plot No. 74, Opp. Central School No. 1, Arera Hills, Bhopal - 462011  
Email: \_\_\_\_\_ Contact No.: \_\_\_\_\_

RFP No.: KGU/ECOM-ONDC/2025-26/RFP/01

Date: \_\_\_\_\_

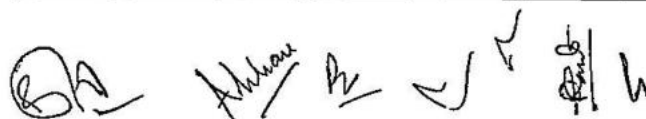
The Managing Director, Madhya Pradesh Khadi and Village Industries Board (MP KVIB), invites **Request for Proposal (RFP)** from reputed, experienced, and technically competent agencies for **end-to-end implementation of a Ready-to-deploy E-Commerce solution**, including **ONDC enablement, operations and maintenance** for MP KVIB.

The selected agency shall be responsible for **procurement, customization, deployment, integration, and sustained operations** of a **Ready-to-deploy E-Commerce Portal (Seller Application)** for MP KVIB, covering the complete digital commerce lifecycle. The scope of work shall include, but not be limited to, the following:

- Provisioning & implementation of a **Ready-to-deploy E-Commerce Portal Web and Mobile app (Seller App)** for MP KVIB
- **Integration with Payment Aggregators and Logistics Partners**
- **ONDC (Open Network for Digital Commerce) Seller Network integration** in compliance with prescribed ONDC protocols, standards, and certification requirements
- **Product catalog creation and management**, including photography, videography (where applicable), metadata preparation, SKU creation, and attribute mapping
- **User Acceptance Testing (UAT), Security Audit through CERT-In empanelled agency, and Go-Live support**
- **Training and capacity building** for KVIB officials, centres, and stakeholders
- **Post Go-Live operations and comprehensive maintenance**, including technical support, issue resolution, upgrades, and performance monitoring

The detailed eligibility criteria, scope of work, evaluation methodology, terms and conditions, and submission requirements are provided in the RFP document. This RFP is intended to receive proposal from eligible agencies for mentioned work. Please refer below table for key events:

Sr.	List of Key Events	Important Dates
1	Date of Notification	DD.MM.YYYY (T)
2	Last date for receiving Pre-Bid queries	DD.MM.YYYY up to 18:00 hrs (T+5)
3	Date of pre-bid meeting	DD.MM.YYYY 15:00 hrs (T+7)
4	Department response to queries latest by	DD.MM.YYYY 18:00 hrs (T+10)
5	Last Date for Submission of proposal	DD.MM.YYYY 18:00 hrs (T+30)
6	Date of Opening of Technical proposal	DD.MM.YYYY 16:00 hrs (T+31)
7	Declaration of Technical results	DD.MM.YYYY 16:00 hrs (T+35)
8	Date of Opening of Financial proposal	TBD

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For any clarifications, queries may be addressed to the Office of the Managing Director, Madhya Pradesh Khadi and Village Industries Board, Department of Cottage and Rural Industries, on Phone Number: 0755-XXXXXX and email [XXX.XXXX@mp.gov.in](mailto:XXX.XXXX@mp.gov.in) during official working hours only.

**Managing Director**  
Madhya Pradesh Khadi and Village Industries Board  
Department of Cottage and Rural Industries  
Government of Madhya Pradesh

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## Bid Data Sheet

Sr.	Item Name	Details
1	RFP Reference Number	..... Dated: -.....
2	Project Name	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
3	Name of issuer of RFP	<b>Managing Director</b> Madhya Pradesh Khadi and Village Industries Board(MP KVIB) Department of Cottage and Rural Industries
4	Date of notification of RFP:	DD.MM.YYYY (T)
5	Availability of RFP Document and Mode of Submission	The bidders are required to submit the proposal in prescribed format online on <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a> portal
6	Last date for receiving pre-bid queries	DD.MM.YYYY up to 18:00 hrs (T+5)
7	Pre-bid meeting	DD.MM.YYYY 15:00 hrs (T+7)
8	Department response to queries	DD.MM.YYYY up to 18:00 hrs (T+10)
9	Last date and time for submission of Proposal	DD.MM.YYYY up to 18:00 hrs (T+30)
10	Date of Opening of Proposal	DD.MM.YYYY 16:00 hrs (T+31)
11	Declaration of Technical Proposal Result	DD.MM.YYYY 16:00 hrs (T+35)
12	Date of Opening the Financial Bid	TBD (to be decided later)
13	Place of Opening of Bids	Madhya Pradesh Khadi and Village Industries Board Plot No: 74, Opp. to Central School No. 1, Arera Hills-462011 Phone: ..... Email ID:.....
14	Tender Fees (non-refundable) inclusive of GST	Rs. 3,000 (Rs. Three Thousand Only) should be paid online through e-procurement portal.
15	Earnest Money Deposit (EMD)	Rs. 3.00 Lakh (Rs. Three Lakh Only) should be paid online through e-procurement portal.  <b>EMD Exemption - MSEs &amp; Start-ups (Madhya Pradesh)</b>


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		<p><b>a) MSEs:</b> MSEs registered in Madhya Pradesh are exempt from EMD, subject to:</p> <ul style="list-style-type: none"> <li>• Registration under the <b>same/similar service category</b> as the RFP</li> <li>• Submission of valid <b>Udyam Registration Certificate</b></li> </ul> <p><b>b) Start-ups:</b> Start-ups are exempt from EMD if:</p> <ul style="list-style-type: none"> <li>• Registered under MP Start-up Policy or recognized by <b>DPIIT</b></li> <li>• Valid <b>Start-up Recognition Certificate</b> is submitted</li> </ul>
16	The validity of the Proposal	180 Days
17	Method of selection	QCBS 70:30 (Technical 70% & Financial 30%)
18	Duration of the Project	03 Years 6 months and further extendable to 02 years
19	Nodal Officer for this project and address for communication	<p><b>&lt;Name of Nodal Officer&gt;</b> Office of the. Managing Director, Madhya Pradesh Khadi and Village Industries Board, Plot No: 74, Opp. to Central School No. 1, Arera Hills-462011 Phone: ..... Email ID:.....</p>

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## Disclaimer

The information contained in this request for proposal (RFP) document, or subsequently provided to prospective Bidders by or on behalf of the Authority/Client, whether verbally or in writing or in any other form, is provided solely for the purpose of assisting interested parties in preparing and submitting their Proposals, on the terms and conditions set out in this RFP.

This RFP is not an agreement, offer, or invitation by the Authority/Client to any person to participate in the selection process or to implement the Programme. The purpose of this RFP is to solicit responses from interested parties and to provide information that may be useful in the formulation of their Proposals.

This RFP may contain statements, assumptions, assessments, or information reflecting the Authority/Client's current understanding and expectations regarding the Programme. Such information does not purport to be complete, accurate, or exhaustive. The Authority/Client makes no representation or warranty, express or implied, as to the accuracy, adequacy, reliability, or completeness of the information contained herein.

Prospective Bidders are advised to conduct their own independent investigations, due diligence, and analysis, and to seek independent professional advice as necessary. The Authority/Client accepts no responsibility for any interpretation or conclusions drawn by any Bidder based on the information provided in this RFP.

The Authority/Client, its employees, and advisors shall not be liable to any person, including any Bidder, for any loss, damages, costs, or expenses arising out of or in connection with this RFP, the selection process, or reliance placed on the information provided herein, whether arising from negligence or otherwise.

The Authority/Client reserves the right, at its sole discretion, to amend, modify, update, or withdraw this RFP or any part thereof at any time without prior notice and without incurring any liability. The issuance of this RFP does not obligate the Authority/Client to select or appoint any Bidder, and the Authority/Client reserves the right to accept or reject any or all Proposals or to cancel the selection process at any stage without assigning any reasons whatsoever.

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## 1. Introduction

Madhya Pradesh Khadi and Village Industries Board, comes under the Department of Cottage and Rural Industries, Government of Madhya Pradesh, seeks to modernize and strengthen its marketing, sales, and distribution ecosystem through a comprehensive Ready-to-deploy to use **E-Commerce Portal (Seller App)**, along with seamless **on-boarding and integration with the ONDC (Open Network for Digital Commerce)**. The objective is to digitally empower Khadi and Village Industries products, enhance market outreach, and enable transparent, technology-driven operations across all centers.

This Request for Proposal (RFP) invites reputed and experienced **agency** to participate in the selection process 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.

## 2. Madhya Pradesh Khadi and Village Industries Board

The Madhya Pradesh Khadi and Village Industries Board (MP KVIB), functioning under the Department of Cottage & Rural Industries, Government of Madhya Pradesh, plays a vital role in promoting rural development and self-reliance. The Board is dedicated to the promotion of Khadi, handloom, handicrafts, and village industries, with the objective of generating sustainable employment in rural areas. (MP KVIB Website: <https://mpkhadigramodyog.com/>)

MP KVIB supports the production and marketing of cotton, woollen, silk, and polyvastra Khadi, along with a wide range of village industry products such as spices, soaps, herbal items, and handmade goods. It provides technical, financial, and marketing support to artisans, women self-help groups, and rural entrepreneurs. Through its established brands like "**Vindhya Valley**" and "**Kabira**", the Board ensures quality, authenticity, and cultural value.

Madhya Pradesh Khadi and Village Industries Board operates multiple production centres, sales outlets, and training units across the state. Currently, most sales are executed through physical stores, limiting outreach and sales potential.

To promote Khadi, handicrafts, village industries and artisan products, a dedicated digital commerce ecosystem is required. The Government of India's ONDC initiative provides an open, interoperable marketplace enabling sellers to reach buyers across India through multiple interconnected buyer apps.

Therefore, Madhya Pradesh Khadi and Village Industries Board seeks an experienced technology partner to:

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1. Provisioning & **implementation** of a **Ready-to-deploy E-Commerce Portal** (Seller App) for MP KVIB
2. **Integration** with Payment Aggregators and Logistics Partners
3. **ONDC (Open Network for Digital Commerce)** Seller Network integration in compliance with prescribed ONDC protocols, standards, and certification requirements
4. **Product catalog creation and management**, including photography, videography (where applicable), metadata preparation, SKU creation, and attribute mapping
5. User Acceptance Testing (UAT), Security Audit through CERT-In empanelled agency, and **Go-Live support**
6. **Training and capacity building** for KVIB officials, centres, and stakeholders
7. Post Go-Live **operations** and comprehensive **maintenance**, including technical support, issue resolution, upgrades, and performance monitoring

This initiative will increase visibility, sales, and market competitiveness for Khadi artisans and producers.

### 3. About ONDC

Open Network for Digital Commerce (ONDC) is a Government of India initiative to democratize digital commerce by enabling interoperability between buyer apps, seller apps, and logistics providers (Website - <https://www.ondc.org/>). It allows sellers to list their catalogue once and become discoverable across all ONDC-enabled buyer platforms. The **Open Network for Digital Commerce (ONDC)** is a Government of India initiative aimed at:

- Democratizing digital commerce
- Allowing interoperability between buyer apps, seller apps, logistics providers, and payment gateways
- Reducing dependency on single marketplaces
- Promoting local sellers, artisans, MSMEs through open digital protocols

Integration with ONDC will allow Madhya Pradesh Khadi and Village Industries Board to sell products on multiple buyer apps (Paytm, Meesho, Magicpin, Mystore, Pincode, etc.) without developing individual partnerships. Key Features as mentioned below:

- Open and interoperable digital commerce network
- Enables small and medium enterprises to sell nationwide
- Supports eCommerce, logistics, payments, grievance handling
- Eliminates dependency on standalone marketplaces

## 4. Benefits of ONDC Integration

ONDC integration offers Madhya Pradesh Khadi and Village Industries Board a transformative opportunity to scale its reach, improve operational efficiency, and empower rural artisans through open digital commerce. By leveraging a commission-light, interoperable ecosystem, Khadi institutions can access national markets while retaining control over pricing, branding, and customer relationships:-

- **Nationwide Buyer Reach:** Access to millions of customers through multiple ONDC buyer apps
- **Zero Platform Dependency:** Seller is not locked to a single marketplace
- **Improved Sales & Visibility:** Multiple channels increase order volume
- **Cost Efficiency:** No heavy commissions like private marketplaces
- **Empowerment of Artisans:** Local producers get a national digital storefront
- **Real-Time Order & Inventory Sync:** Automated stock and order management
- **Data Transparency:** Ownership of catalog, customers, and analytics

## 5. Objectives of the Project

The primary objective of this project is to enable **Madhya Pradesh Khadi and Village Industries Board (MP KVIB)** to establish a robust, scalable, and compliant digital commerce ecosystem by adopting a **Ready-to-deploy E-Commerce Portal integrated with ONDC**. The selected agency shall be responsible for end-to-end execution with the following specific objectives:-

1. **Digital Enablement of KVIB Commerce:** To provision, configure, and implement a Ready-to-deploy E-Commerce Portal (Seller App) that enables MP KVIB to showcase, sell, and manage its products efficiently through an organized digital platform.
2. **ONDC Network Integration:** To integrate MP KVIB with the **ONDC Seller Network** in full compliance with ONDC-prescribed protocols, standards, APIs, certification, and readiness requirements, thereby expanding market reach across interoperable buyer applications.
3. **Seamless Payment & Logistics Enablement:** To integrate secure and reliable **payment aggregators** and **logistics partners**, ensuring smooth order processing, payment settlement, shipment tracking, and delivery management.
4. **Professional Product Catalog Management:** To create and manage high-quality digital product catalogs, including photography, videography (where applicable), metadata creation, SKU management, and attribute mapping aligned with e-commerce and ONDC standards.
5. **Quality Assurance, Security & Go-Live:** To conduct comprehensive **User Acceptance Testing (UAT)**, facilitate **Security Audit through CERT-In empanelled agencies**, address compliance gaps, and provide complete Go-Live support with stabilization.

6. **Capacity Building & Knowledge Transfer:** To train KVIB officials, centres, and associated stakeholders through structured training programs, user manuals, and documentation, ensuring effective adoption and long-term self-sufficiency.
7. **Sustained Operations & Maintenance:** To provide post Go-Live **operations and maintenance services**, including technical support, issue resolution, performance monitoring, updates, and enhancements, ensuring uninterrupted and optimized platform performance.

Overall, the project aims to strengthen MP KVIB's digital presence, enhance market access for Khadi and village industry products, ensure regulatory and security compliance, and create a sustainable, scalable e-commerce and ONDC-enabled ecosystem.

## 6. Scope of Work

The selected System Integrator (SI) shall provide a **Ready-to-deploy E-Commerce solution comprising a Web Portal and Mobile Application(s)** and undertake end-to-end implementation, integration, operations, and maintenance for Madhya Pradesh Khadi and Village Industries Board (MP KVIB) for an initial period of three (3) years, extendable by two (2) additional years based on performance and mutual agreement.

The scope covers the entire lifecycle of e-commerce operations across **web and mobile platforms**, from platform provisioning to post Go-Live support, in compliance with Government of India, State Government, ONDC, and industry standards.

### 6.1 Provisioning & Implementation of Ready-to-deploy E-Commerce Portal

- Provisioning of a **Ready-to-deploy, configurable, and scalable Web-based E-Commerce 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.
- Configuration of the portal as per MP KVIB's organizational structure, centres, product categories, pricing policies, taxation, and workflows.
- Core functionalities to include (but not limited to), available on **Web Portal and Mobile App with role-appropriate access:**
  - Registration & on-boarding of departmental centres / units
  - Product listing and catalogue management
  - Inventory and stock management
  - Order management (order lifecycle, cancellation, returns, refund processing, Notification)
  - Pricing, discounts, offers, and tax configuration
  - Customer management (Profile creation, Secure Sign-up, Order History, Order tracking, Grievance redressal System, Help Desk, Technical Support)
  - Reports, Analytics, and Buyer/ Seller dashboards (sales, inventory, finance, Tax & GST, prediction, performance)

- Role-based access control for Admin, KVIB Officials, Centre Managers, Operators, and other authorized users.
- Responsive web-based UI along with native/ hybrid mobile applications (minimum Android support; iOS support optional subject to approval from MP KVIB), designed to ensure ease of operations and faster user adoption. In case iOS support is required, the associated cost shall be borne by KVIB based on estimates and man-day rates derived after a detailed impact analysis to be conducted by selected System Integrator Compliance with GIGW, accessibility standards, and mobile usability best practices.
- The E-Commerce Portal (Web and Mobile Application) shall mandatorily support a **bilingual interface (Hindi and English)**.

## 6.2 ONDC Seller Network Integration

- Registration of MP KVIB as a **Seller Network Participant (Seller App)** on ONDC.
- Integration with ONDC Registry, Gateway, and Seller App APIs in compliance with:
  - ONDC technical specifications
  - Network policies
  - Interoperability standards
- Implementation of ONDC-defined transaction flows across **web and mobile interfaces**:
  - Search & discovery
  - Order placement
  - Fulfilment
  - Returns & refunds
  - Settlement workflows
- Completion of ONDC readiness checklist, sandbox testing, certification, and production on-boarding
- Support during ONDC audits, test scenarios, and final approval
- For all buyer Apps, the KVIB seller App must be discoverable

## 6.3 Payment Aggregator & Logistics Integration

- Integration with RBI-approved Payment Aggregators supporting payments through **web and mobile applications**.
  - UPI, cards, net banking, wallets, and other digital payment modes
  - Automated reconciliation and settlement reports
  - Cash on delivery modes will not be allowed
- Integration with logistics partners for:
  - Shipment creation and tracking
  - Label generation
  - Delivery status updates
  - Reverse logistics (returns, cancellations)
- Configuration of payment and logistics flows in alignment with ONDC transaction protocols
- Bidder can select from ONDC compliant payment and logistics aggregators after inviting proposals from at least 4-5 of them and after analysis and suitability taking necessary approvals from MP KVIB

- Merchant Discount Rate (MDR) charges shall be borne by the seller unless otherwise subsidized or agreed. Logistics/delivery charges shall be borne by the KVIB.
- All ONDC transaction charges, payment gateway fees, and any associated transaction costs shall be borne by the seller (MP KVIB) or as per prevailing ONDC/network norms. The bidder shall not be responsible for bearing such costs.

#### 6.4 Product Catalog Creation & Management

- Professional creation of digital product catalogs for KVIB products, including:
  - Product photography (studio or on-site as required)
  - Videography (where applicable and approved)
  - Image and video editing, optimization, and compression
- Metadata preparation including:
  - Product descriptions
  - Categories and attributes
  - SKU creation and mapping
  - Pricing, weight, dimensions, tax details
- Alignment of catalog structure with:
  - E-commerce best practices
  - ONDC catalog standards
- Ongoing catalog updates and quality checks.
- KVIB will support agency to create masters in Hindi language. Initially 500 Stock Keeping Units (SKU's) shall be taken at the start and approx. 3-5 images per SKU for front, back, other details. Necessary support shall be provided by KVIB to create the product catalog but the responsibility will lie with SI.
- The product catalog creation and management has to be done centrally at MP KVIB office Bhopal. KVIB shall maintain and provide a centralised warehouse/hub for the products. ,

#### 6.5 Testing, Quality Assurance & Go-Live

- Conduct of comprehensive testing, including:
  - Functional testing (Web & App)
  - Integration testing (ONDC, payment, logistics)
  - Performance and load testing
  - ONDC sandbox and certification,
- Facilitation of **User Acceptance Testing (UAT)** for both the platform with KVIB officials and centres.
- Resolution of defects and stabilization prior to production launch.
- Coordination of **Security Audit through CERT-In empanelled agency**, including:
  - Vulnerability Assessment & Penetration Testing (VAPT)
  - Compliance remediation
  - Submission of final security audit certificate
- Final Go-Live support and handholding during stabilization period. SI shall demonstrate successful end-to-end transaction testing using the ONDC reference

Buyer/Seller App for technical validation. Additionally, prior to final go-live, at least 02 successful live transactions shall be demonstrated and completed.

The selected System Integrator (SI) shall be responsible for conducting an annual security audit, as well as additional audits following any major changes implemented either by SI/ ONDC.

## 6.6 Capacity Building & Training

- Design and delivery of structured in person training programs for at least 30-50 users initially at Bhopal:
  - KVIB officials
  - Centre managers and operators
  - Other designated stakeholders
- Training modes to include:
  - Classroom / virtual training sessions
  - Hands-on system demonstrations
- Preparation and submission of:
  - User manuals
  - SOPs
  - Process documentation
  - Database design document and database schema
  - Video tutorials (where applicable)
- Knowledge transfer to ensure long-term operational self-sufficiency.

## 6.7 Post Go-Live Operations & Maintenance

- O&M support covering **Web Portal, Mobile Application(s), and backend systems.**
- Services to include:
  - Helpdesk and grievance management module
  - Issue tracking and resolution as per defined SLAs
  - Bug fixes and patches
  - Performance monitoring and optimization
  - Periodic system upgrades and enhancements
  - Mobile app version management, OS compatibility updates, and store deployment support (where applicable)
  - Periodic security audit and compliance
  - Considering a single-seller model (MP KVIB) with 500 SKUs, the expected transaction volume may vary based on demand, pricing, marketing, and ONDC ecosystem growth, with no minimum business guarantee implied. However approx. 5000-8000 transactions per month are projected during the initial phase of the project.
- Server, application, and database monitoring.
- Regular Backup & Database management
- Regular MIS reports covering:
  - System performance
  - Sales and transaction metrics

- ONDC activity
- Support tickets and resolution status during business hours.

## 6.8 Documentation & Compliance

- Submission of complete project documentation including:
  - System architecture (Web & Mobile)
  - Integration documents
  - ONDC compliance documents
  - User Manuals
  - Security and audit reports for web and mobile app
- System shall comply with all applicable IT, data security, and hosting guidelines issued by Government of India and Government of Madhya Pradesh.

## 6.9 Infrastructure Hosting, Monitoring & Migration

The selected System Integrator (SI) shall be responsible for **end-to-end hosting and infrastructure provisioning** for the secure, scalable, and uninterrupted operation of the E-Commerce Portal, in compliance with Government of India, Government of Madhya Pradesh, ONDC, and CERT-In guidelines.

The scope shall include, but not be limited to, the following:

- **Domain registration and management**, including DNS configuration, SSL certificates, and lifecycle management
- Provisioning and management of **Public IPs**, firewall rules, and network security controls
- **Initial hosting on a market-based cloud infrastructure**, with appropriate security, availability, backup, and disaster recovery mechanisms. System shall comply with all applicable IT, data security, DPDP and hosting guidelines issued by Government of India and Government of Madhya Pradesh.
- Provisioning and management of application servers, database servers, storage, and supporting middleware
- **24x7 infrastructure, application, and database monitoring**, including uptime management, performance tuning, incident management, security patching, backups, and regular MIS reporting
- Initially the concurrent users shall be minimum 100 Nos , In future, if the concurrent users increase and higher configuration of Infra is required, then MPKVIB will bear the additional cost.
- Clear **item-wise costing of hosting, infrastructure, and monitoring services** to be quoted as part of the Financial Proposal.

Post completion of the initial hosting phase, **MP KVIB reserves the right to migrate the solution to the MPSeDC cloud, State Data Centre (SDC), or any other Government-approved hosting facility**, as per prescribed norms and policies of GoI, State guidelines.

The SI shall:

- Provide **complete technical support, documentation, and handholding** during migration;
- Ensure **zero data loss, minimal downtime**, and continuity of services during migration;
- Continue application operations and support post-migration **without any vendor lock-in**.

All hosting, monitoring, and migration activities shall strictly comply with applicable **Government IT policies, cyber security standards, ONDC requirements, and CERT-In advisories**.

#### **Software Uptime & Penalty (During AMC Period)**

1. The Selected Agency shall ensure **minimum application uptime of  $\geq 99.5\%$  per month**, excluding approved planned downtime which has to be communicated 5 days before in writing by SI after approvals from KVIB
2. Uptime below 99.5% shall attract a penalty of **1% of the Quarterly AMC value for every 0.5% drop**, subject to a maximum of **10% of the Annual AMC value** in a contract year.
3. Planned maintenance shall be undertaken only with prior approval and shall not be counted as downtime.
4. Repeated SLA breach may result in additional penalties, withholding of payment, invocation of Performance Security, or termination as per contract terms.
5. The bidder shall provision and maintain an SLA monitoring tool for measuring system uptime and service levels. All costs related to procurement, licensing, deployment, operation, and maintenance of the SLA tool shall be borne entirely by the bidder, with no additional financial implication to the purchaser.

#### **6.10 Buyer App Interoperability & Optional Development Clause (as per ONDC Protocol)**

In accordance with **ONDC network architecture and protocols**, the selected vendor shall ensure that the implemented **Seller App** is fully **interoperable with all ONDC-compliant Buyer Applications** available on the network.

Accordingly, the vendor shall:

- Enable seamless **end-to-end transaction flows** (search, discovery, order placement, fulfilment, returns, refunds, and settlements) originating from any ONDC-compliant Buyer App;
- Ensure Seller App APIs, workflows, and integrations are **configured, tested, and certified** to support Buyer App interoperability as per ONDC specifications;
- Provide necessary support during **interoperability testing, audits, and certifications** mandated by ONDC;

- Continuously comply with **updates, advisories, and protocol changes** issued by ONDC during the contract period.
- Seller App (Web & Mobile) shall be fully interoperable with ONDC-compliant Buyer Apps.

### 6.11 Open-Source Technology & Stack Disclosure

The selected System Integrator (SI) shall, to the extent feasible, adopt **open-source technologies and open standards** for the development, deployment, and operation of the E-Commerce Portal, in line with Government of India e-Governance best practices and ONDC principles. The SI shall: -

- Prefer open-source frameworks, platforms, databases and valid licenses (if required ) to avoid vendor lock-in with appropriate security controls.
- Clearly **disclose the complete technology stack** (application, database, deployment, hosting, and security components) prior to implementation;
- Ensure that any proprietary components, if proposed, are duly justified, licensed for Government use, and do not restrict future migration or third-party maintenance.

All solutions shall support **interoperability, data portability, and migration**, including transition to State Data Centre (SDC) or Government-approved infrastructure.

It is desirable that the Selected Agency incorporates AI-driven capabilities within the E-Commerce Platform to enhance user engagement, operational efficiency, and data-driven decision-making. Such capabilities may include AI-based product recommendations, intelligent search (Hindi & English), chatbot/virtual assistant for customer support, and automated analytics dashboards for sales trends and demand forecasting.

## 7. eCommerce Portal (Seller App) & ONDC Integration

The selected agency shall be required to provide and implement a **Ready-to-deploy e-Commerce Portal (Seller App)** and ensure its **successful integration with the Open Network for Digital Commerce (ONDC)** in full compliance with ONDC norms, standards, and operational guidelines.

This section outlines the **minimum mandatory compliance checklist** that must be met by the agency prior to Go-Live. The agency shall be responsible for end-to-end readiness, certification, documentation, and operational enablement of the Seller App on the ONDC network.

### 7.1 Mandatory Compliance & Readiness Checklist

1. **ONDC Registration & Authorization**
  - Registration of the Seller App (portal and mobile app) with ONDC
  - Completion of Network Participant on-boarding formalities
  - Execution of required agreements and authorization processes
2. **Technical Compliance (Beckn Protocol & APIs)**
  - Adoption of Beckn Protocol as prescribed by ONDC
  - API integration with ONDC Registry and Gateway
  - Compliance with Seller App technical specifications and schema
3. **Functional Readiness of e-Commerce Portal**
  - Product catalog management
  - Pricing, inventory, and order lifecycle management
  - Payment and logistics integration
  - Integration with email and SMS (Optional WhatsApp Integration)
  - Customers/ Buyers on-boarding and management
  - Seller, admin, customer and user role management
  - Reporting and dashboard features
4. **Quality Control & Security Compliance**
  - Secure application architecture
  - Data privacy and protection mechanisms
  - Vulnerability Assessment & Penetration Testing (VAPT)
  - Security Audit of Web and mobile app through CERT-In empanelled agency
5. **Sandbox & Production Testing**
  - Successful completion of ONDC sandbox test cases
  - Transaction flow validation (search, order, payment, fulfilment)
  - Production environment readiness and approvals
6. **Proof of ONDC Enablement**
  - Demonstrable evidence of Seller App live on ONDC network
  - Successful transaction execution via ONDC buyer applications

## 7. Documentation & Deliverables

- ONDC integration documents and test reports
- User manuals and SOPs
- Security audit reports and certificates
- Go-Live and stabilization reports
- System architecture document
- Technical documents, Database design document, Schemas

## 7.2 Reference Links (Indicative)

- ONDC Official Portal: <https://www.ondc.org/>
- ONDC On-boarding Process: <https://www.ondc.org/ondc-how-to-join/>
- ONDC Integration Resources: <https://tinyurl.com/ONDCIntegration>

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## 8. Evaluation Criteria

The selection of the System Integrator (SI) shall be carried out through a **Quality and Cost Based Selection (QCBS)** method, wherein **Technical Score (T)** shall carry **70% weightage** and **Financial Score (F)** shall carry **30% weightage**. The bidder achieving the **highest Composite Score (CS)** shall be awarded the contract, subject to fulfilment of all terms and conditions.

### 8.1 Pre-Qualification (PQ) Criteria

PQ No.	Eligibility Criteria	Description / Requirement	Supporting Documents
PQ1	Legal Entity	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 <b>01.04.2026</b> .  <b>Note:</b> Consortiums or Joint Ventures are not allowed.	Certificate of Incorporation, GST Registration, PAN
PQ2	Experience	The bidder must have completed at least <b>Two (2)</b> end-to-end IT implementation project of minimum value of Rs. <b>50 Lakhs</b> each for any Government Department / PSU / Semi-Government/Private during the period 01.04.2022 to 01.04.2026.	Work Order + Completion Certificate
PQ3	Financial Turnover	Average annual turnover of minimum <b>₹1 Crore</b> in India during the <b>three (3) either FY 2022-23, 2023-24 and 2024-25 or FY 2023-24, 2024-25 and 2025-26</b> .	Audited Balance Sheets + CA Certificate
PQ4	Technical Manpower	The bidder must have a minimum of <b>10 full-time IT professionals</b> on its payroll, with relevant skills to deliver end-to-end IT / Software /e-Commerce projects as on 01.04.2026.	ESIC/EPFO Returns if applicable / HR Certificate / Declaration on Letterhead
PQ5	Self-Declaration of Non-Blacklisted/ Bankrupted /Debarred Organization	The bidder must not be blacklisted/ Bankrupted or debarred by any State Government, Central Government, PSU, or Government Agency in India at the time of bid submission.	submit in prescribed format only on the letter head of the Agency duly Notarized

**Note:** Only bidders meeting **all the mandatory PQ criteria** shall qualify for the Technical Evaluation.

## Exemption from Pre-Qualification Requirements for MSEs and Startups

### 1. Exemption for MSEs:

As per the Public Procurement Policy for Micro and Small Enterprises (MSEs), the bidders registered as Micro or Small Enterprises (MSEs) shall be exempted from meeting the below Pre-Qualification (PQ) criteria:

- Experience (PQ2)
- Financial Turnover (PQ3)

This exemption is applicable only to Micro and Small Enterprises (not Medium Enterprises) having a valid Udyam Registration Certificate on the date of bid submission.

### 2. Exemption for Startups:

In accordance with the Startup India Action Plan and guidelines issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, recognized Startups shall be exempted from meeting the below Pre-Qualification (PQ) criteria:

- Experience (PQ2)
- Financial Turnover (PQ3)

**Note:** The exemption is applicable only to Startups recognized by DPIIT or by the State Startup Cell of Madhya Pradesh Government under the MP Startup Policy on the date of bid submission.

### 3. Conditions for Availing Exemption:

Eligible MSEs and Startups must upload the following supporting documents along with the technical bid:

- **For MSEs:**
  - a) Valid Udyam Registration Certificate (URC) clearly specifying the enterprise category as Micro or Small.
- **For Startups:**
  - a) Valid DPIIT Recognition Certificate,  
OR
  - b) Valid State Startup Recognition Certificate issued by the Department of MSEs, Government of Madhya Pradesh.

### 4. Other Requirements:

- MSEs and Startups availing exemption must meet all other mandatory requirements of the RFP (e.g., statutory registrations and tax compliance (PAN)).
- The exemption shall be limited strictly to the Pre-Qualification (PQ) criteria and shall not apply to the submission of bid security. All other provisions of the RFP, including those related to bid security, technical evaluation, and contractual obligations, will continue to be fully applicable to the bidder.
- The bid of such MSEs/Startups shall be considered responsive if they submit all required documents except those specifically exempted under this clause.

### 5. Authority to Verify:

Purchaser/Client reserves the right to verify the authenticity of all submitted certificates from the issuing authority, and any misrepresentation shall lead to rejection of the bid and may invite legal/disciplinary action.

## 8.2 Technical Evaluation Matrix

TQ No.	Technical Evaluation Parameter	Description / Requirement	Mandatory Supporting Documents	Max Marks
TQ1	Experience in IT Software Development & E-Commerce Projects	<p>Project Experience in Government Department / PSU / Semi-Government / Reputed Private Organization during the period from 01.04.2022 to 01.04.2026, with minimum project value of ₹25 Lakhs per project in following categories: -</p> <ul style="list-style-type: none"> <li>• An end-to-end IT Software Development/ Implementation Projects</li> <li>• Functional E-Commerce Project</li> </ul> <p><b>Marking Criteria</b></p> <ul style="list-style-type: none"> <li>• Each qualifying IT Software Development/Implementation Project - <b>10 Marks</b></li> <li>• Each qualifying Functional E-Commerce Portal Project - <b>15 Marks</b></li> <li>• <b>Maximum Marks - 30</b></li> </ul>	<ul style="list-style-type: none"> <li>• Work Order/Agreement Copy</li> <li>• Completion / Go-Live Certificate</li> <li>• Self-Declaration with Project/Portal Details and URL (for E-Commerce projects)</li> <li>• Client details for verification</li> <li>• Documents as per Annexure-6</li> </ul>	30
TQ2	Experience in ONDC Projects	<p>Experience in successful onboarding and integration of any Govt./Semi-Govt./PSU/reputed private organization on ONDC as Seller/Buyer network participant</p> <p><b>Marking Criteria:</b></p> <ul style="list-style-type: none"> <li>• One qualifying project: 15 Marks</li> <li>• Note: In the uploaded Work Order/Agreement scope of work should be clearly defined)</li> </ul>	<ul style="list-style-type: none"> <li>• Work Order/ Agreement copy,</li> <li>• Completion/ Go-live Certificate,</li> <li>• Self-declaration with portal URL</li> <li>• Proof of ONDC onboarding with &gt; 100 transactions</li> <li>• Documents as per Annexure-7</li> </ul>	15

*(Signature)*

*Admission*

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TQ3	Technical Manpower Strength	<p><b>Full-time IT professionals</b> on bidder's payroll, with relevant skills to deliver the project as per scope of work and with at least 5 years' experience.</p> <p><b>Marking Criteria:</b></p> <ul style="list-style-type: none"> <li>• Project Manager-5 Marks</li> <li>• Solution Architect -5 Marks</li> <li>• API Team led -5 Marks</li> </ul> <p>Maximum - 15 Marks</p>	<ul style="list-style-type: none"> <li>• Latest Salary Slip / HR Certificate</li> <li>• CV and declaration</li> </ul> <p>Joining Letter (As per Annexure 8)</p>	15
TQ4	Certification	<p><b>Certification</b></p> <ul style="list-style-type: none"> <li>• ISO 9001:2015 (Quality Management)</li> <li>• ISO 27001 (Information Security)</li> </ul> <p>Any one certification - 5 Marks</p>	Copy of Valid Certificate along with validity.	5
TQ5	Approach & Methodology	Understanding of scope, Road Map, Project implementation plan including all the stages required for successful integration of ready to deploy e-commerce portal with ONDC and achieving the Go- Live.	(Max 5 Pages PDF)  As per Annexure 9	20
TQ6	Product Demonstration / Use Case Presentation	<p>Product Demonstration / Use Case Presentation/PoC/Live demo covering but not limited to</p> <ul style="list-style-type: none"> <li>○ UI/UX</li> <li>○ Order lifecycle</li> <li>○ Seller onboarding flow</li> <li>○ API readiness</li> <li>○ Scalability approach</li> </ul>	After opening the Technical Bid, demo shall be scheduled. As per Annexure 10	15
	<b>Total</b>			<b>100</b>

**Note:**

- Same project cannot be claimed under multiple criteria unless explicitly relevant
- MP KVIB reserves the right to verify documents and reject unverifiable claims.

### 8.3 Technical Evaluation Criteria

Technical Evaluation: **70% Weightage**

The Technical Proposal shall be assessed based on the bidder's capability, experience, proposed methodology, project team qualifications, understanding of ONDC protocols, and approach towards meeting the scope of work. The Technical Score (T) will be computed based on a detailed scoring matrix (to be included in the RFP), covering:

$$\text{Technical Score (T) Calculation} = \frac{\text{Marks Obtained by Bidder}}{100} \times 70$$

**Note:** Only bidders securing at least 60% of Technical Marks shall be considered technically qualified.

### 8.4 Financial Evaluation Criteria

Financial Evaluation: **30% Weightage**

The Financial Score shall be based on the Lowest Financial Bid (L1).

$$\text{Financial Score (F) Calculation} = \frac{\text{L1 Bid}}{\text{Bidders Financial Bid}} \times 30$$

### 8.5 Final Score Evaluation

Composite Score (CS) – Final Selection shall be calculated after assigning weightage to both Technical and Financial Scores:

$$\text{Composite Score (CS)} = \text{Technical Score (T)} + \text{Financial Score (F)}$$

### 8.6 Award of Contract

The bidder with the **highest Composite Score (CS)** shall be selected as the **Preferred Bidder**. In case of a tie, the bidder with the **higher Technical Score** will be preferred.

**Right to Consider Next Ranked Bidder**

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In the event that the **highest-ranked bidder (L1)** is disqualified, rejected, or found ineligible at any stage of the bidding process or after opening of proposals, the Authority reserves the right, at its sole discretion, to:

- Consider the **next highest-ranked bidder (L2)** for award of the contract, at the same price and on the same commercial terms quoted by the L1 bidder, subject to the L2 bidder's written acceptance; or
- Take any other action as deemed appropriate, including **annulment of the selection process**, without incurring any liability to any bidder.

The decision of the Authority in this regard shall be **final and binding**, and no bidder shall have any claim, compensation, or right to challenge such decision.

### **8.7 Contract Signing**

- After opening financial bid, Letter of Intent (LOI) will be issued to the selected agency at the earliest.
- In case the bidder does not acknowledge the receipt of LOI within 10 days, MD, MP KVIB will have all rights to select another bidder who has scored second highest overall score and issue them LOI.
- After receipt of LOI, the selected bidder has to provide performance security/ Bank Guarantee equal to 3% of total value of the contract within 10 days.
- Within a week from receiving of Performance bank guarantee, contract agreement will be signed between MP KVIB and selected bidder.

### **8.8 Performance Guarantee / Security Deposit and Disclaimer**

- A Contract Performance Guarantee Deposit is intended to secure the performance of the entire contract. The Contract Performance Guarantee is to be submitted at the time of award of work. Performance Bank Guarantee shall be 3% of the value of contract and this amount should be submitted within 10 days of receipt of Letter of Acceptance (LOA) by the successful Applicants.
- Performance Bank Guarantee shall be valid for period of 6 months beyond the expiry of the contract or any extended period.
- Contract Performance Bank Guarantee shall be released/returned after 30 days of submission of Final Report /Completion of the tenure.

### **8.9 Change Orders and Contract Amendments**

- MP KVIB may at any time order the selected agency through written Notice to make changes within the general scope of the Contract or in case of services to

be provided by the selected Agency. The change in scope will be discussed with the resource agency and mutually agreed.

- If any such change causes an increase or decrease in the cost of, or the time required for, the selected agency's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the selected agency for adjustment under this clause must be asserted within thirty (30) days from the date of the selected Agency's receipt of the order from MP KVIB. The rate-contract enclosed in the Annexure-11 will be used to calculate the cost of the additional work/ change request.
- This Rate-Card will be fixed and valid for the period of 4 + 36 months from the commencement date.
- Duration of the project may be extended on need for 02(Two) year on mutually agreed rate.

### 8.10 Onsite Resource Deployment Clause

The selected agency shall deploy adequate onsite manpower at the Department's office as follows:

1. A minimum of **two (2) qualified resources** (Project Manager/Project Lead / Project Coordinator / Business Analyst) shall be deployed regularly/on rotation at the Department's premises during the implementation and post Go-Live support period.
2. The Department reserves the right to:
  - o Approve or reject deployed personnel,
  - o Seek replacement of any resource found unsuitable.
3. The selected agency shall nominate a **dedicated Single Point of Contact (SPOC)** for the entire duration of the contract. The SPOC shall be responsible for:
  - o Overall coordination with the Department,
  - o Issue tracking and resolution,
  - o Progress reporting and compliance.
4. Details of the SPOC (Name, Designation, Mobile No., Email ID) shall be provided at the time of contract signing.
5. Any change in SPOC shall be communicated in writing and approved by the Department.
6. The authority will provide the office space to the Resources deployed. Selected Agency has to provide the required hardware/software and high-speed internet to its resources to carry out the job.
7. Delay in deployment, unauthorized absence, or prolonged non-availability of onsite resources without prior written approval of the Department shall a penalty

of ₹5,000 per resource per day, subject to a maximum of 10% of the applicable milestone or monthly payment.

8. Planned leave or replacement of onsite resources shall be permitted only with prior intimation and approval of the Department. Failure to provide suitable replacement within two (2) working days shall be treated as non-deployment and penalized accordingly.

## 9. Terms and Condition

### 9.1 General

- The eligible bidder/s are required to submit Technical proposal in prescribed format on the given link <https://mptenders.gov.in/> only.
- Interested Bidders are advised to ensure that submission is made well in advance before the closing time. Late proposal and that proposal which do not comply with the given instructions will not be accepted. Proposal received in any other manner will be 'INVALIDATED'.
- The Bidders will be screened based on the eligibility criteria and evaluation criteria spelled in the RFP.
- Only shortlisted Bidders that fulfil the pre-qualifications as described in the RFP will be eligible for technical evaluation. The department reserves the right of rejection of any/all proposals without assigning any reason thereof.
- Any corrigendum including extension of date or change of date for submission of the RFP shall be communicated to bidders through MP Tender Portal only.
- If the need arises MD, MP KVIB may request bidders to extend the validity period of their proposals.
- Any attempt to influence the tender finalization or negotiations directly or indirectly on the part of a bidder with the authority to whom he has submitted the tender or the authority who is competent finally to accept it after he has submitted his tender or any endeavour to secure any interest for an actual or prospective bidder or to influence by any mean the acceptance of a particular tender will render the tender liable to exclusion from consideration.
- **Conditional Proposal will not be accepted.**
- The agency shall submit only one Proposal, no consortium and /or joint venture of any manner is permitted. If an agency, submits or participates in the process of selection through a joint venture or consortium of any manner and/or submit more than one proposal, shall be disqualified and their proposal shall be summarily rejected.

- During process of evaluation of Proposals, the Department may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time frame.
- The **MD, Madhya Pradesh Khadi and Village Industries Board** reserves the right to annul the RFP process, or to accept or reject tender any or all the Proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
- If any of the bidders fails to submit a mandatory document, then the proposal submitted will be rejected by the department.

## 9.2 Period of Agreement

- Initially 03 years from the date of signing of contract. This may further be extended for another 02-years subject to yearly renewal and agreement renewal. The extension will be based on satisfactory performance and /project requirement and based on the sole discretion of the respective line Department.
- The Performance Review may be scheduled monthly from the date of signing of the agreement (or as deemed fit by the department). This review shall be done so as to ascertain the performance of the agency against the milestone and deliverables defined.

## 9.3 Milestone-Based Deliverables Acceptance Criteria and Payment

M as referred below is the date of signing of agreement. The initial duration of the contract will be of total 42 (6+36) Months. The invoice will be generated and submitted after completion of the milestone along with the supporting documents to the MD, KVIB will then pay to Selected Agency.

Milestone	Description	Timeline (from M*)	Acceptance Criteria	Payment Terms
M1	e-Commerce Portal Customization & Readiness	M + 1 Month	Successful completion and approval of all mandatory functional modules with 0 Critical defects pending.	10% of Development Cost (D*)
M2	ONDC Integration & API Certification	M + 3 Months	Successful ONDC API integration and certification/compliance validation completed	10% of Development Cost (D*)

M3	Catalogue Creation & Centre On-boarding	M + 3 Months	Successful onboarding of $\geq 95\%$ identified centres along with validated catalogue publishing	20% of Development Cost (D*)
M4	UAT, Security Audit & <b>Go-Live (Portal Launch)</b>	M + 4 Months	Successful UAT signoff and security audit clearance with successful production Go-Live	20% of Development Cost (D*)
M5	Stabilisation Period	M+ 6 Months	Successful stabilization with $\geq 99.5\%$ uptime and no unresolved Critical production issues during the stabilization period	40% of Development Cost (D*)
M6	Security Audit (through CERT-In empanelled auditor) – Annual Cost	Yearly	Successful completion of CERT-In empanelled security audit with 0 Critical vulnerabilities	As per Financial Bid (corresponding item)
M7	Cloud Infrastructure (DC-DR) & Hosting Cost	Yearly (Paid in half-yearly instalments)	Maintenance of $\geq 99.5\%$ infrastructure uptime during the billing period	As per Financial Bid (corresponding item)
M8	AMC Support (Bug Fixes / Change Requests / Enhancements / Operations & Support)	Yearly (Paid in half-yearly instalments)	Achievement of $\geq 95\%$ SLA compliance during the support period	As per Financial Bid (corresponding item)

\* D refers to the amount quoted by the bidder in the financial bid in BOQ format given in Annexure 11 for Items 1-5.

- i. The price payable under this contract shall be in **Indian currency (INR)** only, excluding GST, and shall be released **milestone-wise during the contract period of forty two (42) months**, based on satisfactory performance and acceptance of deliverables by the Authority.
- ii. All the entitlements liable to resources shall be borne by the Selected Agency and in alignment to EPFO Rules. Selected Agency will follow a milestone based invoicing process. Payments will be linked to deliverables mutually agreed upon.
- iii. The consolidated invoice will be generated and submitted after completion of the milestone along with the supporting document to the MP KVIB. MP KVIB will then pay to Selected Agency in next 30 days.

- iv. The liability of the Agency is limited to the fees that have been paid to the successful bidder.
- v. Payment shall be initiated only upon **formal submission and approval of Annexure-13: Deliverable Acceptance Certificate (DAC)**. The **selected agency shall be responsible for obtaining due approval** of the DAC from the authorized departmental official.
- vi. In the ONDC framework, financial reconciliation responsibility primarily lies with the seller (MP KVIB)/Department. The bidder shall facilitate reconciliation by providing system-generated reports, dashboards, and integration support aligned with ONDC protocols.
- vii. The Department (MP KVIB) shall be responsible for defining commercial terms, while the bidder shall only enable required configurations and reporting support, without any direct role in fund settlement or commission handling.
- viii. A tool shall be used by the SI to monitor, measure, and validate compliance with the above Acceptance Criteria and to generate verifiable reports confirming achievement of the same. The tool shall also be used for continuous monitoring and reporting of compliance with the agreed Service Level Agreements (SLAs) signed with the SI. The reports generated through the tool shall form the basis for acceptance and SLA compliance verification by the Department. In case of non-compliance or failure to meet the prescribed SLA parameters, penalties shall be imposed in accordance with the penalty provisions defined under Clause 9.4. MP KVIB shall have the authority to check these from third party auditors.

#### 9.4 Penalty Clauses

- i. All the deliverables will be mutually agreed upon at the start of the project. In case, if it is established that the delay in a deliverable is due to the Agency's non-performance alone, Department may decide to penalize the Selected Agency by deducting the payment linked to the deliverable for every week delay up to an upper limit of 10% of the payment linked to the deliverable.
- ii. The sum-total of all penalties will be subject to maximum of 10% of the amount of payment linked to that deliverable.
  - **Delay Penalty**  
2.5% of milestone value per week of delay, up to max 10%.

- **Failure to Meet ONDC Compliance**

- a) In case the selected agency fails to comply with mandatory ONDC technical, operational, security, or certification requirements, the Managing Director, MP KVIB shall have the right to impose a penalty.
  - b) The penalty shall range from a minimum of five percent (5%) to a maximum of twenty percent (20%) of the applicable project value, depending on the nature, severity, and impact of the non-compliance.
  - c) The quantum of penalty shall be decided at the sole discretion of the Managing Director, MP KVIB, and such decision shall be final and binding on the selected agency.
  - d) Repeated or material non-compliance may additionally result in withholding of payments, suspension of services, or termination of the contract, as per the terms of the Agreement.
- iii. The Managing Director, Madhya Pradesh Khadi and Village Industries Board reserves the right to exempt the Selected Agency from the penalty based on his/her discretion in writing with the reasons for waiver if agency justifies with proof/evidence/facts/force majeure.

iv. **Service Level Penalties**

Issue not resolved within 48 hours → ₹2,000/day  
Critical issue (order failure / payment issue) → ₹5,000/day

- 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.

## 9.5 Ownership, Intellectual Property Rights & Source Code Clause

- **Ownership of Deliverables:** All deliverables developed, customized, configured, or implemented under this project, including but not limited to the e-Commerce Portal (Seller App), application software, customised source code, object code, databases, APIs, integrations, workflows, reports, dashboards, documentation, manuals, training material, designs, and configurations, shall be the **exclusive property of the Department (MP KVIB / Government of Madhya Pradesh)**.
- **Source Code Handover:** The selected agency shall provide complete and up-to-date **source code** of the developed/customized solution, including:
  - Application source code
  - Database schemas

- Configuration files
- API and integration code
- Deployment scripts

Note: The source code shall be handed over at the time of Go-Live and upon completion/termination of the contract, without any additional cost.

- **Intellectual Property Rights (IPR):** In case of deployment of a Ready-to-deploy software solution, all Intellectual Property Rights in the core software shall remain with the respective vendor. The Department shall be **granted a perpetual, irrevocable, non-exclusive, royalty-free license** to use, operate, modify, and customize the software for its internal Government purposes.
- **Copyright:** The Department shall hold **perpetual, irrevocable, and exclusive copyright** over the entire solution and its components. The agency shall not claim any copyright or proprietary interest in the solution.
- **Right to Modify and Extend:** All customizations, configurations, reports, dashboards, workflows, integrations, and enhancements developed specifically for the Department under this project shall vest with the Department, along with full usage rights. The vendor shall not restrict the Department's use of such custom components.

The Department shall have the unrestricted right to:

- Modify, enhance, upgrade, or integrate the solution with other systems
- Engage any third party for maintenance, enhancement, or migration without requiring prior approval or consent from the agency.
- **Use of Pre-Existing Components:** In case any pre-existing tools, libraries, frameworks, or third-party components are used, the agency shall:
  - Clearly disclose such components
  - Ensure that licenses permit unlimited Government use
  - Indemnify the Department against any IP infringement claims
- **No Vendor Lock-in:** The agency shall ensure **zero vendor lock-in**, and the Department shall be free to operate, maintain, and enhance the system independently or through any other agency after the contract period.
- **Confidentiality & Non-Disclosure:** The agency shall treat all project data, source code, and system information as confidential and shall not disclose, replicate, or use the same for any purpose other than execution of this project.

## 9.6 Resolution of Disputes

*(Handwritten signatures and initials)*

- Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be resolved by the Parties through mutual consultation, in good faith and using their best endeavours. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/ their representatives or Officers.

### **Amicable Settlement**

- Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt.

### **Resolution of Disputes**

- In case dispute arising between MD MPKVIB on behalf of Govt. of Madhya Pradesh and the selected agency, which has not been settled amicably, the professional agency can request MD MPKVIB to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceeding will be held at Bhopal, Madhya Pradesh. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be borne by both the parties

### **Legal Jurisdictions**

- All legal disputes between the parties shall be subject to the exclusive jurisdiction of the Courts in Bhopal Madhya Pradesh

## **9.7 Right to Accept or Reject any bid**

- A. Not with standing anything contained in this 'Application', the Authority reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals, at any time without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof. The authority reserves the right to reject any proposal if:
  - a. At any time, a material misrepresentation is made or uncovered, or

- b. Applicant does not provide, within the time specified by the authority, the supplemental information sought by the authority for evaluation of the proposal.
- B. Such misrepresentation/ improper response may lead to the disqualification of the Applicant.
- C. If such disqualification/rejection occurs after the proposals have been opened and the highest-ranking applicant gets disqualified /rejected, then the authority reserves the right to consider the next best applicant, or any other measure as may be deemed fit in the sole discretion of the authority, including annulment of the selection process.

### 9.8 Clarification and Amendment of RFP

- a) During process of evaluation of Proposals, the MP KVIB may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time frame.
- b) The MD MP KVIB, Madhya Pradesh may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out through Corrigendum and the bidders may amend their proposal due to such amendments.
- c) Any corrigendum including extension of date or change of date for submission of the bids shall be communicated to bidders through MP Tender Portal.
- d) In order to provide, prospective bidders, reasonable time to take the amendment into account in preparing their bid, the department may, at its discretion extend the deadline for submission of bids.

### 9.9 Termination Clause

- i. Termination for Insolvency
  - a. MP KVIB may at any time terminate the Contract by giving a written notice of at least 30 days to the selected Agency, if the selected Agency becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected Agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to MP KVIB.
- ii. Termination for Convenience
  - a. MP KVIB, by a written notice of at least 60 days sent to the selected Agency, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for MP KVIB's convenience, the extent to which performance of the selected

agency under the Contract is terminated, and the date upon which such termination becomes effective.

- b. In such case, MP KVIB will pay for all the pending invoices as well as the work done till that date to the Agency.
- c. Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including loss of profits). The selected agency shall not be liable to the other here under or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.

iii. Termination by MP KVIB

- a. The MP KVIB may, by not less than sixty (60) days written notice of termination to the Selected Agency, such notice to be given after the occurrence of any of the events, terminate this Agreement if:
  - i. The Selected Agency fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within sixty (60) days of receipt of such notice of suspension or within such further period as the MP KVIB may have subsequently granted in writing;
  - ii. The Selected Agency becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
  - iii. The Selected Agency fails to comply with any final decision reached as a result of arbitration proceedings.
  - iv. The Selected Agency submits to the MP KVIB a statement which has a material effect on the rights, obligations or interests of the MP KVIB and which the Selected Agency knows to be false;
  - v. Any document, information, data or statement submitted by the Selected Agency in its Proposals, based on which the Selected Agency was considered eligible or successful, is found to be false, incorrect or misleading; or
  - vi. As the result of Force Majeure, the Selected Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days
- b. If the MP KVIB Government of Madhya Pradesh wishes to terminate the contract for reasons attributable related to the Selected Agency performance, the MP KVIB will give a rectification notice for 30Days to Selected Agency in writing with specific observations and instructions.

**iv. Termination by Selected Agency (PMU)**

- a. The Selected Agency may, by not less than three (03) month written notice to the MP KVIB, such notice to be given after the occurrence of any of the events, terminate this Agreement if:
- i. The MP KVIB is in material breach of its obligations pursuant to this Agreement and has not remedied the same within forty-five (45) days (or such longer period as the Selected Agency may have subsequently agreed in writing) following the receipt by the MP KVIB of the Selected Agency's notice specifying such breach;
  - ii. as the result of Force Majeure, the Selected Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
  - iii. The MP KVIB fails to comply with any final decision reached as a result of arbitration.
  - iv. The Selected Agency is unable to continue the services.
- b. Payment upon Termination
- i. Upon termination of this Agreement all pending payments due till the date of the termination of the contract will be made by MP KVIB to the Selected Agency within 30 days of the contract termination. All terms and conditions in the contract will be referred including but not limited to Penalty Clause mentioned in this RFP.
- c. Suspension
- i. The MP KVIB may, by written notice of suspension to the Selected Agency, without any obligation (financial or otherwise) suspend all the payments to the Selected Agency hereunder if the Selected Agency shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension
    1. shall specify the nature of the breach or failure, and
    2. shall provide an opportunity to the Selected Agency to remedy such breach or failure within a period not exceeding thirty (30) days after receipt by the Selected Agency of such notice of suspension.
- d. Cessation of rights and obligations
- i. Upon termination of this Agreement or upon expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except

1. such rights and obligations as may have accrued on the date of termination or expiration,
2. the obligation of confidentiality set forth in RFP

### 9.10 Cessation of Services

Upon termination of this Agreement by notice of either Party to the other the Selected Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

### 9.11 Confidentiality obligations

The bidder can disclose the client's name or project for citation / reference purposes.

### 9.12 Satisfactory Performance & Consequences Clause

Satisfactory performance of the selected agency shall be a prerequisite for continuation of the contract, release of payments, and consideration for extension. Performance shall be ensured through **periodic reviews** conducted by the Department based on agreed milestones, Service Level Agreements (SLAs), and operational requirements of the e-Commerce Portal, including ONDC enablement. Performance assessment shall be based on measurable indicators and documented through review meetings, MIS reports, and system audits, as applicable.

Performance shall be evaluated, inter alia, on the following parameters:

- Stable, secure, and uninterrupted functioning of the e-Commerce Portal and its modules
- Timely completion of milestones and delivery of approved deliverables
- Compliance with ONDC protocols, Government IT policies, and security standards
- Adherence to defined response and resolution timelines during operations and maintenance
- Quality of support, training, and coordination with departmental stakeholders

In case the performance of the agency is found **unsatisfactory**, the Department may, after due notice, take one or more of the following actions:

- Withhold, defer, or recover milestone-linked payments
- Impose penalties as per the Penalty Clause
- Direct corrective actions within a stipulated timeframe
- Invoke performance security, wholly or partly

- Terminate the contract, in whole or in part, in accordance with the Termination Clause

Extension of the contract, if any, shall be considered only upon consistent satisfactory performance and at the sole discretion of the Department.

### 9.13 OEM Authorization Clause

If the bidder proposes a **ready-to-deploy / OEM-owned solution**, the bidder shall submit a **valid OEM Authorization Certificate**. The certificate must authorize the bidder to **offer, deploy, customize, integrate, and support** the proposed solution for the entire contract period.

#### Supporting Document Required:

OEM Authorization Certificate on **OEM letter-head**, duly signed and stamped.

### 9.14 Compliance with ONDC Governance, Policies & Regulations

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.

The vendor shall **proactively refer to and remain updated with all relevant resources, documentation, and sections available on the official ONDC platforms**, and ensure full compliance so that all functional, technical, security, and operational objectives of the ONDC integration are duly met throughout the contract period.

Non-compliance with ONDC policies or guidelines shall be treated as a **material breach of contract** and shall attract penalties or other actions as per the terms of the Agreement.

### 9.15 Non-Disclosure Agreement (NDA) Clause

#### Confidentiality & Non-Disclosure

The selected agency shall maintain **strict confidentiality** of all information, data, records, documents, systems, credentials, reports, source code, datasets (including beneficiary/personal data), configurations, and any other material disclosed or made available by the Authority during the course of the assignment ("Confidential Information"). The agency shall:

- Use Confidential Information **solely for the purposes of this assignment**;

- Not disclose, publish, share, transfer, or make available any Confidential Information to any third party **without prior written approval** of the Authority;
- Ensure that its employees, agents, and subcontractors comply with this obligation on a **need-to-know basis**;
- Implement appropriate **technical and organizational security measures** in line with applicable Government guidelines and the **Digital Personal Data Protection Act, 2023**.

The confidentiality obligation shall **survive completion or termination** of the contract. Any breach shall be treated as a **material breach**, attracting penalties, termination, and legal action as deemed appropriate by the Authority.

### 9.16 Indemnity Clause

The Selected Agency shall indemnify, defend, and hold harmless Madhya Pradesh Khadi and Village Industries Board (MP KVIB) / Government of Madhya Pradesh, its officers, employees, and representatives from and against any and all claims, demands, actions, liabilities, damages, losses, penalties, costs, and expenses (including reasonable legal expenses) arising out of or in connection with:

- Any breach of the terms and conditions of the Contract by the Agency;
- Negligence, misconduct, or omission by the Agency, its employees, agents, or subcontractors;
- Violation of applicable laws, rules, regulations, or statutory requirements;
- Infringement of Intellectual Property Rights (IPR), including claims relating to software, source code, APIs, third-party components, integrations, or hosting infrastructure;
- Data breach, cyber security incidents, unauthorized access, disclosure, or misuse of Government or beneficiary data;
- Non-compliance with ONDC Network Policies, technical standards, advisories, and certification requirements.

The indemnity obligations shall survive termination, completion, or expiry of the Contract.

The above indemnity shall be without prejudice to the Authority's right to impose penalties, invoke Performance Security, terminate the Contract, or pursue any other remedy available under applicable law.

Except in cases of fraud, willful misconduct, confidentiality breach, data protection violations, or IPR infringement, the total liability of the Agency shall not exceed the total Contract Value.

## 10. Annexures

### Annexure 1: List of Mandatory Documents for Technical Proposal

Sr.	Particular	Format/Process	Remark
1	Covering Letter	As per Annexure-2	Yes/No
2	Self- Declaration for not been blacklisted	As per Annexure-3	Yes/No
3	Details of the Applicant Signing the Bid	As per Annexure-4	Yes/No
4	Tender Fee & EMD Submission	As per Bid data sheet on page-4	Yes/No
5	Prequalification Criteria documents	As per section 8.1	Yes/No
6	Certificate of Registration of the Agency / Firm <ul style="list-style-type: none"><li>• GST Registration</li><li>• PAN registration</li><li>• ESI Certificate</li></ul>	As per section 8.1	Yes/No
7	Auditor certificate for turnover and net-worth certificate	As per Annexure-5	Yes/No
8	Bidder Experience in IT Software Development & E-Commerce Projects	As per Annexure-6	Yes/No
9	Bidder Experience in ONDC Projects	As per Annexure-7	Yes/No
10	Declaration for Availability of Technical Manpower	As per Annexure-8	Yes/No
11	Approach and Methodology	As per Annexure-9	Yes/No
12	Demo details of Proposed E-Commerce Portal	As per Annexure-10	Yes/No

**Annexure 2: Format of Cover letter for bid**

(On the letterhead of the organisation)

RFP No.:

To:

Date:

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

**Subject:** *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*

Dear Sir/Madam,

This is in response to the RFP issued by the Managing Director, Madhya Pradesh Khadi and Village Industries Board Department of Cottage and Rural Industries Government of Madhya Pradesh (Ref No.....) dated; we ..... (Name of the Bidder) are keen to get selected for the project and hereby express our interest.

We hereby confirm that:

1. We have examined in detail and have understood the terms and conditions stipulated in this RFP and in any subsequent communication sent by department. We agree and undertake to abide by all these terms and conditions. Our proposal is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from department.
2. The information submitted in our response document is complete and correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our document. We acknowledge that department will be relying on the information provided in our documents accompanying and we certify that all information provided in the application is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying are true copies of their respective originals.
3. We acknowledge the right of department to reject our proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
4. We declare that we satisfy all legal requirements laid down in the RFP.
5. This proposal is unconditional, and we hereby undertake to abide by the terms and conditions of the RFP.

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6. We understand that any work sanctioned in pursuance to the bidding process detailed in this proposal shall be on the terms and conditions specified in the Letter of Award / Work Order / Agreement pertaining to such work, which shall be thoroughly reviewed and accepted by us before undertaking such work.
7. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

For and on behalf of:

Yours sincerely,

Dated:

(Signature) (In the capacity of) Duly authorized to sign the RFP Response for and on behalf of:

Name of the Authorised Signatory.....

Designation of the Authorised Signatory.....

Name of the Company.....

Address of Company Seal/Stamp of Bidder.....

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**Annexure 3: Self-Declaration of Non-Blacklisted/Bankrupted /Debarred**

*(To be submit in prescribed format only on the letter head of the Agency duly Notarized)*

TO WHOMSOEVER THIS MAY CONCERN

This is to certify that we ..... (Name of Agency) registered under..... (Name of the Act) vide registration no. .... and GSTIN ..... do hereby declare and confirm that we have never been Blacklisted/Bankrupted/Debarred by any Ministry/Department/Board/Corporation/Any other entity of the Central or State Government or by any quasi-government or any Public Sector Undertaking or any Bank or any Other Entity till date.

We further confirm that we are aware that our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period.

**Signature & Seal of Agency**

**Name**

**Designation**

**Date**

**Place**

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#### **Annexure 4: Details of the Applicant Signing the Proposal**

<b>A. Organization Details</b>		
<b>Sr</b>	<b>Particulars</b>	<b>Details</b>
1	Name of Organization	
2	Legal Status (Company / Proprietorship / Partnership / Society / Trust / LLP)	
3	Country of Incorporation	
4	Date of Incorporation / Commencement of Business	
5	Registering Authority	
6	Registered Address	
7	Corporate Headquarters Address	
8	Branch Office(s) Address in India (if any)	
9	ESIC Registration Num	
10	PAN / TAN	
11	GSTIN	
12	Website	
13	Email ID	
14	Landline Number	
<b>B. Applicant / Authorized Person / Signatory</b>		
<b>Sr</b>	<b>Particulars</b>	<b>Details</b>
1	Brief Description of the Applicant (Main Lines of Business)	
2	Proposed Role & Responsibilities in the Project	
3	Authorized Person Name	
4	Designation	
5	Address	
6	Mobile Number	
7	Telephone Number	
8	Communication Address:	
9	Email Address	

Date: Signature of the Applicant / Authorized Representative

Seal / Stamp of the Agency

*RA* *Abhinav* *B* *U* *W* *H* 45 | Page *[Signature]*

**Annexure 5: Format for Financial Capability**

(On letterhead of CA)

<b>Bidder</b>	<b>Annual Turnover (Rs. in Lakhs)</b>			
	<b>FY 22-23</b>	<b>FY 23-24</b>	<b>FY 24-25</b>	<b>FY 25-26</b>
<b>Annual Turnover</b>				
<b>Average Annual Turnover</b>				

**Note: Average annual turnover in India during the three (3) years either FY 2022-23, 2023-24 and 2024-25 or FY 2023-24, 2024-25 and 2025-26**



Certified by:

(Signature and Seal of Chartered Accountant)

Name of Chartered Accountant:

Membership Number:

Office Address for communication:

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**Annexure 6: Format of Bidders experience in IT Software Development & E-Commerce Projects**


S.N.	Name of Assignment with Duration in Years	Date of Award /Commencement of assignment	Date of Completion of assignment	Name of the Client and contact num	Contract Value (In INR)	Brief Description of services provided
1.						
2.						

**Note:** Copies of work orders/ Contract Documents or the client certificate should be uploaded along with bid documents.

**Annexure 7: Format of Bidder Experience in ONDC Ecosystem Integration**

S.N.	Name of Assignment with Duration in Years	Date of Award /Commencement of assignment	Date of Completion of assignment (if applicable)	Name of the Client and contact num	Contract Value (In INR)	Brief Description of services provided
1.						
2.						

**Note:** Copies of work orders/ Contract Documents or the client certificate should be uploaded along with bid documents.


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**Annexure 8: Declaration for Availability of Technical Manpower**

*(To be submitted on the Applicant's Letterhead)*

**Declaration**

This is to certify that **[Name of the Organization]**, having its registered office at **[Registered Address]**, currently employs a **minimum of 10 (Ten) full-time IT professionals** on its payroll, in compliance with the technical manpower requirements specified in the RFP. The technical manpower includes qualified and experienced professionals across the following roles:

Sr	Professionals Name	Designation	Total Exp (In Yrs)	Date of Joining	Relevant Experience	Key Skills

All the above personnel are **full-time employees** of the organization and are engaged in technical and project delivery functions. The details provided herein are true and correct to the best of our knowledge.

Supporting documents such as Salary Slips ESIC / **EPFO returns** / **Offer Letter** / **payroll records** has been submitted as required and may be verified by the Authority/Client.

We understand that any misrepresentation may lead to disqualification from the selection process.

**For [Name of the Organization]**

Authorized Signatory Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Seal / Stamp of the Organization**

*(Handwritten signatures and stamps)*

## **Annexure 9: Format of Approach and Methodology Document**

Tech 1: Comments on the ToR

Tech 2: Understanding of the Scope of Work, Approach and Methodology  
(Not more than 5 Pages)

The bidder will have to provide a detailed write up for understanding of the Scope of Work, the approach proposed and the methodology that will be adopted. The approach and methodology should include following topics.

- Understanding of the scope of work
- What kind of approach should work for MP and why?
- Work plan outlining the identified tasks, implementation timelines, responsible personnel/teams, sequence of activities, and the estimated duration for each phase of execution.
- Details of the technology stack proposed for the solution, including the open-source platforms, frameworks, and tools to be adopted for development and deployment.
- date of commencement of various activities.
- Risks and pitfalls and how to mitigate them
- PERT Chart and other relevant details (Not more than 1-2 Pages)

## **Annexure 10: Product Demonstration / Use Case Presentation**

<b>Sr. No.</b>	<b>Demo Evaluation Checklist Item</b>	<b>Details to be Demonstrated / Verified</b>	<b>Marks</b>
1	UI/UX & User Experience	Ease of use, responsive design, navigation flow, mobile compatibility	3
2	Seller Onboarding & Catalog Management	Seller registration, onboarding workflow, product/catalog management	3
3	Order Lifecycle Management	Order placement, acceptance, fulfilment, cancellation, return/refund flow	3
4	ONDC / API Readiness	ONDC integration capability, API readiness, interoperability, webhook/API flow	3
5	Scalability, Security & Reporting	Scalability approach, security features, dashboards/reports, audit logs	3
	Total Marks		15

**Annexure 11: Sample BOQ format for submission of Financial Bid**

Please do not include this document in technical proposal, this is just for Reference. (Financial Proposal to be submitted in BOQ Format only)

To,  
The Managing Director, MP KVIB,  
Madhya Pradesh, Bhopal

The Managing Director, Madhya Pradesh Khadi and Village Industries Board (MP KVIB), invites **Request for Proposal (RFP)** from reputed, experienced, and technically competent agencies for **end-to-end implementation of a Ready-to-deploy E-Commerce solution**, including **ONDC enablement, operations and maintenance** for MP KVIB.

We, the undersigned, offer to provide the consulting services for the above project in accordance with your Request for Proposal no. \_\_\_\_\_ dated \_\_\_\_\_. Our Financial Proposal (Grand Total) amounts to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only), covering a period of 6 months for Go-Live and 36 months of AMC support from the Commencement Date. **The Financial proposal is inclusive of all the taxes except GST. The Financial proposal is inclusive of all the taxes except GST.**

Sr. No.	Items	Unit	Duration / No. of Months	Total Amount (₹ in Lakh)
1	e-Commerce Portal Customization & Readiness	Nos	6 Months	
2	ONDC Integration & API Certification	Nos	Included in Phase-I ( 6 Months)	
3	Catalogue Creation & Centre On-boarding	Nos	Included in Phase-I (6 Months)	
4	UAT, Security Audit & <b>Go-Live (Portal Launch) with stabilisation period of 2 months.</b>	Nos	Included in Phase-I (6 Months)	
5	Security Audit (through CERT-In empanelled auditor) - Annual Cost	Nos	Valid for 12 Months	
6	Cloud Infrastructure (DC-DR) & Hosting Cost - Annual	Nos	12 Months Note: Payable in half-yearly instalments	
7	AMC Support - <b>First Year</b> (Bug Fixes / CRs / Enhancements)	Nos	12 Months Note: Payable in half-yearly instalments	
8	AMC Support - <b>Second Year</b> (Bug Fixes / CRs / Enhancements)	Nos	12 Months Note: Payable in half-yearly instalments	
9	AMC Support - <b>Third Year</b> (Bug Fixes / CRs / Enhancements)	Nos	12 Months Note: Payable in half-yearly instalments	
	<b>Total</b>			₹ _____

1. The Breakup of Financial Proposal for period of 6 Months plus 36 months of AMC from the Commencement Date.
2. The income tax etc., if applicable, shall be deducted at source from the payment as per the law in force at the time of execution of contract. We further understand that if there would be any increase in any other applicable taxes, levies, duties, and fee etc. whatsoever, and other charges during tenure of contract, the financial burden of the same shall be borne by us.
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.
4. We understand that KVIB may request for deployment in phases. Hence the invoice will be raised on the basis of milestone for the project.
5. Our Financial Proposal shall be binding upon us up to the expiration of the validity period of the Proposal.
6. We undertake that in competing for and, if the award is made to us, in executing the above consultancy services, we will strongly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
7. Further, the office space and other consumables as required for the project shall be provided by KVIB as per the existing guidelines of state of Madhya Pradesh.

We understand that you are not bound to accept any Proposal you receive and may reject any or all proposal without assigning any reason for the same.

Yours sincerely,

Authorized Signatory:

Name and Title of Signatory:

Name of Agency:

Location:

Date:

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**Annexure 12: Format for submission of pre-bid queries**

- The queries should be sent to MP KVIB in the below mentioned format in an excel file only with covering letter through email at TO: ....., and CC to: .....
- No other mode of communication will be accepted for pre-bid queries.
- Any requests received for clarifications after the indicated date & time will not be entertained by MP KVIB.

S.N.	Section	Sub-section	Reference/ Subject	Clarification sought

**Annexure 13: Deliverable Acceptance certificate**

Project Name: \_\_\_\_\_  
Client Department: \_\_\_\_\_  
Implementing Agency: \_\_\_\_\_  
Contract / Work Order No.: \_\_\_\_\_  
Date of Agreement: \_\_\_\_\_

**Part A – Work Done Report (WDR) – Submitted by Agency**

(To be submitted by the Agency along with milestone completion request)

**1. Milestone Information**

Particular	Details
Milestone No.	M_
Milestone Name	_____
Milestone Period	_____
Completion Date (Claimed)	_____
Verification Date	_____
Milestone Payment (In Rs.)	_____
Proposed Payment (In Rs.)	_____

**2. Scope Executed Under This Milestone**

Brief description of work completed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. Deliverables Submitted**

Sr. No.	Deliverable Description	Reference Document / Annexure	Status
1	_____	_____	_____
2	_____	_____	_____

**4. Measurable Outcomes / KPIs Achieved**

- Functionality as per approved scope implemented
- SLA / Performance benchmarks achieved
- Security / Compliance requirements met
- ONDC / Integration certification completed (if applicable)
- UAT sign-off obtained (if applicable)
- Hosting / Monitoring operational (if applicable)

Supporting Documents Attached:

- UAT Sign-off
- Security Audit Report
- Integration Certificate
- MIS Reports
- Other: \_\_\_\_\_

**5. Issues & Resolution Status (if any)**

Issue	Resolution Status	Date Closed

**6. Declaration by Agency**

We hereby declare that the above milestone has been completed in accordance with the Contract / RFP terms and all deliverables submitted are true and correct.

**For Implementing Agency**

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Seal: \_\_\_\_\_

**Part B – Deliverable Acceptance Certificate (DAC) – Department Use**

**1. Verification Details**


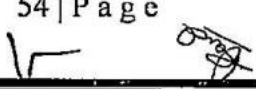
Particular	Details
Verification Date	_____
Milestone Payment (In Rs.)	_____
Proposed Payment (In Rs.)	_____

**2. Deliverables Covered**

- Portal Launch / Enhancements
- AMC Support (Bug fixes / CRs / Enhancements / O&M)
- Infrastructure Hosting & Monitoring
- ONDC / Payment / Logistics Integration
- Reports / Documentation / MIS
- Other: \_\_\_\_\_

**3. Acceptance Confirmation**

The deliverables under the above milestone have been verified and are found to be:

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- Completed as per scope and contract
- Meeting quality, performance, and SLA requirements
- Compliant with applicable guidelines and approvals

Remarks (if any):

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#### 4. Payment Recommendation

Based on verification:

- Accepted
- Accepted with observations
- Not Accepted

Payment Eligible: As per approved milestone-wise payment schedule defined in the Contract / RFP.

Approved Amount .....

Remark: .....

#### 5. Certification

This is to certify that the milestone deliverables have been reviewed and accepted in accordance with the Agreement, and the corresponding payment may be processed.

#### For the Department / Authority





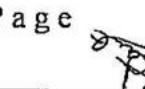

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Seal:

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### 3. Obligations of the Agency

The Agency shall:

- Use Confidential Information **strictly for the Purpose** and for no other reason whatsoever;
- Maintain **absolute confidentiality** and exercise at least the same degree of care as it applies to its own confidential information (but not less than reasonable care);
- Not disclose, publish, share, sell, license, transfer, or make available Confidential Information to any third party without prior **written approval** of the Authority;
- Restrict access to Confidential Information to only those employees, agents, or subcontractors who require it on a **need-to-know basis**, and ensure they are bound by equivalent confidentiality obligations;
- Implement appropriate **technical and organizational security measures**, including encryption, access control, audit logs, and secure storage;
- Fully comply with:
  - Digital Personal Data Protection Act, 2023
  - Information Technology Act, 2000
  - Government of India & Government of Madhya Pradesh IT and cybersecurity guidelines
  - ONDC Network Policies, Advisories, and Compliance Handbook
- Immediately notify the Authority in writing of any **actual or suspected data breach**, unauthorized access, or disclosure and cooperate fully in remediation.

### 4. Exclusions

Confidential Information shall not include information which the Agency can demonstrate:

- Is or becomes publicly available through no breach of this Agreement;
- Was lawfully known to the Agency prior to disclosure;
- Is lawfully obtained from a third party without confidentiality restriction;
- Is independently developed without reference to Confidential Information.

### 5. Data Protection & Privacy

Where Confidential Information includes personal or beneficiary data:

- The Agency shall act as a **Data Processor**, and the Authority shall be the **Data Fiduciary** under the DPDP Act;
- Data shall be processed only as instructed by the Authority;
- No cross-border transfer shall be made without written approval;
- Data shall not be retained beyond the contract period unless mandated by law.

## 6. Ownership

All Confidential Information shall remain the **exclusive property of the Authority**. No license, right, or interest is granted to the Agency except for limited use strictly for the Purpose.

## 7. Return / Destruction of Information

Upon completion, termination, or upon written request:

- The Agency shall **return, delete, anonymize, or destroy** all Confidential Information as directed by the Authority;
- Provide a **written certification of compliance** within 15 days;
- One archival copy may be retained only if required by law, subject to continued confidentiality.

## 8. Term and Survival

This Agreement shall remain in force:

- During the entire contract period; and
- For **five (5) years after termination/expiry**, or longer where required by law (including DPDP Act obligations).

## 9. Remedies & Indemnity

Any breach of this Agreement shall constitute a **material breach** of contract. The Authority shall be entitled to:

- Injunctive relief
- Liquidated damages / penalties as per contract
- Termination of contract
- Indemnification for losses, claims, penalties, and reputational damage

The Agency shall **indemnify and hold harmless** the Authority against all claims arising from breach of confidentiality or data protection obligations.

## 10. No Publicity

The Agency shall not make any public announcement, publication, or disclosure regarding the project without prior written approval of the Authority.

## 11. Governing Law & Jurisdiction

This Agreement shall be governed by the laws of India. Courts at Bhopal, Madhya Pradesh shall have exclusive jurisdiction.

### 12. Dispute Resolution

Disputes shall be resolved as per the dispute resolution mechanism specified in the main Contract/RFP.

### 13. Miscellaneous

- This Agreement constitutes the entire understanding on confidentiality;
- Amendments must be in writing and signed by both Parties;
- Invalidity of any provision shall not affect the remainder;
- The Agency shall not assign this Agreement without prior approval.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date first written above.

#### For the Authority

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Seal & Date

#### For the Agency

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Seal & Date

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**Annexure 15: Format of Indemnity Bond**

(To be executed on Non-Judicial Stamp Paper of Rs. 100 and duly notarized)

**INDEMNITY BOND**

This Indemnity Bond is executed on this \_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_.

BY

M/s \_\_\_\_\_, a company incorporated under the Companies Act, 2013 / LLP / Partnership Firm, having its registered office at \_\_\_\_\_, through its Authorized Signatory Mr./Ms. \_\_\_\_\_ (hereinafter referred to as the "Indemnifier" or "Agency", which expression shall include its successors and permitted assigns);

IN FAVOUR OF

**Madhya Pradesh Khadi and Village Industries Board (MP KVIB)**, Government of Madhya Pradesh, having its office at \_\_\_\_\_ (hereinafter referred to as the "Authority", which expression shall include its successors and assigns).

**WHEREAS:**

1. The Authority has awarded the work titled " \_\_\_\_\_ " vide Work Order / Agreement No. \_\_\_\_\_ dated \_\_\_\_\_ ("Contract").
2. As per the terms of the Contract, the Agency is required to indemnify the Authority against certain losses, claims, damages, and liabilities arising out of execution of the project.

NOW THIS BOND WITNESSETH AS UNDER:

**1. Indemnity Obligation**

The Agency hereby irrevocably and unconditionally agrees to indemnify, defend, and hold harmless the Authority, its officers, employees, and representatives from and against any and all:

- Claims, demands, actions, suits or proceedings by any third party;
- Loss, damage, penalty, interest, fine or cost;
- Legal expenses, including advocate fees and court costs;
- Liabilities arising out of statutory non-compliance;
- Intellectual Property Rights (IPR) infringement claims;
- Data breach, cyber security incidents, unauthorized access or disclosure;
- Negligence, misconduct, omission, or breach of contractual obligations by the Agency or its personnel;
- Any act or omission resulting in financial, reputational, or operational loss to the Authority.

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## 2. Scope of Coverage

This indemnity shall cover:

- Software, source code, APIs, integrations, and customizations delivered under the project
- ONDC integrations and compliance;
- Hosting infrastructure, cloud services, database and application management
- Third-party tools, libraries, frameworks, or components used in the solution
- Acts of employees, subcontractors, agents, or representatives of the Agency

## 3. Survival of Indemnity

This indemnity shall remain valid and enforceable:

- During the entire term of the Contract and
- For a initial period of Three (3) years after completion, termination, or expiry of the Contract or
- For such longer duration as required under applicable law.

## 4. Limitation

This Indemnity Bond shall be without prejudice to:

- The Authority's right to invoke Performance Security / Bank Guarantee
- Imposition of penalties under the Contract
- Termination rights under the Agreement
- Any other legal remedy available under law

## 5. Continuing Obligation

The obligations under this Indemnity Bond shall not be discharged by:

- Completion of the project
- Expiry or termination of the Contract
- Partial payments made by the Authority

## 6. Governing Law & Jurisdiction

This Indemnity Bond shall be governed by the laws of India. Courts at Bhopal, Madhya Pradesh shall have exclusive jurisdiction.

## IN WITNESS WHEREOF

The Indemnifier has executed this Indemnity Bond on the date and year first above written.

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For M/s \_\_\_\_\_  
(Agency)

Authorized Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Seal:

Witnesses:

1. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

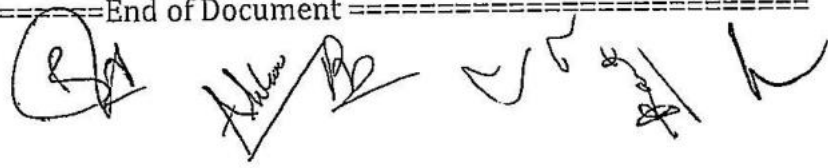
2. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

-

=====End of Document=====

A series of five handwritten signatures in black ink, arranged horizontally below the 'End of Document' line. The signatures are stylized and vary in complexity, with some including initials or specific symbols.